

21<sup>st</sup> July 2023

Greetings, Residents, Family and Friends,

I am thrilled to share the very exciting news that all 7 PCR results for our isolated residents in Jacaranda have come back negative for Covid and other Respiratory Viruses.

That means isolation has been suspended and all other movement restrictions have been lifted across the site. Whilst this was a temporary limitation I do appreciate the understanding of all residents involved and their families as it was well understood why it was necessary to activate our Covid Isolation plan even though we believed that it was unlikely that residents were infected.

**Note a change in check in arrangements:** Even though deisolation has occurred we will continue with the check in QR Code for the lodge and the Coolguard check in in the Manor for everyone. If you don't have a phone you may go to the Manor to check in. Whilst contact tracing is no longer carried out by the Health Authorities it is still important that all visitors to Maroba co-operate with all Covid Safe practices and Protocols as outlined.

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. 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.**

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. We do know that masks have been beneficial, as has **Hand Hygiene, Social Distancing, Surveillance Testing and Vaccination.**

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. Wear a mask when at medical appointments or in crowded venues.**

Visiting will be from 10 am to 4 pm weekdays and weekends. A Resident may receive more than 1 visit a day. Please call reception so we can support your visit outside of these hours.

- 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.
- **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.
- Nominated Partners in Care or those supporting a palliating resident continue their support roles 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.
- 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 you as a family member have not been vaccinated please consider speaking with your preferred medical adviser and take the necessary steps.**

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 are well into winter please look after yourselves. Stay away if you are in anyway unwell. Feet up and stay cosy and seek medical support is my best advise!

Yours sincerely,



Viv Allanson - OAM

CEO

