

9th January 2023

Greetings, Family and Friends,

January is certainly marching along with some good news about the current outbreak. ...since last reporting we have only 5 residents in Nobbys in Isolation and only 1 staff still recovering. Today the PHU formally de-isolated The Hill enabling residents to resume normal activities..

Sadly since Friday we have farewelled 2 of our much loved residents who did not recover from Covid. This is a reminder that Covid is still very active within our community which is easily spread to Older people ,including those more vulnerable and those in care. We must not be complacent about this disease no matter how long it remains amongst us.

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. This has been a very reassuring measure especially for families who are not able to visit.

The testing regime in Nobbys will continue until the Public Health unit calls the outbreak over. All other twice weekly surveillance RAT testing will continue as normal.

All activities in the Manor will be exclusive to each suburb to avoid contact with residents in affected suburbs for now. However Fire doors will be left open to allow free movement between suburbs and communal areas for residents except for Nobbys where Fire doors will remain closed for a bit longer until the outbreak is declared over..

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.**

There are some subtle changes to our 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](http://www.maroba.com.au)

The following visiting arrangements continue 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 an **N95 mask** throughout each visit – **No eating or drinking inside the facility.** **Full PPE is to be worn in Nobbys suburb** to provide essential additional protection while potentially exposed to Covid -19 in that environment. This will continue until the 12<sup>th</sup> Jan, however this will be extended if there are new cases in the next day or so. If visiting a Covid Positive resident you must wear full PPE in their room even if the rest of the suburb is no longer in full PPE.

- 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.
- 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.
- When out and about with a loved one 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](mailto:enquiries@maroba.com.au).

Whilst it has been another challenging Christmas and New year it remains a privilege for all of the Maroba team to serve our community

I am now back at Maroba after a lovely break and looking forward to seeing you soon.

Yours sincerely,



Viv Allanson CEO

