

16 January 2024

Dear Residents, Family and Friends,

Christmas and New year Celebrations are behind us now as we face a significant escalation of a new strain of COVID in our Region. Whilst Maroba was fairing very well with our prevention strategies we are now in the midst of all that COVID has to offer.

Unfortunately 3 residents in our Waratah suburb have tested positive to Covid this morning with the symptoms that we expect to see with this disease. Antiviral medications will be offered to infected residents if able to be tolerated and if ordered by their GP. All Waratah residents have now had a baseline PCR test and the Public Health Unit has been notified.

If it is necessary for you to visit Waratah suburb you will be required to wear full PPE.

Maximum 2 visitors at a time to ensure social distancing. Where possible affected residents are isolating in their rooms however this is unlikely to be sustainable in a Memory Support Unit. Other residents are free to move around in the suburb.

Please take extra precautions to protect yourselves and others by staying away if you have any symptoms of infectious illness such as colds and Gastrointestinal disturbance. If you are immunocompromised I recommend you not visit a Covid positive person or the Waratah suburb until the outbreak has run its course. In any event we would ask that all visitors consider the risk to themselves of entering a known outbreak area especially if you are not fully up to date with your own vaccinations.

For Waratah residents : Medical appointments will be supported if appropriate however all social outings will not be permitted for now. Gym, exercise and social programs will continue for Waratah residents with suitable protocols to minimize traffic in the area.

The good news is we have not had any staff cases that have worked in Waratah and in the past 2 weeks any positive staff cases elsewhere have been on leave or days off during their infectious period.

### Current COVID 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. This may escalate if other areas are impacted.

#### For Visitors

- Wearing a **N95 mask** is now mandatory for **all visitors** and personnel;
- All visitors regardless of the frequency of your visit must undertake a RAT before every visit to Maroba. Please write the date of the test on the RAT cartridge before taking a photo or placing it in a secure clear bag. Keep a photo of your RAT test on your phone as proof and present it to reception or a staff member after hours. 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 other than the Waratah Suburb. You are welcome to use common areas, however we insist you do not consume refreshments

in those areas or the residents room during this period of COVID escalation . Take drinks and snacks 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.
- 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. Please let us know so we can assess the risk.

#### For Staff, Volunteers, Contractors, Agency Staff & Students

- **N95 Masks** are essential and are available at the front door of the Manor and Lodge.
- Our staff, volunteers, students, 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](mailto:enquiries@maroba.om.au).

As this is a critical time, we do appreciate your support and co-operation, as it will ensure the best possible outcomes for all our residents.



Viv Allanson  
CEO

