

26 October 2022

Greetings, Family and Friends,

As you may recall all consenting residents and employees across Maroba were PCR tested on Thursday of last week. Those results have returned, and with some subsequent testing, we can now confirm that there are a total of nine Residents who have tested positive to Covid since the beginning of this current outbreak. At this time four residents have recovered and we are supporting five residents who are Covid positive. All of these residents live in Honeysuckle suburb which remains an outbreak area and is being managed with in room isolation for the affected residents with PPE stations outside their rooms. All affected residents are on Antiviral Treatment and are doing well at this stage. Unfortunately, this requires us to limit movement of residents and confine them to Honeysuckle suburb as per Public Health guidance.

All consenting residents across Maroba have been RAT tested again today as required by the Commonwealth with all results negative at this time. A PCR testing regime for the affected suburbs will be ongoing every 3 days and the twice weekly surveillance Rapid Antigen Testing regime will continue for all other areas. The designated primary contact will be notified by a Registered Nurse of a positive result as soon as we become aware, so no need to ring.

Today we have had three new Staff Covid cases.

Resident activities will be modified to ensure minimal risk to residents whilst still accommodating their enjoyment of the programs on offer. Social outings and Medical appointments must be booked using our online booking system at least 48 Business hours before the outing. This also helps with contact tracing.

The follow Visiting arrangements will continue for Maroba so please familiarise yourself with these requirements. Please assess your own risk when deciding to visit Maroba as Covid is putting everyone at risk as we can never assume we are Covid free. **These arrangements may change on very short notice if cases escalate.**

- Visiting will be from 10 am to 4 pm weekdays and weekends.
- No Appointment necessary during these times and a resident may receive more than 1 visit a day.
- **RAT testing continues before entry to the facility and photo evidence of negative result is essential proof.** Do Not carry your RAT with you unless in a sealed bag.
- Wear a surgical mask throughout each visit – No eating or drinking inside the facility. Protective eye wear / Face Shield provides an additional protection but is not essential so will no longer be provided unless visiting a Covid positive resident.
- **Check in and out using our Coolguard system in reception. Wait for the green tick before proceeding. Check with reception if it turns red, do not proceed to your visit.**

- Only 2 people may visit in a resident's room, however if more than 2, outside visiting is the only option. Do not utilise any inside communal area or the coffee machine.
- 1 child (of any age) may attend an in room visit with 1 adult. Keep in mind the children's playground is open for when you are visiting outdoors. All children must remain under your supervision and care throughout your visit and if using the playground.
- Co-operate with all directions from staff whilst you are visiting Maroba as it is for everyone's wellbeing and safety
- Family members who are nominated Partners in Care for their loved one or those supporting a palliating resident continue their caring and support roles throughout the facility as advised and in conjunction with the above visiting requirements.
- Covid positive residents may have a visitor for a limited time each day to reduce the risk of cross infection to the visitor. Full PPE will be required.
- Please complete excursion forms online for all medical appointments and outings 48 hrs before the event. When out and about be sure to activate Covid Safe Protocols.

Be assured that spot checks of RAT evidence will take place and if you fail to provide that evidence you will be asked to leave the building immediately. We have opened visiting based on TRUST and mutual respect, believing that friends and families will want to co-operate with our efforts. I do not want to go backwards in our protection strategies so please make sure you pass on this update to anyone who is likely to visit!

If you have concerns with our approach, please call us to discuss or if you prefer contact:

Older Persons Advocacy Network (OPAN) on 1800 700 600
The Aged Care Quality and Safety Commission on 1800 951 822
Senior Rights Service 1800 424 079

If you require additional information, please call reception 49350300 during office hours or email enquiries@maroba.com.au.

On behalf of the Maroba Team we look forward to welcoming those of you who are able to visit.

Yours sincerely,



Per: Viv Allanson - CEO