

31st January 2023

Greetings, Residents, Family and Friends,

Some good news, given the excess Rapid Antigen Tests in the Govt stockpile I have been able to secure additional supplies for all our families from our Local Health District. This means that from tomorrow you will be able to collect a box of tests from reception so that you can undertake testing at home prior to your visit. We accept photo evidence which has time and date on it, or if you don't have a phone utilize a sealed plastic bag in case we do a spot check on your RAT evidence. These particular tests expire in April and like all RAT kits must be kept in a stable temperature environment. Do not leave them in your car or handbag it will render them unsuitable and unreliable.

I remind you 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. Already the media have informed us about a further Vaccination option, however no news or formal advice has yet come from the Commonwealth. When that information arrives we will pass it on to residents and families so that you can make a decision to suit your situation.

Twice weekly RAT testing throughout the facility will continue for Residents.

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:

Whilst our lift is operational again from today, I must advise it will be out of service sometime in February for a complete overhaul. When we have more information, I will let you know via update or e-mail.

From tomorrow we can offer visiting in communal areas both inside and outside. However whilst inside, regardless of the venue Surgical masks must be worn. This means you must NOT access the coffee machine or cold drinks as this will require removal of your mask. Only residents living within the Manor and Lodge and staff can utilize the Coffee and Drink machines. This is a hygiene issue so please co-operate with this arrangement to protect residents from cross contamination.

If you wish to go outside (which is by far the best option) you may remove your mask if you maintain social distance. If you wish to consume refreshments outside your best option is to bring them with you as most residents are not able to make coffees and bring them outside for you. If they are able to, without your assistance then that is a possibility. We do hope that Covid conditions will improve by the end of February as we do look forward to offering all our guests free coffee once again. We will keep reviewing Covid conditions and make changes accordingly.

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 a **Surgical 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 inside the building, however if more than 2, outside visiting is the only option.
- 1 child (of any age) may attend a 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.

Yours sincerely,



Viv Allanson CEO

