

19th June 2023

Greetings, Residents, Family and Friends,

I am delighted to advise that our new Clinical Leadership structure commenced on Monday 12<sup>th</sup> June. 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. Tracy Walker and I will continue our usual on call arrangements 24/7 as back up for the Clinical and Organisational after hours needs. 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. We will always welcome your feedback as we stabilise this new model of Clinical Leadership, so don't hesitate to reach out.

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.

As we are now into the 4<sup>th</sup> year of the Pandemic and many of our strategies have evolved we are willing to try NOT using our Cool Guard check in system. We can see that it is creating some delays during check in and we want your experience at Maroba to be smooth sailing.

**Whilst contact tracing is no longer carried out by the Health Authorities it is still important that all visitors to Maroba consider the following questions before planning your visit.**

- **Have you felt unwell or showing signs of cold, flu or gastrointestinal symptoms?**
- **Have you had a COVID-19 test and awaiting results?**
- **Have you knowingly been in contact with anyone with Coronavirus in the last 7 days?**
- **Are you a close contact of a person with confirmed COVID-19 and are within their isolation period?**
- **Have you provided proof of your Rapid Antigen Test?**
- **I agree to treat all staff with respect and courtesy, and follow their instructions**

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 when 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.**
- **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 and banking 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).

As we march on into winter look after yourselves. Stay cosy when inside, rugged up when getting fresh air and out of the cold winds when soaking up your necessary sunshine for your Vit D levels !

Yours sincerely,



Viv Allanson - OAM

CEO

