

30th May 2025

Dear Residents, Family and Friends,

Wow...Winter hasn't officially started but the temperatures, cold winds and rain certainly have hit us hard. We think of all our regional neighbours and some amongst us who have suffered terribly as they watched the flood waters rise around them. We feel deeply for those families who have lost loved ones and every earthly possession along with our diminishing numbers of farmers who have set back after set back and now their livestock and fields are washed away. Along our coastline the seas are wild and washing away vital coastal dunes, sea walls and even longstanding homes and infrastructure. All I can say is "the times they are a changing". I am very grateful to God that we are all safe and cosy within the Maroba Community, so spare a prayer for all those who aren't so fortunate.

What hasn't changed is the risks that the Flu and Covid season brings our way and already the local health authorities advise us that the impact is hitting our region even more so than the last few years. This is our reminder to stay vigilant and follow all reasonable instructions to keep our entire community safe from communicable diseases such as Influenza, Covid, RSV, Pneumonia and Shingles just to name a few.

I am very pleased to report that Maroba's vaccination rates are high but not yet at 100%. **New residents may not have their vaccinations up to date, so it is very important consider accepting the vaccination services offered here at Maroba.** We have had 2 resident cases this month and no Staff cases that could impact our residents, so we emphasise the need to take precautions when friends and families visit or if going out on an outing or appointment. Travellers remain at high risk as does mingling in crowded venues or close contact with any infected person (who may or may not have symptoms).

Our multi-pronged approach works, so we ask that you do not visit if you are unwell or have even the slightest respiratory or gastrointestinal symptoms. Keep testing before each visit and make sure you remind other family members of the requirement for RAT testing to visit Maroba. The option to wear a mask is something to think about if you wish to protect yourself in the event that you are Immunocompromised or the person you are visiting is immunosuppressed. **We are depending on you and Trust you will co-operate with these precautions for the sake of everyone not just your loved one.**

Current COVID guidelines at Maroba:

For Residents

- Residents undergo a Rapid Antigen Test (RAT) when they are symptomatic and if there has been an exposure to a Covid positive person or if there is high risk within our community. PCR testing is being carried out if the RAT is negative and the resident has ongoing symptoms. If an outbreak occurs, then all residents in that area will undergo testing for respiratory illness. Please know that if your family member tests positive, we will update you as soon as possible by phone.

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 who are not regularly visiting we ask that you undertake a RAT prior to every visit. RATs are available at Reception and at the front door.

- 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 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 visitor 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 new 'Loop Safe' Electronic Check in 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.

Just when it sounds like a gloomy time ahead, I am delighted to see the fireplace turned on in the Lodge and our virtual fire place on in the Manor communal lounge. As people gather together to share a hot drink, I am told the Hot Chocolates are the best between here and Sydney and the Cappuccinos are flying out of the machines like there's no tomorrow. That tells me we have an engaged community, and that truly makes my heart sing.

Warm Regards



Viv Allanson OAM - CEO Maroba

