

23rd February 2024

Dear Residents, Family and Friends,

I am delighted to report that in spite of having daily reports of staff covid cases we have not had any new Covid Positive residents since the last outbreak.

Today I have reviewed the Community Covid numbers which are heading in the right direction, therefore I am making a small adjustment to our protective protocols.

**All Visitors and contractors will now be required to wear a surgical mask while staff will continue in N95 mask.**

Given that Covid is still active throughout the nation and locally please continue to 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. For instance, RSV is very active at present and can be quite debilitating.

We are keeping a close eye on Covid statistics in the community, so I intend to revise our protocols again in the coming weeks.

### 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 **Surgical Mask** is a requirement of entry for **all visitors** and **contractors**.
- 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. Do not leave the kits in your car as they must be kept at a cool stable temperature to be effective.
- No longer any restrictions on the number of visitors. You are welcome to use common areas, however we insist you do not consume refreshments in those areas or the resident's room during this period of COVID. Take drinks and snacks outside.
- There are no visiting hours however for the safety of our residents the doors are locked from **sunset until sunrise**. 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 for visitors 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 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 CoolGuard 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).

The Maroba family thanks you for your ongoing support and co-operation, as it is working to ensure the best possible outcomes for all our residents.

We have a lot to celebrate in 2024 as it is our 70<sup>th</sup> Anniversary year so keep an eye out for those special occasions planned throughout the year.



Viv Allanson  
CEO

