



8 December 2023

Dear Residents, Family and Friends,

It's beginning to feel a lot like Christmas...yes, the Christmas decorations adorn our suburbs and communal areas, Carols can be heard playing in the background, staff are in their Christmas scrubs and T-shirts and there are many special Christmas events to attend. I'm especially looking forward to the Residents Christmas Play and Morning Tea next Tuesday.

As you may recall the past few Christmases have been challenging due to Covid outbreaks and we are doing our very best to stop that happening this year. Currently we do not have any Covid positive cases amongst residents even though a small number have experienced isolation due to other respiratory infections. Don't underestimate the positive impact of wearing masks, hand washing, social distancing and coughing and sneezing etiquette. In fact, we should consider those small interventions as real acts of Christmas kindness.

As we are only 2 weeks or so away from Christmas day, we are helping Santa get organised with some special gifts for all our residents on Christmas morning. It is such a wonderful time to get together with family and friends, so we do encourage our residents to take up invitations to go home with loved ones to join in the family festivities.

Please note, **Excursion /outing forms must be completed for all outings including Christmas Day. If you could please complete an excursion form by 15th Dec for any Christmas day outings.**

This will ensure we have enough staff rostered to have your loved one ready when you arrive. If a taxi is required, please make your own arrangements and inform staff of the booking. All residents remaining at Maroba will be treated to a lovely festive Christmas luncheon with our staff ensuring the day will be special.

Maroba welcomes visitors on Christmas day, however if you wish to have a family get together, please plan for an outside gathering especially if you intend to consume food and refreshments which means masks will be off. We also ask that you leave any area that you utilise clean and free of rubbish once you finish your celebrations.

If you wish to enjoy a Maroba coffee please return to your loved ones room as we understand you will need to take you mask off to consume it.

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 consuming refreshments in the residents room only or outside.
- 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 and again mid roster 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
- Senior Rights Service 1800 424 079
- The Aged Care Quality and Safety Commission on 1800 951 822

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

Warm Regards,



Viv Allanson - OAM
CEO

