



14 August 2020

IMPORTANT UPDATE FROM OUR CEO

Coronavirus Update #25

Dear Residents, Families and Friends,

Once again, I am able to share with you the very positive news that there has been no outbreak of the Coronavirus here at Maroba!

As you would be aware, the last advice we received from the Public Health Unit was that we were to cease visitation for 7 days. However, we have recently had further advice from the NSW Chief Medical Officer Dr Kerry Chant that until further notice, aged care facilities in local government areas (LGA) that have been designated as Covid-19 hotspots should not allow visitors and Newcastle falls within this category.

Of course, families will continue to be called in to support their loved ones if deterioration in their clinical condition occurs. This has been working well and families have been able to comfort their loved one when it has been most needed.

We understand this is a very difficult time for everyone and we know that all our residents do miss their face-to-face visits. Therefore, as soon as we receive the all clear from the Health authorities we will promptly re-assess how we re-establish our visiting program. We may find it necessary to continue with screen visits and if this is the case, we will provide the opportunity for bookings as per previous arrangements. We also hope to re-establish the pre-arranged in-room support visits as soon as we are able and when that occurs you will be contacted directly by a Maroba team member to plan for the resumption of the previous arrangements.

As we closely monitor the Victorian situation, I want to remind you that permanent residents do have the option of taking emergency leave. This leave is available until 30 September and should you choose to avail yourself of this, fees will still be payable but you will not lose your place at Maroba. More information on this option is attached.

Maroba staff have been wearing masks for two weeks and further internal adjustments are being made to further minimise the potential of cross contamination between staff during their breaks.



Maroba has developed and conducted an innovative Incident Management Training program that will be followed up with a COVID-19 exercise in conjunction with Hunter New England Health and the Public Health Unit. This will further enhance our readiness to move seamlessly to the next level of our Pandemic Plan if it is required. Over many years, Maroba has been preparing our team and resources for disasters and emergencies and this exercise will be invaluable in ensuring our preparedness for what we hope will not eventuate. As we say 'Prepare for the worst and hope for the best!'

We understand that it is incredibly important for all families to remain connected, particularly in these challenging times. Therefore, I again encourage you to connect with your loved ones via a range of available contemporary technologies and even good old-fashioned letter writing! Appointments for a Zoom or FaceTime call can be made via Reception during office hours Monday to Friday from 8.30am-5pm.

We understand that your relative may not be technologically savvy, however, we have many people on our team who could assist them to use a 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 any of these matters with a member of the Leadership Team.

Yours sincerely,

A handwritten signature in blue ink that reads 'Viv Allanson'.

Viv Allanson
CEO