

12 December 2022

Greetings, Family and Friends and especially our new residents and families,

Things have been very hectic at Maroba whilst I was away, especially last week as the team welcomed the [Australian Quality and Safety commission Audit team](#) for a 3 day unannounced visit. Some of you did have an opportunity to share your Maroba experience which will all go towards our ongoing Continuous Improvement strategies. Thank you for making time to contribute to the Maroba story, it does mean a lot to us all. Whilst we won't receive an official report for several weeks we did take comfort that overall the audit team had a positive experience and were able to leave us with a number of actions for us to go on with.

On another note I have declared an outbreak in our Waratah suburb, as of this morning and have instigated the necessary measures to further protect other residents, staff and visitors. All residents in the area have provided a PCR test so that we can get a more accurate baseline as we move through the key stages of the outbreak. The Commonwealth Govt have been informed via the Covid Portal.

All residents across the facility have continued with twice weekly RAT testing and no other cases have emerged today. Staff continue with Rat testing before every shift and at this point all staff are clear of Covid. This is really great news, however the Covid numbers in the community are signalling further spread of Covid into the Aged Care environment. The 4th Wave is well and truly kicking so it is vital that if you or a family member is unwell please get tested and report any positive cases to us immediately so we can assess the exposure and risk to residents. If you maintain your mask wearing and social distance while visiting or on outings the risk profile does change which may mean that isolation for an exposed resident may be reduced. **Please don't visit if unwell or Covid Positive.**

There are three things everyone can do to reduce the threat of these variants across our communities – and help limit the size of the wave.

Firstly, make sure you are up to date with your vaccinations – including having a third or fourth dose if you haven't had them already.

Vaccination is your best protection against getting severely ill or dying from COVID-19 and evidence from overseas indicates vaccination reduces the prevalence of symptoms associated with Long COVID.

Secondly, keep a mask handy when away from home. If you're at indoor public places or in crowded settings, a mask can help protect you and reduce the chance of infecting others. It's a simple, sensible way to add another layer of protection and contribute to our collective effort to slow the spread of the virus. Keep sanitiser handy too !

And thirdly, if you have tested positive or are not feeling well, stay at home until the symptoms have passed. If you do have to leave your house, wear a mask and avoid going to any high-risk settings, including hospitals, and aged and disability care facilities.

This is great advice and if we all adhere to it, we will improve our Christmas outlook for sure. I realise many of you will be familiar with our check in and visiting protocols but I will update for the benefit of our new families and residents and for those who may not have visited recently.

Social outings and Medical appointments must be booked using our online booking system at least 48 Business hours before the outing. www.maroba.com.au This also helps with contact tracing.

The following visiting arrangements will continue throughout the Christmas season for Maroba so please familiarise yourself with these requirements. Please assess your own risk when deciding to visit Maroba especially if you are visiting a Covid isolation area. These arrangements may change on very short notice if cases emerge.

- 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.** Full PPE is to be worn in the Waratah suburb to provide essential additional protection while potentially exposed to Covid -19 in that environment.
- 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.
- 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.
- Christmas Day outings are on our radar so please do an online excursion form by this Friday 16/12/22 to ensure we can plan for an optimal experience on the day.

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 over the Christmas Season and hope you can join with us in sharing the Love and Joy of the season this year after the past 3 years of challenges due to the Pandemic.

Yours sincerely,



Viv Allanson

CEO

