

25th January 2023

Greetings, Residents , Family and Friends,

As we prepare to step into the Australia Day public Holiday and long weekend for many, I thought it is a great opportunity for an update.

Although our last outbreak was declared over on 17th January, we have continued to have a few staff cases and 1 resident who will be out of Isolation on 27th Jan. Twice weekly testing throughout the facility continues with 2nd daily testing in Nobbys. Staff continue with RAT testing before every shift and during if symptoms emerge.

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.

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.

Additional Important Information:

You may have noticed we have had some issues with our lift recently...the latest news is we are waiting for a major overhaul which is scheduled for February and the necessary parts are not yet available to keep it running reliably in the meantime. We do appreciate your patience and we certainly want to ensure you are able to continue visiting residents on the Lower Ground floor of the Manor. To enable this, we will need to make some alternative arrangements for visitors who are unable to utilize the stairs to the lower level and therefore we ask that if you do need the lift to go to Waratah or Honeysuckle suburbs then please utilise the intercom just outside the front door of the Manor. It will ring through to a nurses station and someone will answer your request for assistance to the alternate lift. Your patience will be appreciated as you wait for a response. When you depart please ask staff in the suburb to assist you to the lift so that you can leave the building safely.

Please review our visiting protocols below as some may have changed over time. 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

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.**
- 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.
- 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 our Maroba team we do wish you a safe and refreshing break for Australia Day and the weekend.

AUSTRALIA DAY - THURSDAY 26 JANUARY

Reflect. Respect. Celebrate – we're all part of the story.

Australia Day is for all Australians to reflect, respect and celebrate. We are all part of the story of Australia – from those whose ancestors walked on Country for tens of thousands of years to those who came in the waves of migration that followed on to our newest citizens.

On Australia Day, we reflect on the past, present and future. We listen and respect each other's stories, contributions, and aspirations. We celebrate being Australian together, fair and free.

Yours sincerely,



Viv Allanson CEO

