



01 May 2020

## GREETINGS FROM OUR CEO

### Coronavirus Update #12

Thank you to the Maroba Community for your patience and understanding as together we navigate the complex and ever changing Covid-19 landscape.

Firstly, I can advise that to date there are no cases of this insidious virus within the Maroba community.

I suspect that you might have come across some recent media commentary about the aged care sector and the levels of restrictions that are in place across our nation. Sadly, these comments have created confusion rather than clarity. People are asking why would it be OK to open-up aged care facilities, when it is still not safe to visit older people in their homes or indeed, have our older citizens mixing in the general population? These questions are valid and important and are the premise for our careful and measured decisions to remain vigilant, cautious and protective.

Like you, we are watching the effects of what is playing out in an aged care facility in Western Sydney, and indeed around the globe where the virus has infiltrated older populations with catastrophic effects. It is heartbreaking and devastating to watch older people fall victim to this disease.

There is still much to learn about the Coronavirus.

Aged Care providers are being asked to do health checks and screening on everyone entering each service. Indeed, Maroba has been and is continuing to screen all staff, medical professionals and essential contractors each time they enter the facility. More rigorous assessments are undertaken with our residents on a daily basis or more frequently if required. However, the science now tells us that these assessments will not capture the silent or asymptomatic carrier and therefore can only give us a limited level of confidence.

If the current visitor restrictions are lifted, Maroba would need to carry out an assessment regime for every visitor. While we believe that this is necessary, it would also be an impossible task given current resource levels. It is further complicated as, like others, we are still yet to secure the necessary supplies of Personal Protective Equipment (PPE).

That said, we remain committed to continually reviewing our risk assessment and management plans. This will allow for the eventual staged approach to de-escalating restrictions when we are confident that risk to your family is minimized.

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I also need to remind you that in accordance with Federal and NSW orders, that any person presenting for entry to an aged care facility must provide proof of a current influenza vaccination. Please understand that I have NO discretion around this requirement.

I want to thank all those who have rung or written to us providing your views regarding our current access arrangements and the care of your loved ones. In particular, I appreciate the many residents who have also articulated their support for the very difficult decisions that have been put in place to protect our community.

This week, we began formally surveying residents to seek input regarding Maroba's management of the Covid-19 crisis. I want to thank those who have already provided feedback yet encourage you to take just a few more moments to complete the current survey. The link is included in this email.

On a lighter note, Mother's Day is just around the corner and no doubt you will want to celebrate. Our team is planning some special events to help all our mums, nans, aunts and women know how much we value their love and support of us. In terms of logistics, I would ask that all gifts and parcels be delivered during office hours on weekdays to ensure we are best able to follow our sanitizing protocols. We will provide further advice around connecting with each other on Mother's Day. We do however anticipate the arrangements will be similar to those put in place over Easter and ask for your patience and support, as we try and utilize the limited resources on hand to help you make these very important connections.

Aside from Mother's Day, please keep all cards, letters and parcels coming as they really put a smile on every face.

I hope you are enjoying the Facebook posts – rumour has it that our residents are enjoying being famous! We print-off the comments relating to their photos for them to keep. You might also have noticed on FaceBook a post about a barbecue lunch, cooked by the Wiseman duo. This was our way of recognizing the commitment, dedication and hard work of our staff in these unprecedented and challenging times and I'm sure you will join me in thanking them for all they are doing to serve the Maroba family.

In the meantime, please stay safe and should you have any queries please don't hesitate to call Reception on (02) 4935 0300 or email [enquiries@maroba.com.au](mailto:enquiries@maroba.com.au).

Yours sincerely,

A handwritten signature in blue ink that reads "Viv Allanson". The signature is cursive and fluid, with the first name "Viv" being larger and more prominent than the last name "Allanson".

Viv Allanson  
CEO, Maroba