

20th July 2023

Greetings, Residents, Family and Friends,

Late news...in our routine testing of residents today, 7 tested positive in the Jacaranda Suburb. However, the good news is not one resident has any symptoms. All have had a follow up PCR test as we suspect the tests may be a false positive.

Even though the risk may seem low it is essential that we reinstate full outbreak precautions until all test results are in.

**Note a change in check in arrangements:** During the next phase of the Pandemic and our current outbreak we will resort to the electronic check in system. In the Lodge you are able to check in with a QR code, or if you don't have a phone you may go to the Manor to check in. In the Manor you will check in on the Cool Guard device in reception.

I must say that visitors for the most part have co-operated with all our requirements to protect our residents and we thank everyone for their part. Whilst contact tracing is no longer carried out by the Health Authorities it is still important that all visitors to Maroba consider the following questions before planning your visit.

- Have you felt unwell or showing signs of cold, flu or gastrointestinal symptoms?
- Have you had a COVID-19 test and awaiting results?
- Have you knowingly been in contact with anyone with Coronavirus in the last 7 days?
- Are you a close contact of a person with confirmed COVID-19 or other communicable respiratory disease and are within their isolation period?
- Have you provided proof of your Rapid Antigen Test?

We are continuing with our current RAT testing regimes. All residents are tested twice weekly, and ALL visitors must test prior to every visit. If you are picking up your loved one for an appointment or outing, you must have evidence of a negative test. Free RAT kits are available from reception, so take some home so you can test before you arrive at Maroba. It is vital that if you or a family member are unwell, get tested and report any cases of Covid and other infectious respiratory diseases to us. **Please don't visit if unwell or Covid Positive.**

**Additional Important Information:** Residents residing in Jacaranda are now in isolation within their suburb, whilst Covid positive residents are currently isolated in their rooms. We ask that Bluegum residents and visitors do not visit the Manor until the results of testing are negative, visitors may move around outdoor areas and common areas within the Lodge except in the Jacaranda area. For all other suburbs we continue to offer visiting in communal areas both inside and outside for residents and families. Whilst inside, regardless of the venue a Surgical mask must be worn. This means you must **NOT** access the coffee machine or cold drinks as this will require removal of your mask. Only residents living within the Manor and Lodge (Except Jacaranda residents) and staff can access the Coffee and Drink machines. This is a

hygiene issue so please co-operate with this arrangement to protect residents from cross contamination.

If you wish to go outside (which is by far the best option) you may remove your mask if you maintain social distance. **If you wish to consume refreshments, outside is your only option, and it is best to bring them with you as most residents are not able to make coffees and bring them outside for you.**

Let me assure everyone that there is no plan to soften the current recommendations that visitors SHOULD wear a mask or test before entering. As we have experienced many outbreaks at Maroba we do know that masks have been beneficial, as has **Hand Hygiene** and **Social Distancing**.

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](http://www.maroba.com.au) . When you do collect and return a resident **the onus is on you to check in with reception when leaving and returning to the facility. We recommend that residents in Jacaranda discuss any outing plans with their Reg Nurse to evaluate the risk to your loved ones and only attend urgent medical appointments. Covid positive residents will remain isolated .**

**Alternative arrangements for Activities and exercises are being arranged to ensure the wellbeing of our Isolated residents.**

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. If you can't attend during these hours please call reception so we can support your visit.

- 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.
- **Visiting a Covid Positive resident is permitted however you must understand the risk to yourself ,thus we recommend short visits 1 person at a time. Full PPE must be worn so seek assistance from staff to safely prepare to enter your loved ones room.**
- For all other visiting you must wear a Surgical mask throughout each visit – **No eating or drinking inside the facility.**
- **Only 2 people** may visit inside the building, however if more than 2, outside visiting is the only option. Exceptions may apply for Palliation.
- 1 child (of any age) may attend an inside 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.
- **Co-operate with all directions from staff whilst you are visiting Maroba as it is for everyone's wellbeing and safety .**
- 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.

- When out and about with a loved one be sure to activate Covid Safe Protocols. Especially wear a mask when at Medical appointments or in crowded venues.
- 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.

**Reminder: If you as a family member have not been vaccinated please consider speaking with your preferred medical adviser and take the necessary steps. It is not mandatory, but we know Vaccination does make a difference.**

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](mailto:enquiries@maroba.com.au).

As we are well into winter please look after yourselves. Stay away if you are in anyway unwell. Feet up and stay cosy and seek medical support is my best advise!

Yours sincerely,



Viv Allanson - OAM

CEO

