



26 August 2020

## Coronavirus Update #26

### Greetings from Maroba COVID-19 Headquarters

We are pleased to advise that the Chief Medical Officer, Dr Kerry Chant has issued another update and it is good news!

Newcastle has been removed from the outbreak areas (LGA's) which means we are able to once again welcome visitors to Maroba.

While there is good news, there remains tight protocols and screening procedures in place for the protection of residents.

Visiting arrangements will commence from tomorrow, **Thursday 27 August, 2020** and will be as follows;

1. Visitation will be from 10-4.30pm Monday to Friday with no appointment necessary
2. All visitors must exit the building before 5pm as the doors will be locked and reception will not be staffed to assist your exit.
3. There is to be a maximum of 2 people only visit at any one time in one day
4. Visits are to be in rooms only. No congregating in communal areas
5. If you are working and can genuinely not visit in the specified times above we will by appointment facilitate visitation outside these hours. Visits outside of set hours will place an additional demand on staff and we do ask for your patience as staff leave their care areas to attend to screening protocols. Please contact Reception to arrange an appointment if you absolutely cannot visit during the nominated times.
6. Family outings or social leave are unfortunately not possible at this time.
7. 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.

All visitors are required to wear a mask throughout your entire visit and, just like you do when out shopping please practise social distancing including maintaining a distance of 1.5 metres. Visitors have a responsibility to supervise any children with them and ensure they practise hand hygiene and respiratory etiquette. For the safety of all members of our Maroba Community if you are found not wearing your mask or complying with any directions given to you by Maroba staff it is likely you will be asked to leave the service.



We remind our Maroba Community that if your loved one experiences a sudden deterioration in their condition or is requiring end of life care, compassionate visits will be facilitated.

**The following restrictions on entry into Aged Care Facilities remain:**

The following visitors and staff (including visiting workers) are not be permitted to enter an Aged Care Facility:

- Individuals who have returned from overseas in the last 14 days.
- Individuals who have been in close contact with a confirmed case of Covid-19 within the last 14 days.
- Individuals who are unwell, particularly those with fever or acute respiratory infection (for example, cough, sore throat, runny nose, shortness of breath) symptoms.
- Individuals who have not been vaccinated against influenza
- Visitors who reside in or have visited the Greater Sydney area
- Visitors who have returned from Victoria

Visitors will be asked to sign a declaration on arrival to declare they satisfy the above restrictions.

**External excursions**

Maroba is conducting physically distanced bus trips, which have been successful to date as no one is leaving the vehicle for the duration of the journey. Treats are provided by Maroba.

As recommended by NSW Health in the event of an infectious outbreak aged care facilities reserve the right to enact a higher level of restriction on visitation. In the event of any infectious outbreak within Maroba and or a local cluster within the community, Maroba will amend visitation arrangements accordingly and this could occur without notice.

**Bringing in Non Perishable Items:**

If you wish to bring perishable food items please review the attached handout to avoid disappointment. There will be a sanitation station available for you to wipe over all items you intend to leave with your loved one. Please note the restriction on bringing in perishable food items is not related to the risk of Covid contaminated food.

Lastly, we have all been looking forward to once again lifting current restrictions and even though visiting isn't quite back to normal, I want to take this opportunity to say ... **'Welcome Back'**...we have missed you and we know our residents have too.

Kind regards

Viv Allanson, CEO Maroba