



## Welcome to the April Connect.

As this Connect goes to print, the Senior Management team is in the thick of managing the Covid19 pandemic, and to say it has been a little 'full on' the last couple of weeks is an understatement.

We took notice of the emerging global crisis in mid-January, and immediately commenced planning for a possible acceleration of this health crisis. We established our Covid 19 Team, a team with many years' experience in the health and aged care sector, checked stock levels, placed orders and developed action plans. The team have met almost every day for planned and unplanned meetings, of course in the hope that our action plans would not be required to the extent of the detail.

It was with a heavy heart that we made the decision to stop visitation. We know how important family contact is for you, however resident's safety is our priority as they are our most vulnerable community members. Our main focus is keeping residents engaged, active and in good spirits and we want to thank you for your part in this process by being able to adapt and be inventive in the ways that you communicate and engage.

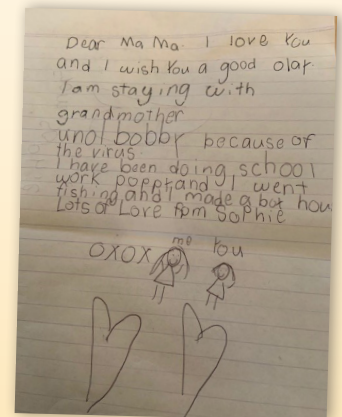
As you read, this issue of Maroba Connect is a little different. We thought it was important for you to know what we are doing to look after the welfare of the Maroba residents as well as sharing some of the questions and answers we have received.

We are all hopeful that the next issue of Maroba Connect will be back to business as usual, however in these unprecedented times we can only hope. In the meantime please stay well and thank you being part of the Maroba Caring Community.



**The Connect@maroba.com.au  
in-box is now up and running.**

This is the dedicated email address for personal correspondence between residents and families. Our Spiritual Care team will facilitate the correspondence process and assist residents to respond.



Our first email received was to Connie, a resident in Nobbys from Sophie, her Great Grand-daughter. It's beautiful, and the staff member who delivered it said Connie was 'thrilled'.

All family and friends can now correspond easily with their loved one at Maroba by emailing connect@maroba.com.au.

Please ensure you advise your extended family and friends.

“ IN THE MIDDLE OF DIFFICULTY  
LIES OPPORTUNITY. ”

*Albert Einstein*

# Coronavirus Pandemic

With every challenge comes opportunities, and with the social distancing restrictions in place this is our chance to do things a bit differently.

Our Social Engagement, Wellness, and Spiritual Care teams are up for the challenge and please be assured we are keeping your loved ones entertained and engaged.

We have commenced smaller group exercises, social programs, church and devotion groups for each suburb.

We are working with the residents to see what social programs they would like to do, keeping our programs flexible and informing residents on a daily basis.

We will continue to think of fun and interesting ideas so everyone can continue to enjoy life.

## THE PURPOSE OF ACTIVITIES

**NOT TO KILL TIME BUT TO MAKE TIME LIVE,  
NOT TO KEEP A PERSON OCCUPIED,  
NOT OFTEN AN ESCAPE FROM LIFE  
BUT TO PROVIDE A DISCOVERY OF LIFE.**

*Author Unknown*

## GET IN TOUCH

**P:** (02) 4935 0300

**E:** [enquiries@maroba.com.au](mailto:enquiries@maroba.com.au)

**[www.maroba.com.au](http://www.maroba.com.au)**

**Reception hours:**

Monday to Friday 8.30am-5pm

**Follow us on Facebook**

[facebook.com/Maroba.waratah](https://facebook.com/Maroba.waratah)

Check Facebook for regular updates.

We have had many questions from residents and families. Here is our Q&A log.

Feel free to continue to ask questions if we have not answered them here.

How is this going to affect my loved ones care?	We are doing all we can to ensure there will be no difference in the care being provided to your loved one. We have contingency plans in place should a resident become ill. Residents Flu Vax programs has commenced, so please give approval if you haven't already.
How long will the restrictions be in place?	We do not know how long this restriction will be in place. We are responding to information from our Nations leaders, NSW health service, aged care peak body, aged care colleagues and the medical and scientific community. We will continue to send through updates and post photos on social media to keep everyone updated. Your patience is appreciated!
How can I keep connected with my loved one?	You can write a letter, email a message to <a href="mailto:connect@maroba.com.au">connect@maroba.com.au</a> or drop off an electronic device that has communication capabilities such as FaceTime, What's APP, Messenger or Skype We have team members who would be able to assist your relative to use the device to connect with you. If you do this, please label the device and include a charger and note the password (if applicable). Drop it off at The Manor Reception. Given the latest advice to stay home, please do NOT attempt to visit Maroba to see your relative via the balcony or windows.
What about the health of staff?	All of our staff have recently completed hand hygiene competencies and further infection control training. Temperatures are checked every day. If any staff member has a cold and flu like symptoms they are asked to remain at home until symptoms are resolved and to consult with their GP or hospital as necessary.

Can my loved one still access Allied Health Services?	Podiatry, physiotherapy services, speech pathology and occupational therapy services are ongoing.
Will I be notified if there is an outbreak at Maroba	Yes, if a case of Coronavirus is confirmed or any communicable disease becomes an outbreak we will notify families.
What if my loved one becomes ill?	We understand there are some circumstances, such as a resident being acutely unwell or is palliating (end of life). We will do all we can to support limited visitation on a case by case basis except if visitors have been overseas and still within 14 days isolation period, have been in contact with a person who has Coronavirus, has cold/flu like symptoms or has been disregarding the new community orders to stay at home.
Do you have enough supplies and staff to care for residents in case of an outbreak?	Whilst supplies are still available within our stock management, some are becoming hard to get so we have sought and received assurances from NSW Health that if our circumstances changed we will be supplied additional clinical items of protective equipment in the event of a confirmed case of Coronavirus.
Can flowers be delivered?	Yes, many of our residents would love flowers and they would brighten up their rooms. Please have them delivered to The Manor Reception, if you choose this option.
Is Maroba enforcing social distancing arrangements?	Yes wherever practical. Given our role is to provide direct, hands on care and interventions. In the social context this is being well managed with all activities being scaled down significantly. Some residents do not understand all the requirements but everyone is supporting them, guiding and re-directing to help them maintain safe social engagement.
Is the Hairdresser and Beauty & Day Spa open?	Yes, these services are still operating in a very reduced capacity to abide by social distancing. Bookings can be made via Reception as usual
Can I still deliver items to my loved one?	Sure, non-perishable food and any other item such as books and plants can be dropped off at the Manor Reception. One of our staff will then take it to the Residents room

## NEWS FROM SPIRITUAL CARE

Spiritual Care is an important part of life at Maroba.

We are pleased to advise that until further notice, Jo & Vicki will now be working across five days to provide support to our residents and staff during this difficult period.



*“Not everybody is religious, but everybody is spiritual”*



## SOME LOVELY MESSAGES OF LOVE FROM OUR RESIDENTS TO THEIR FAMILIES.



**Connie Jennings**



**Don Monnox**



**George Cain**



**Our Covid19 team can still have fun**



**Jean Earsman**



**Shirley Dunford communicating with her family via FaceTime and enjoying a family photobook.**