

8 November 2024

Dear Residents, Family and Friends,

It's beginning to feel a little bit like Christmas with families beginning to arrange their festivities plans.

As you may recall the past few Christmases have been challenging due to Covid outbreaks and we are doing our very best to reduce the risk of that happening this year. **Currently we have one Covid positive resident in the Lodge and a number of residents experiencing another type of respiratory virus which is just as contagious.** Where possible these residents are in isolation giving time to recover and to protect their fellow residents. Staff in the lodge are back in masks for now. 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.

I can confirm that we are not able to accommodate additional guests for Christmas meals yet if you do wish to join your loved ones you may bring your own treats to enjoy with them keeping in mind general Food Safety protocols. Whilst we will be providing residents with their beverages of choice we are not licenced for others to BYO or consume Alcohol within our facilities. There are many areas across Maroba both inside and out where families may enjoy some get togethers. We are not intending to take bookings or reservations for any of these communal spaces. We also ask that you leave any area that you utilise clean and free of rubbish once you finish your celebrations.

Start thinking about Christmas outings and Transport requirements as it can be very difficult to book Taxis if left to the last minute. If you are planning during the period, 24th December 2024 – 1st January 2025, to take any residents out we would appreciate if you complete the on-line Day Excursion <https://www.maroba.com.au/external-day-excursions-risk-assessment-form/> advise us.

Please note: an individual Day Excursion form must be completed for all outings (between 24/12/24 – 1/1/2025) by 15th December 2024. This will ensure we have enough staff rostered to have your loved one ready when you arrive.

All residents remaining at Maroba will be treated to a lovely festive Christmas luncheon with our staff ensuring the day will be special.

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. PCR testing is being carried out if the covid Rat is negative for residents with ongoing symptoms. If an outbreak occurs then all residents in that area will undergo testing for respiratory illness.

For Visitors

- all regular visitors need only undertake a RAT test once a week unless you have been travelling, attending large events or have been exposed to any person with Covid or other Respiratory Infection. I suggest it be on your first visit of the week being Monday to Sunday.
- All other visitors, Contractors and Students must continue to undertake a RAT prior to each visit.
- 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 still 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 restrictions on the number of visitors to Non Covid effected residents.
- 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...please be patient! 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.

For Staff, Volunteers, Contractors, Agency Staff & Students

- Our staff, volunteers, students and Agency Staff will continue to RAT test as per staff notices 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.

Whilst I have had the opportunity to let many of our residents know that I am on leave from today, I have not been able to see everyone. I am very much looking forward to this Hawaiian holiday prior to the lead up to Christmas. I am pleased to advise that Rachel Hollis will be Acting CEO during the next 4 weeks, so don't hesitate to contact her via reception or her e-mail:

Rachel.hollis@maroba.com.au

I am very much looking forward to joining with you all for our Christmas festivities upon my return.... see you all soon !

Warm Regards

Viv Allanson- CEO

