

22nd December 2022

Greetings, Family and Friends,

The Good news is we have only had one recent Covid positive case in Waratah suburb on 20/12, so once all other positive residents complete isolation on this Friday and no other residents test positive, we will deisolate the suburb and maintain in room isolation for the remaining resident. If more cases emerge this will change.

Unfortunately 2 new cases have emerged in The Hill however they are able to be isolated in their rooms. Our 2 new positive residents have commenced their antiviral treatment.

All non Covid residents in both The Hill and Nobbys have been PCR tested yesterday to establish a baseline. Further testing across the site will continue as advised by the Public Health Unit. Our Family Liaison team are calling families of Covid Positive residents on a regular basis regarding their loved ones condition. All activities in the Manor will be exclusive to each suburb to avoid contact with residents in affected suburbs during this time.

Staff continue with Rat testing before every shift. It is vital that if you or a family member is unwell, get tested and report any cases to us. **Please don't visit if unwell or Covid Positive.**

There are some subtle changes to our check in and visiting protocols, so please review all of them below. 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

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 or taking someone out from an affected area.** 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 until we officially deisolate the suburb.
- Check in and out using our Coolguard system in reception. **Wait for the green tick before proceeding. Check with reception or a Staff member 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 especially when in Covid effected environments.**
- 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 going ahead, however if your loved one is residing in a Covid affected area you may need to check in with us to ensure a risk assessment is carried out to protect yourself and your family and of course the transport provider.
- Christmas day will be very busy getting residents ready so be patient as we endeavour to meet expectations and remember our residents can be unpredictable so plans just may go off the rails. We will do our best.
- **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, 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 sincerely wish you a Merry Christmas and hope you can join with us in sharing the Love and Joy of the season!

Yours sincerely,



Viv Allanson CEO

