

6th March 2023

Greetings, Residents, Family and Friends,

Whilst we have enjoyed a short period of respite from an outbreak amongst our residents, I can report that we tested a resident with symptoms yesterday and 2 more residents today revealing Covid positive results. All affected residents are isolating in their rooms and have either commenced Antiviral Treatment or have had it prescribed. 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 residents have had a PCR test this morning and we will await their results. 2 residents in the Hill may have been exposed so are also isolating in their room also waiting for their PCR results. They did test negative on RAT this morning as did all other residents across the site.

From today 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 if they are leaving the area. 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, enabling all other residents to access the coffee. 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.

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. We must not be complacent about this disease no matter how long it remains amongst us.

Twice weekly RAT testing throughout the facility will continue for most Residents, whilst residents in the affected area will be on a different regime.

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:

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 sit near anyone from other suburbs. It is best that you maintain in room visits or outside on the Nobbys balcony or

in the grounds at this time. 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. 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 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**. 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.**
- **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