



18 September 2020

## Coronavirus Update #29

### Greetings to our Maroba Community

I am delighted to report that the Pandemic situation across Victoria is de-escalating and the overview of NSW is certainly looking brighter in terms of Covid positive cases. This of course assists us in planning our internal Covid prevention arrangements.

In the light of this positive news, **from Monday 21 September 2020** visitors will no longer be required to wear masks during the Monday to Friday (10-4.30pm) visitation periods, however social distancing continues to be mandatory. Let me again stress that if you are unable to visit during the allocated visiting periods, our previous arrangements of making an appointment for the weekend still apply.

Please be aware too that like visitors, Staff will no longer be required to wear masks around the facility unless they are undertaking direct care with your loved one.

More good news is that the coffee will again flow at Maroba! Whenever you visit, once you have been screened and attended to your hand hygiene in the Manor Reception area, we once more invite you to grab a cuppa or a coffee in either the Manor or the Lodge as a treat for yourself and the person you are visiting. To support our commitment to maintaining optimal hygiene, we have put in place a simple procedure to ensure that the coffee distribution points are always clean and ready for the next person to use. Once you have dispensed your coffee from the machine, all users are required to wipe over any surface you have touched, take your coffee and then go directly to your loved one's room. This procedure can be summed up in four words - *'Dispense-Wipe -Take - Go'*. Please note that it is essential that you do not congregate in groups around the coffee machines as we do not want to be put in the position of having to make this option unavailable.

Keep in mind that you will still be limited to only 2 visitors at any one time in each resident's room. However, now that the weather is improving we would love to encourage you to add to the enjoyment of your visit by taking your loved one outside for a walk in the grounds.

To avoid disappointment when you arrive please note there are still many areas that the NSW Health authorities have listed as areas of concern in terms of visiting aged care facilities if you live in or around those areas. Consistent with advice received from NSW Health authorities, Maroba has determined that visitors who work or live in the **Greater Sydney, Nepean, Blue Mountains and Central Coast (excluding Illawarra Shoalhaven)** areas are not permitted to visit until NSW Health changes its advice to us. If you are uncertain if this applies to you, please contact Reception prior to visiting the facility.

To re-cap and clarify our current visitation arrangements;

1. Visitation is from **10-4.30pm Monday to Friday.**
2. No appointment is necessary on weekdays.

3. All visitors must **exit the building before 5pm** as the doors will be locked and reception will not be staffed to assist your exit.
4. There is to be a **maximum of 2 people only** (Public Health Order) to visit at once, although residents may have 2 lots of visitors in one day at different times.
5. **Children** are included in the maximum number of people able to visit.
6. Visits are to be in rooms only. No congregating in communal areas.
7. If you are working and can genuinely not visit in the specified times above we will facilitate visitation outside these hours by appointment only. This can only be arranged through Reception.
8. **Family outings or social leave** are unfortunately not possible at this time. However, family can take residents out into the Maroba grounds to enjoy the fresh air and sunshine.
9. **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 requirements and social distancing rules must apply. Please liaise with Manju John if you need clarification or further assistance.

A friendly reminder that as of 1 May 2020 all visitors to aged care facilities are required to be **vaccinated for influenza**. This is a legislative requirement and we are required to sight a copy of certificates (e-copy is fine) on arrival. Please remember to pass this on to family and friends as we have unfortunately had to turn away some visitors in the last week as they did not have a vaccination certificate to show us.

Thank you to everyone for bearing with us during these difficult times and for co-operating with all our requirements.



Until next time, stay safe.

Kind regards



Viv Allanson, CEO Maroba