



December 18, 2021

Dear residents & family members,

Maroba is in lockdown after a staff member tests positive to COVID-19

The good news is no resident has symptoms or tested positive for Covid-19.

The staff member tested positive yesterday and is isolating at home. They last worked on site on Tuesday, 14 December 2021 in the Waratah wing. The staff member has had 2 vaccines and was wearing a mask. Thankfully, 99% of our residents are double vaccinated, 61% of our residents have had their booster and 2 of our residents declined the vaccination.

Our resident's health and safety is our priority.

We have enacted our emergency management plan and will work with the necessary health authorities.

We will test and isolate residents and staff under their guidance. All residents are residing in their suburbs. Our ongoing monitoring of residents continues with twice daily temperature checks and symptom assessments.

To protect residents and the community we have moved to further restrictive measures. This means that no visitors will be allowed to enter the facility at this time. However, in the event of a sudden deterioration of a resident's condition a family member will be invited to be with their loved one.

We are putting measures in place to ensure we can continue to care for residents should some staff have to isolate.

All excursions are cancelled, except for those relating to Medical appointments. Please contact the RN to discuss this further, if required.

We understand this news is distressing however we wanted to let you know as soon as we were notified. We will continue to update you if the situation changes or develops and will contact you directly if there is any issue of concern for your family member or the person for whom you are a carer. Our staff are working diligently to monitor and care for all residents. We know you are concerned however it will assist us if you only call with urgent matters.

Please keep an eye on emails as we will be providing regular updates as news comes to hand and as circumstances change. Please note we will provide further information around Christmas arrangements by Monday afternoon.

Please communicate with other family members as we will only be communicating with the primary contact, the secondary contact and person responsible.

If you are not comfortable with our arrangements, you may also enlist the support of

1. Older Persons Advocacy Network (OPAN) on 1800 700 600
2. The Aged Care Quality and Safety Commission on 1800 951 822
3. Senior Rights Service 1800 424 079

Yours sincerely

Viv Allanson
CEO