

13th November 2023

Dear Residents, Family and Friends,

Whilst we have done well to stave off Covid for some time, sadly it is once again in our midst. One resident in the Hill has tested positive and is isolating in their room. All other residents residing in the Hill have RAT tested this morning and all are negative and not exhibiting symptoms. We will continue with RATs in that suburb until we are satisfied the exposure risk has passed. The NSW Health and local Health district numbers are increasing significantly placing everyone at greater risk of developing Respiratory illness.

We have staff returning home from holidays only to find themselves with Covid before returning to work. So, buckle up for the lead up to Christmas as we seek your support and co-operation in managing the risks whilst maintaining residents lifestyle and connection. What you do really does make a difference.

Please continue to be vigilant in following good hand hygiene, social distancing and infection control practices. 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.

Current guidelines at Maroba:

For Residents

- Residents only undergo a **Rapid Antigen Test (RAT)** when they are symptomatic. And if there has been an exposure to a Covid positive person.

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 sunrise 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



PS. Do you ever wonder why I seem to repeat myself when outlining the entry requirements ... because we are regularly welcoming new residents and families to Maroba, it is critical they get the same information that others may already be very familiar with. I appreciate your willingness to keep up to date with all our protocols for the safety of all the Maroba community !