



## Celebration in the midst of a Pandemic...

Who would have predicted that the year chosen to recognise and honour Nurses and Midwives across the globe would be turn out to be the year that hosted the Global Coronavirus Pandemic?

Yet this is a year where the entire Health System is being tested and audited, not by Government authorities, but by a single virus, - Covid- 19. At a time like this, I cannot help but to reflect on the profession of Nursing. I recall my early days, way back in 1975 when I started as a Hospital trained nurse at Royal Newcastle Hospital. Then it was military style discipline and no one dared to leave at the end of a shift until all the work was done. Then, everyone left together - that's right, no one was left behind. We were a team, so when one was struggling or found themselves out of their depth, we just looked to our teammates for that extra support, so that we didn't experience the wrath of the very stern charge nurse.

I'm one that loves to reminisce and whilst I can say so many things have changed, there are many that remain the same.

This Pandemic reminds me of some of those things, such as how agile and nimble we must be as nurses, to confront and then deal with the many challenges and uncertainties presented to us in these unprecedented times. We continue to be united by a strong sense of purpose that keeps us pushing forward into the darkness of the unknown without a light, even when we are afraid. Also we enjoy a great sense of humor that helps us, along with those in our care, to laugh our way back from the heavy load we carry in these dark times. Clearly demonstrated too is the capacity to forgive the belligerent, the arrogant and the unstable who threaten our safety as we seek to administer healing, hope and love to everyone within our sphere of duty.

I am inspired by the imperfections in us all, as it is those same imperfections that often serve to bring us closer together as we discover the true beauty in frailty - in ourselves and in those we care for.

I am so often touched by 'hearts on sleeves' that reach into a situation that many would just walk by. The same 'heart' that knows when to be firm and when to sit and weep alongside another who is dying or experiencing grief. I see that love manifest whenever there is a death at Maroba, when we all come together for the Guard of Honour to farewell a resident through the same door through which they entered.

In this International year of the Nurse and Midwife, I hope you will join me in celebrating our Nurses and Carers and never miss a moment to support them in being the best they can be. I hope that the time will not be too far away when we can once again share life together as we join in caring for and supporting those who have chosen to call Maroba home.

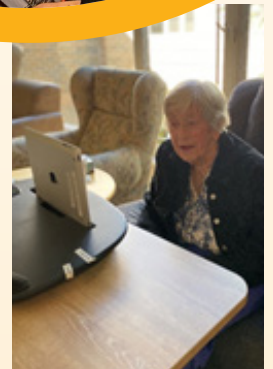
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### IN THIS ISSUE: CORONAVIRUS UPDATE

- relaxation of visitor restrictions
- staffing updates
- social highlights and much more.

# 5 WAYS TO COMMUNICATE AND STAY CONNECTED WITH LOVED ONES AT MAROBA

- 1 Book a time for a 'window visit' via Reception  
Window visits are available Tuesday, Wednesday and Thursday between 10-3pm.
- 2 Send an email to [Connect@maroba.com.au](mailto:Connect@maroba.com.au).  
This is the dedicated email address for personal correspondence between residents and families.
- 3 Book a FaceTime or Zoom call via Reception
- 4 Arrange for a phone to be placed in your loved ones room at \$45 per month – short term is ok
- 5 Send a letter, card or gift via post or drop off at Reception



## ETHNA TURNS 101 YEARS OLD!

On 6 May 2020 we celebrated Ethna Harvey's 101st birthday. Whilst all birthdays are special, we think you will agree that 101 is an extra special birthday, and as is the norm during the Covid19 period for all residents we had a birthday cake to celebrate.

Ethna also received a gift voucher to the Beauty Salon from her family, so that is where the party started with her friend, Leila in attendance and many residents dropping by the Salon to wish Ethna best wishes for her special day. When asked how she felt on the special day, Ethna said 'I don't feel 101 years old. I feel like 21. I like people, and today I just want to have fun.'



## VACCINATIONS

**Don't forget!**

**From 1 May 2020 all visitors to aged care facilities must be vaccinated against the influenza.**

If you haven't obtained a vaccination please do so at your earliest convenience so you are ready for when we proceed to our next stage of visitation.

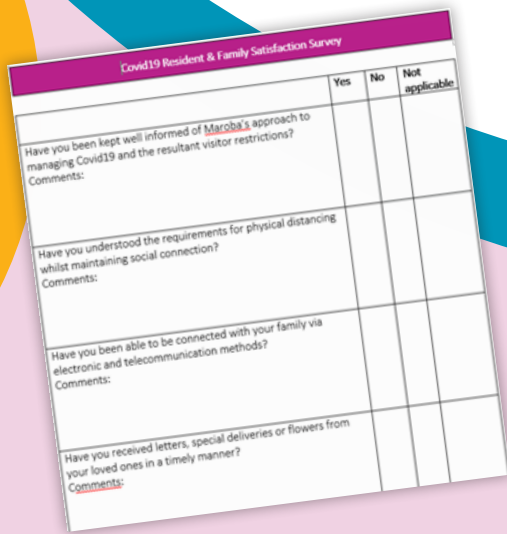
Please bring proof of your vaccination with you either in paper form or take a photo of it to keep on your mobile phone.

# Aged Care Code of Conduct

The Aged Care Code of Conduct has been finalised.

This document is an in 'Industry Code for Visiting Residential Aged Care Homes during Covid-19'.

If you would like to view the Code, it can be accessed via [www.cota.org.au](http://www.cota.org.au)



Covid19 Resident & Family Satisfaction Survey

	Yes	No	Not applicable
Have you been kept well informed of Maroba's approach to managing Covid19 and the resultant visitor restrictions? Comments:			
Have you understood the requirements for physical distancing whilst maintaining social connection? Comments:			
Have you been able to be connected with your family via electronic and telecommunication methods? Comments:			
Have you received letters, special deliveries or flowers from your loved ones in a timely manner? Comments:			

## COVID19 RESIDENTS AND FAMILY SATISFACTION SURVEY

We recently conducted a survey to seek feedback from residents and families on our Covid19 strategy and communications to date. The feedback was overall positive and supportive of our pandemic plan. It has been heartening to read all the lovely comments from residents.

‘its perfect and strict and consistent with the lockdown’

‘very happy’

‘doing very good job/difficult circumstances. Staff to be commended’

‘I love being here. I’m well cared for, my children are very happy. I’m happy to be here’

‘Missing family but understand’

### And from family members

‘Mum has commented how she is being well looked after and how lovely the staff are’

‘Mum feels safe and understands the reasons for restricted outings’

‘Very pleased with Mums care at Maroba. Even though I can’t visit I know she is well looked after. All of my phones calls have been answered and Maroba has kept me informed for any changes.’

Thank you to everyone for your input and feedback.

## RELAXATION OF VISITOR RESTRICTIONS

Relaxation of visitor restrictions has commenced and Stage 1, window visits as outlined in Update #13 has for the most part progressed reasonably well. Families have been contacted to ask their preference for either video communication or face to face contact and we have also discussed with residents their wishes with regards to communication and visitation arrangements moving forward.

You may have read in Update #14 that we are in the process of obtaining some screens to enable us to move to the next stage of our staged visitation arrangements. This will allow visitation to move inside to a designated area. This week we will also extend visits to 30 minutes allowing for temperature checks, sign in and chair cleaning. As is always, we will endeavour to accommodate your requested days and times within limited resources and timeframes.

Please be aware that whatever steps are put in place to relax restrictions, there is always a chance that they could be quickly reversed, even if there is the slightest indication of an infectious outbreak.



# Anzac Day

## 25 APRIL 2020

Anzac Day is an important day to honour and remember our service men and women. Stephanie from our Social and Engagement team facilitated two beautiful services this year for The Lodge and The Manor residents. The service included the poem 'In Flanders Fields' by John McCrae, a hymn, prayer and laying of the wreath by Ken McKenzie in the The Lodge and Lyall Scott in The Manor. Afterward the residents gathered outside in the gorgeous sunny day to watch the raising of the flag.



## STAFF UPDATE



### Jill Smith

Jill joined the Maroba team a few months back as one of our Registered Nurses. Jill has over 40 years' experience as a nurse with expertise in operating theatres and palliative care oncology. When Jill is not working she is enjoying her hobby farm at Keinbah, near Lovedale and spending time with family.



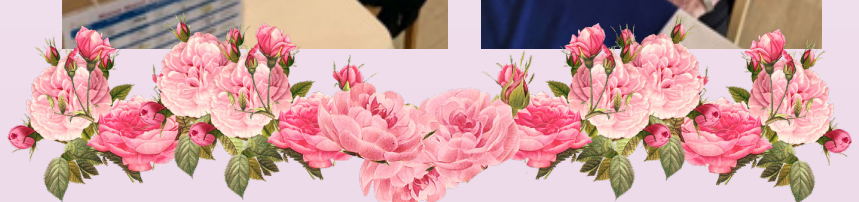
### Cynthia Tamonan

We also introduce Cynthia, another one of our Registered Nurses. Cynthia, originally from the Philippines has been in the nursing profession for over 10 years. Cynthia enjoys working in aged care and building long term relationships with residents, families and allied health professionals. In her spare time Cynthia enjoys cooking, shopping and walking to the beach with her children.

# Mother's Day

10 May 2020

Mother's Day, what can we say but a special day to honour all the Mums, Nanas, Aunts and others who guide and support families with children. This year celebrations were different and smaller, and although we know the family were missed staff did their best to make the day, and days leading up to it just as special. A special thank you to staff member, Helen Majdandzic who provided the beautiful gift bags for every resident, and to our volunteers who assisted over the weekend to make the day special for our residents.



## DID YOU KNOW?

Mother's Day was officially declared in Australia in 1924.

A Sydney woman began the tradition because she wanted to help the lonely and elderly mothers she visited at hospital. These ladies had been widowed or had lost their children after the battles of WW1.

Mother's Day has been celebrated on the 2nd Sunday in May for the past 96 years! *Source history.com*

# SOCIAL HIGHLIGHTS

The Social and Engagement team have done a fantastic job keeping all our residents engaged and active since we were all tipped on our head a few months back with these new restrictions.

This was an opportunity to try new activities and run old activities in a different way, and feedback received from residents and staff is that the smaller group sizes are more favourable than the large group activities. Group sizes will be considered moving forward when planning the social calendar and we get back to the new 'normal' but don't worry, we still plan to run our hugely popular Themed luncheons when we are able to and within the appropriate restrictions.

This month the team have facilitated a variety of craft activities, established gardens, each suburb has enjoyed a BBQ lunch outside, we have celebrated many birthdays over a morning or afternoon tea, had a visit or two from 4 legged furry friends, and staff have facilitated many FaceTime calls, learning new IT skills in the process.







## News from Spiritual Care

With the increase in spiritual care hours the team have been able to deliver smaller and more intimate church services in each suburb. More residents have attended due to this, and we have had great feedback from even the ones who previously never attended! The team have also been delivering messages and gifts and facilitating connection via FaceTime and the telephone, bringing joy to residents.

A small Bible study group has commenced with some keen residents in The Lodge. All welcome to attend

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

## LAUNDRY

We are pleased to advise that our laundry equipment has been replaced with 4 new washing machines and 4 new dryers.

What does this mean for residents? These newer machines are gentler on the clothes.

What does it mean for staff and the organisation? Greater efficiencies with timers on the machines, faster cycles so wet clothes are easier to handle for staff and the machines use less power, decreasing our environmental impact.

A win/win for all involved!



## Phones

Our phones have been extremely busy of late. We appreciate your patience for any lengthy delay in answering your call. If ringing after hours, please listen carefully as there are new options.

## BUS TRIPS

Bus trips will resume 25 May with 4 x 1 hour trips planned every day for 2 weeks for interested residents. This schedule will then be re-assessed with possibly longer trips and other outings planned as restrictions are eased externally and risk assessments completed.



**GET IN TOUCH**

**P:** (02) 4935 0300 **E:** [enquiries@maroba.com.au](mailto:enquiries@maroba.com.au) **www.maroba.com.au**

Reception hours: Monday to Friday 8.30am-5pm

Follow us on Facebook [facebook.com/Maroba.waratah](https://www.facebook.com/Maroba.waratah)

Wanting to volunteer? Enquiries to reception  
Looking for a career in Aged Care? Look for us on Seek