



06 August 2020

IMPORTANT UPDATE FROM OUR CEO

Coronavirus Update #24

Dear Residents, Families and friends,

I am pleased to report there is no outbreak of Coronavirus at Maroba, however we have been instructed by Dr Tony Merritt from the Public Health Unit to close our aged care service to visitors for the next 7 days at least, as the Greater Newcastle area and Lake Macquarie has now been declared a hotspot

Effective from today all current visitation arrangements, except for palliative end of life care is now unavailable and there will be no visitor access available to any person at Maroba effective immediately.

We understand that it is incredibly important for all families to maintain a connection and I once again encourage you to connect with your loved ones via telecommunication means. Appointments for a Zoom or FaceTime call can be made via Reception during office hours which is Monday to Friday, 8.30-5pm.

We understand that your relative may not be technical savvy, however, we have many people on our team that could assist them to use the device to connect with you.

To further assist connectivity if you haven't already, you might also consider a monthly Maroba phone plan (\$45 per month including all calls). This is dependent on availability of standard handsets within Maroba.

Please don't hesitate to call Reception on (02) 4935 0300 or email enquiries@maroba.com.au if you would like to discuss these matters with a member of the Leadership Team.

Yours sincerely,

Viv Allanson
CEO