

1st November 2023

Dear Residents, Family and Friends,

A special greeting to everyone from the returned traveller. I have been given a very warm welcome from everyone so if I haven't caught up with you yet, be assured I am looking forward to seeing you. I was especially thrilled to see everyone's unmasked faces after so many years of masks. **Unfortunately**, my joy is short lived as I received communication from NSW Health this morning regarding increased **COVID in the community which is now at a moderate level** requiring that masks be worn across Maroba.

Please continue to be vigilant in following good hand hygiene, social distancing and infection control practices, as there are lots of communicable illnesses such as covid, influenza and RSV and Gastrointestinal infections happening in the community currently. It is still vital that if you or a family member are unwell, that you test and report any cases of Covid and other infectious respiratory diseases to us. Please don't visit if unwell or Covid Positive or if you have been in contact with a Covid positive person in the last seven days. Thank you for your assistance, it is very much appreciated.

Waratah suburb continues with increased protective measures due to a small number of residents experiencing ongoing respiratory symptoms. Today 3 residents have had a PCR test to enable identification and diagnosis of their illness.

Current guidelines at Maroba:

For Residents

- Residents only undergo a **Rapid Antigen Test (RAT)** when they are symptomatic.

For Visitors

- Wearing surgical **masks** is now a requirement for visitors.
- For those visiting daily, we kindly request **RAT testing** every 48 hours. If you visit less frequently, please RAT test before each visit. Keep a photo of your RAT test on your phone as proof if required. Free RAT kits are available at our reception, please feel free to take some home to test before your visit.
- No longer any restrictions on the **number of visitors**. You are welcome to use common areas, we advise not taking your mask off to consume refreshments.
- There are no visiting hours however for the safety of our residents the doors are locked from sundown until sunset. During these times visitors access is by pressing the call button at the entrance, so a staff member is aware of your arrival and can let you in. Dinner commences around 5.00pm and after dinner residents are usually settling in for the night. Arrangements can be made with staff if you are taking your loved one out during these hours to have easy access on your return.
- Check in** using the Cool Gard System is no longer mandatory but please show your RAT photo to reception.

For Staff, Volunteers, Contractors, Agency Staff & Students

- **Masks** are essential and surgical masks will be available at the front door of the Manor
- Our staff, volunteers, and students will **RAT test** before returning to Maroba after days off or when symptomatic. Contractors and Agency Staff will continue to RAT test each time before coming onsite at Maroba.
- Volunteers, Contractors, Agency Staff, and Students will continue to **check in** using our CoolGard System.

If you have concerns with our approach, please call us to discuss. Alternatively, you can 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

For additional information, please contact reception at 4935 0300 during office hours or email us at enquiries@maroba.om.au.

Warm Regards,

Viv Allanson - OAM
CEO

