



31 July 2020

## URGENT UPDATE FROM OUR CEO - Coronavirus Update #22

Dear Residents, family and friends,

I am pleased to report we have no reported cases of Covid-19 at Maroba. However, the number of cases in our region is on the rise and we must remain highly vigilant and to continue protective arrangements.

Whilst those numbers may seem low, it is giving our community a false sense of security. Health authorities, including your Covid team at Maroba are on high alert as we see the spread of Covid-19 across Sydney and beyond. The Victorian situation is a disaster for all concerned, especially older people in care. As we know governments are focussing on the economy yet every time measures of containment are relaxed and venues opened up we are seeing the opportunity for the virus to spread. For example, schools are being impacted and closed and we have just seen a case of 2 young women with Covid-19 travelling from Victoria to Brisbane via Sydney. They lied to border authorities about their movements and provided false information along the way. Queensland is now tightening their borders and we can only guess the outcome for all the people they have been in contact with. It may come as a surprise to you that some people visiting Maroba are also providing false information. This is of grave concern to us as we all strive together to best protect our residents and our staff.

At Maroba we constantly review our risks and based on our most recent analysis and the further spread of the virus across Sydney and our own local area, we have determined that it is necessary to enhance the level of protection in our facility. Therefore, we will now be providing masks for those staff who are in close contact with our residents. We are also suggesting to our staff that they consider wearing masks when they are going about their daily tasks in the community to further protect them from the risk of contracting Covid-19. I would also ask you to consider this measure for your own wellbeing, even though it is not yet a public health order. While you may not be able to access a TGA approved surgical mask there are many options that although not optimal will be better than nothing. Unfortunately there is not a lot of good advice on all the media platforms on how to manage your own personal cloth mask. Let me suggest a few key points that we should adhere to. Ensure the mask is a good fit over your nose and mouth, is kept in a clean clip lock bag prior to use and once worn is placed immediately into another clip lock bag. A used mask should not put in your pocket or handbag as you run the risk of contaminating other items. Once home, immediately wash your mask in your washing machine.

**Visitation arrangements remain the same as advised in Update #21 and as listed:**

1. Screen visits can be booked via Reception on 49350300 during office hours **for up to 2** people between 10am- 4pm Monday – Friday. **½ hour visits** only to ensure as many families as possible can get a booking. Please allow enough time to be screened prior to your scheduled visit. We will do our best to work with your loved one to have them ready for your visit.
2. If you **genuinely** cannot visit during these specified hours a screen visit maybe arranged by limited appointment only via Reception during office hours. Do NOT turn up hoping to drop in...**you will be turned away.**

3. In room extended support visits will continue as per previous arrangements with the nominated family member. **These visits will be scheduled and are limited to 1-2 hours Monday – Friday.** Less is better if possible unless a special arrangement has been offered. Maroba will be in touch with these families to confirm arrangements.
4. Compassionate visits will be facilitated if your loved one has experienced a sudden deterioration in their condition or is requiring end of life care.
5. Family outings or social leave are no longer possible at this time.
6. Medical appointments will continue with the **ideal option being Telehealth.** Alternatively the first appointment of the day should be arranged. **We are no longer able to provide escorts** therefore it is up to families to accompany residents in your private vehicle where possible. If a disabled taxi is required wipe down and social distancing rules must apply. Please liaise with Manju John if you need clarification or further assistance.

If any family wishes to take their loved one out of the current residential care environment during the Covid period residents can take unlimited emergency leave until 30 September without losing their place at their home. Please ring the Director of Care, Tamara Ott to enquire further should you wish to pursue this option.

**NB. All these arrangements are dependent on where visitors have travelled to and from as exclusion zones are in place. E.g. Victoria, Greater Sydney and South Coast. We anticipate an expansion of these zones as the virus spreads within NSW over the coming days and weeks. Consider your need to travel if the outing is non-essential.**

*Please do not reject the advice of staff as this will be escalated to the Covid team and further restrictions may be implemented.*

If you are visiting remember the 3 keys to basic personal protection remain:

- Social distancing remains 1.5 metres apart from others especially the person you are visiting
- Hand washing with soap and water regularly and as necessary
- Cough & sneeze etiquette whilst staying away from others, if experiencing any symptoms at all

**If you have symptoms get tested immediately and do not visit.**

Please remember to pass on the visitation arrangements in this update to family and friends who may wish to visit Maroba. In particular, remind them of the requirement to have available evidence of their **influenza vaccination** which is to be presented at the visitor desk located in the foyers of Maroba.

Please consider your need to be out and about in the community. Your choices will have either a detrimental or beneficial impact on the most vulnerable in our community, and those in care at Maroba.

*Please be aware that at short notice I may change these arrangements depending on emerging circumstances.*

Stay safe and be vigilant.



Yours sincerely,  
Viv Allanson, CEO