

26th December 2022

Greetings, Family and Friends,

Boxing Day update ...since last reporting we have 3 more residents recovered and 2 staff which is great news. Unfortunately, Covid is still very active within our community and within Maroba, so I can report that 3 more residents and 4 more staff have returned positive covid tests since 21st Dec. All steps have been taken to secure Antiviral treatment for residents over the Christmas break with great success.

Suburb update: Waratah has 1 positive case, Honeysuckle has 2 positive cases and The Hill has 3 positive cases.

Our Family Liaison team and our Reg Nurses have been reporting in each day to a nominated family member for an update on covid positive residents. This has been a very reassuring measure especially for families who are not able to visit.

The testing regime will continue until the Public Health unit calls the outbreak over.

All activities in the Manor will be exclusive to each suburb to avoid contact with residents in affected suburbs. During this time Fire doors will remain closed but not locked just as a reminder that movement between suburbs is not advisable.

Staff continue with RAT testing before every shift and during if symptoms emerge. It is vital that if you or a family member is unwell, get tested and report any cases to us. **Please don't visit if unwell or Covid Positive.**

There are some subtle changes to our check in and visiting protocols, so please review all of them below. Social outings and Medical appointments must be booked using our online booking system at least 48 Business hours before the outing. www.maroba.com.au

The following visiting arrangements will continue throughout the Christmas season for Maroba so please familiarise yourself with these requirements. **Please assess your own risk when deciding to visit Maroba especially if you are visiting a Covid isolation area or taking someone out from an affected area.** Visiting will be from 10 am to 4 pm weekdays and weekends. No Appointment necessary during these times and a resident may receive more than 1 visit a day.

- **RAT testing continues before entry to the facility and photo evidence of negative result is essential proof.** Do Not carry your RAT with you unless in a sealed bag.
- Wear an **N95 mask** throughout each visit – **No eating or drinking inside the facility.** **Full PPE is to be worn in The Hill suburb** to provide essential additional protection while potentially exposed to Covid -19 in that environment until we officially deisolate the suburb. **If** more residents test positive in Honeysuckle full PPE will be required.
- Check in and out using our Coolguard system in reception. **Wait for the green tick before proceeding.** **Check with reception or a Staff member if it turns red, do not proceed to your visit.**

- **Only 2 people** may visit in a resident's room, however if more than 2, outside visiting is the only option. **Do not utilise any inside communal area or the coffee machine.**
- 1 child (of any age) may attend an in room visit with 1 adult. Keep in mind the children's playground is open for when you are visiting outdoors. All children must remain under your supervision and care throughout your visit and if using the playground.
- **Co-operate with all directions from staff whilst you are visiting Maroba as it is for everyone's wellbeing and safety especially when in Covid effected environments.**
- Family members who are nominated Partners in Care for their loved one or those supporting a palliating resident continue their caring and support roles throughout the facility as advised and in conjunction with the above visiting requirements.
- Please complete excursion forms online for all medical appointments and outings 48 hrs before the event. When out and about be sure to activate Covid Safe Protocols.
- **Spot checks of RAT evidence will take place and if you fail to provide that evidence you will be asked to leave the building immediately.** We have opened visiting based on TRUST and mutual respect, believing that friends and families will want to co-operate with our efforts, so please make sure you pass on this update to anyone who is likely to visit!

If you have concerns with our approach, please call us to discuss or if you prefer 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

If you require additional information, please call reception 49350300 during office hours or email enquiries@maroba.com.au.

It was great to see so many families on Christmas Day as the atmosphere was very upbeat as residents prepared to go out for Christmas.

I am on leave until 9th January so will see you soon.

On behalf of the Maroba Team we sincerely wish you a Safe Holiday season!

Yours sincerely,



Viv Allanson CEO

