

1st May 2023



Greetings, Residents, Family and Friends,

With Mothers Day fast approaching it is timely to provide an update of current protocols as we look forward to your visit.

Whilst we have enjoyed a period of respite from an outbreak amongst our residents, we are continuing with our current RAT testing regimes. All residents are tested twice weekly and ALL visitors must test prior to every visit. If you are picking up your loved one for an appointment or outing you must have evidence of a negative test. The message is, the risk is the same ...if you are visiting or going out take a test!

We are now officially into the winter flu season to add to our Covid concerns, so we must not be complacent about these diseases no matter how long they remain amongst us.

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

Additional Important Information: We continue to offer visiting in communal areas both inside and outside for residents and families. Whilst inside, regardless of the venue a 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 access 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 is your only option, and it is best to bring them with you as most residents are not able to make coffees and bring them outside for you.** If you wish to bring your loved one an edible treat on Mother's day it must be consumed at the time of your visit, as food safety standards do not allow for perishable food to be stored for later consumption. If the food is for your loved one's consumption only then there is no need to go outside as it may be eaten in their room.

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**.

If your loved one has not had the 2023 Covid Booster or Fluvax we ask that designated family members go online to our website www.maroba.com.au and separately complete the vaccination consent forms for both Covid and Influenza. Of course, those residents who can provide their own consent have been afforded the opportunity to do so. Eligibility will depend on date of last vaccine and any recent Covid illness. Vaccination clinic dates will be managed in conjunction with Whitebridge Pharmacy and Maroba Vaccination Team.

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 . When you do collect and

return a resident **the onus is on you to check in with reception that they are leaving and returning to the facility.**

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 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 .**
- 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