

30th December 2022

Greetings, Family and Friends,

Since last reporting we have had more residents and staff recover from Covid which is great news. Unfortunately, the post-Christmas effects of a Covid active community has seen a number of other residents (7) and team members (3) return positive covid tests since 27th Dec 2022. Antiviral treatment has been commenced for all residents.

Suburb update:

Waratah: has had all residents recover and is now OUT of isolation;

Honeysuckle: currently has four (4) positive cases;

The Hill: has had residents recover and now has two (2) positive cases

Nobbys: unfortunately has had four (4) residents test positive over the past 36 hours, PCR results just returned show all other residents as Negative at this time in Nobbys;

The Lodge: Bluegum and Jacaranda remain clear at this stage

Our Family Liaison team and our Reg Nurses have been reporting in each day to a nominated family member for an update on covid positive residents. Your nominated family member will be contacted if your loved returns a positive Covid result.

The current testing regimes for residents will continue until the Public Health unit deisolates the Suburb.

All activities in the Manor will be exclusive to each suburb to avoid contact with residents in affected suburbs. During this time Fire doors will remain closed but not locked just as a reminder that movement between suburbs is not advisable.

Staff continue with RAT testing before every shift and during if symptoms emerge.

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.

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 an **N95 mask** throughout each visit – **No eating or drinking inside the facility.** **Full PPE is to be worn in Honeysuckle and Nobbys suburbs** 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. www.maroba.com.au When out and about be sure to activate Covid Safe Protocols.
- **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 wonderful New Year!

Yours sincerely,

Per: Viv Allanson CEO