

8th March 2023

Greetings, Residents, Family and Friends,

Today we highlight International Women's Day and celebrate the contribution of all the Women of Maroba. You may be a resident ,a volunteer ,a visitor or very importantly a staff member. So, take a moment to reflect on the difference women make to our world, our communities, our workplaces and our families.... Let those women in your life know, especially our Elders that you appreciate the trail they have blazed for our younger generation!

But now, it is time for another Outbreak update and at present we have 3 staff cases and 5 residents isolating in Nobbys suburb which escalates PPE and movement restrictions in and out of the suburb.

Our Family Liaison team will be in touch with a nominated family member to provide a daily update for residents with Covid-19.

As Nobbys is the affected area all non-Covid affected residents will have second daily RAT tests. 2 residents in the Hill may have been exposed so are also isolating in their room. All remaining residents across the Manor and Lodge were PCR tested yesterday so we await their PCR results, hopefully they will all be in today. Our arrangements may change depending on those results. Twice weekly RAT testing throughout the facility will continue for most Residents. Families will be advised if your loved one returns a positive test.

We have put in place cohorting of residents within their suburb groups and have closed the fire doors in Nobbys as a reminder to remain segregated from other residents as Nobbys is now a Red zone. We have asked Nobbys residents not to use the coffee machine, but to ask staff to get them a coffee as they require it. This will minimise cross contamination of communal equipment. Nobbys residents will have exclusive in suburb exercises and activities until further notice.

Both the Commonwealth and our Public Health Unit have been formally notified of the outbreak and are in regular communication to support our outbreak strategy.

This is a timely 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.

It is vital that if you or a family member are unwell, get tested and report any cases to us. Please don't visit if unwell or Covid Positive.

The Commonwealth Government have informed us about a further Vaccination option to be known as the 2023 Booster. Eligibility will depend on date of last vaccine and any recent Covid illness, however we ask that all families go online to our website www.maroba.com.au and separately complete the vaccination consent forms for both Covid and Influenza. Vaccination clinic dates will be announced when we have enough eligible residents with signed consents. These will be managed in conjunction with Whitebridge Pharmacy.

Additional Important Information:

If you are a regular visitor and need RAT test kits, please see reception for free supplies.

We continue to offer visiting in communal areas both inside and outside for residents and families. However, if your loved one is residing in Nobbys please do not move outside the suburb. It is best that you maintain in room visits or outside on the Nobbys balcony. 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.

For those outside of Nobbys, 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. We do hope that Covid conditions will improve soon as we do look forward to offering all our guests free coffee once again. We will keep reviewing Covid conditions and make changes accordingly.

Last Friday I contacted the highest authority in our Local Health District to enquire about masks and visitor numbers as some families are pushing back on our requirements because the NSW Health website states that the listed requirements are recommendations. Let me assure everyone that **there is no plan to soften the current recommendations that visitors SHOULD wear a mask or that visitor numbers should be relaxed.** As we have experienced many outbreaks at Maroba we do know that masks have been beneficial, as has **Hand Hygiene** and **Social Distancing** and we must continue to do all that we can to provide an optimal environment for our residents and staff.

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. If you can't attend during these hours please call reception so we can support your visit.

- **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.**

- If visiting a Resident with Covid or in Nobbys you will be required to wear full PPE prior to entry to their room. **You must assess your own risk factors as Covid can be very debilitating. It may be advisable to keep your visit short to reduce your risk of contracting the virus.**
- **Only 2 people** may visit inside the building, however if more than 2, outside visiting is the only option. Exceptions may apply for Palliation.
- 1 child (of any age) may attend an inside 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. Especially wear a mask when at medical appointments or in crowded venues.
- 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

**HAPPY
INTERNATIONAL**

