



20 March 2020

### **IMPORTANT UPDATE FROM OUR CEO**

#### **Coronavirus Update #5 – Overnight social leave & medical appointments**

As mentioned in Update #4, we thank our Maroba Community to date for your co-operation in this unprecedented and challenging time as we implement measures to manage the Coronavirus pandemic. We appreciate these restrictions may be an inconvenience, however protecting your loved one is paramount. We are desperately trying to avoid a lockdown of our facility hence tighter restrictions around overnight social leave and medical appointments are to be implemented.

In addition to the visiting restrictions mentioned in Update #3 & #4, effective from tomorrow the following will apply;

- Overnight social leave to cease until further notice;
- Appointments with external medical professionals is to be conducted by teleconference. If this is not possible, each case will be assessed on its merits and the outcome determined by the Director of Care;

To re-cap

- Visitation on weekdays restricted from 9am to 5pm;
- Visitation on Saturday and Sunday's restricted from 1pm to 4pm;
- Make arrangements for only 1 visit per day for up to 2 people at a time. This does not mean two separate visits of one person. I say again....it means only 1 visit for up to 2 people, so you do need to make those arrangements within your family;
- You will be asked to continue to sign in and make the declaration as to what is currently being asked upon entry;
- Visitors must be 16 years or older and must carry out a proper hand hygiene procedure upon entry, exit and during your visit;
- The recommended social distance of 1.5 metres between people when visiting is to be adhered;
- There is to be no congregation of people in common areas, thus you are expected to visit your relative in their own room for the entire visit;
- All visits will be limited to a maximum of 30 minutes and given we do not have the resources to monitor you and your movement, we ask and trust you to comply for the sake of every one of our precious residents who live here.
- In the event your family member has become acutely unwell or is now palliating (end of life care) the Director of Care will review the circumstances and facilitate visiting family members where possible.

- On every day all visitors must go through Maroba Manor reception before accessing any other area of the service;
- Temperatures will be taken by a member of the team and if within satisfactory range you will be given a ticket to take to the main entry of The Lodge and Braye Park to show to staff before you are able to access. Whilst this is inconvenient it will further strengthen the protections in place within the limited resources to undertake these additional tasks;
- The doors to The Lodge will be secured thus you will have to wait until a staff member is available to open the front door to The Lodge and Braye Park. We seek your patience as care continues to be delivered in this difficult time;
- We are asking that no visitor enters or attempts to access Maroba via Residents external bedroom doors in The Lodge or via any other alternative entry points other than the front doors;
- You will be requested to leave for any failure to co-operate with any of these requirements. Further on this, failure to co-operate will ultimately further limit everyone's visitation to Maroba, which will be an undesirable outcome;
- We understand your desire to protect your loved one is paramount and trust you will fully co-operate with this new level of restriction as we continue to navigate through this Covid-19 pandemic;
- We also note some visitors are not adhering to the requirement to contain your visit to your loved ones room, please co-operate.

Once again, please know how much I appreciate the approach that people are taking so far, as it does make a difference to all our staff in the difficult times we are in.

Should you have any questions, please do not hesitate to ring Reception on (02) 4935 0300 and you will be directed to the most appropriate person to answer your enquiry.

Yours sincerely,



Viv Allanson  
CEO

PS. One of our families have decided not to visit and have asked all members of their family to write letters or make phone calls to their Nan. This is a lovely idea so you too could opt in to this idea.