

24th May 2023

Greetings, Residents, Family and Friends,

I am very excited to announce our new Clinical Leadership structure which will commence as soon as we are able to rework our rosters over the coming weeks. I have taken on the role of Director of Care immediately whilst also fulfilling my CEO duties. My 2 deputies, Janelle Wilson and Sarah Russell will maintain a very strong clinical focus and will share on call duties to ensure continuous oversight of clinical care after hours. I will continue my usual on call arrangements 24/7 as back up for the Clinical and Organisational after hours needs as I have done for the past 29 years. I am delighted to welcome Janelle and Sarah to the Senior Leadership Partners team as they have both proved their commitment to best practice and most importantly to achieve the best outcomes for our residents. Each will be responsible for 3 designated care suburbs to equitably share the load and will keep up to date on resident wellbeing across the sight to ensure effective after-hours support. Tracy Walker (General Manager -Operations) will continue to support Clinical and Care Operations with Janelle and Sarah reporting to her on a day-to-day basis. Tracy and I will work closely with them to provide a robust and compassionate Clinical care environment. Tracy as with my Executive Team is also always available for afterhours issues that might arise. We will always welcome your feedback as we launch and stabilise this new model of Clinical Leadership, so don't hesitate to reach out. I am pleased to report that all our RNs have been consulted and all welcome this new model with several RNs indicating their interest in leadership opportunities in the future.

When you see **Sarah** (Bluegum, Jacaranda and The Hill) and **Janelle** (Waratah, Honeysuckle and Nobbys) please join me in welcoming them to their new roles. Sarah and Janelle can be contacted through reception 49350300.

Winter has brought with it the usual cold and flu symptoms amongst our residents and staff, so we remain very vigilant and quick to send of a PCR test even after a negative RAT. So far no contagions have been identified. When a resident is symptomatic, they are isolated for everyone's safety as it also provides the opportunity for rest when unwell.

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!** Free RAT kits are available from reception, so take some home so you can test before you arrive at Maroba.

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

mask 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.**

Let me assure everyone that there is no plan to soften the current recommendations that visitors SHOULD wear a mask or test before entering. As we have experienced many outbreaks at Maroba we do know that masks have been beneficial, as has **Hand Hygiene** and **Social Distancing**.

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](http://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.

**Reminder: 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](http://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.**

I would also like to remind residents not to keep cash, jewellery or valuables in your room unless locked in your draw, as Maroba cannot take responsibility for the security of such items. If anything does go missing you must report it immediately so we can launch an effective investigation. Do not discuss your financial arrangements with staff as it does place them in an awkward position. Always ask your family to assist you, in such matters.

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](mailto:enquiries@maroba.com.au).

Yours sincerely,



Viv Allanson CEO

