

16th December 2022

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

As you would know I have declared an outbreak in our Waratah suburb as off Mon 12th Dec, and as of this morning we now have a total of 6 Covid positive residents who are all responding well to the antiviral treatment.

All non Covid residents in the area are on a testing regime as advised by the Public Health Unit ,so we can move through the key stages of the outbreak with maximum awareness of positive residents. The Commonwealth Govt have been updated via the Covid Portal every time a new case emerges including 3 staff cases. Our Family Liaison team are calling families of Covid Positive residents on a regular basis regarding their loved ones condition.

All residents across the facility have continued with twice weekly RAT testing and no other cases have emerged after yesterdays testing. Staff continue with Rat testing before every shift, as do all visitors before every visit. Covid numbers in the community are signalling further spread of Covid into the Aged Care environment with over 3700 cases across NSW in the last week. Sadly 48 Covid deaths were reported across NSW. This 4th Wave is well and truly hitting our community hard, 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.

Lets all follow this advice to improve our Christmas outlook !

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 necessary.**

- 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 COB today 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

