



'Ready Set Go'

Greetings from an
Excited CEO!

It's hard to believe that Summer is over and Autumn is upon us. However it is a reminder to us all that with every season comes change and indeed we have much to be thankful for as we look towards the changes that will be presenting themselves to us in this coming season.

First and foremost there has been great anticipation in the Maroba Community as we prepare for the roll out of the Covid -19 Pfizer Vaccine for residents and staff. As always, we have sought to keep you abreast of what is happening in this regard. By now you will have had the opportunity to review the information about the Vaccine, had the opportunity to have any questions you may have answered in order that you are well positioned to give informed consideration of the benefits to your wellbeing before finally completing the consent / decline form.

As soon as we are advised of the date Maroba is to receive the vaccine, be assured that we will be 'ready, set and prepared to Go! Further, as our world changes and new information is made available to us regarding the vaccine and other Covid matters please keep up to date with all current information on our various communication platforms and within the Connect publication.



Other very exciting news is that the Maroba Board has approved a major refurbishment program for the Lodge. Unfortunately, the Pandemic has impacted our initial timeframes and created significant delays, but the good news is we are back on track and once more it will be 'Ready, Set, Go' at the Lodge. There

is great enthusiasm within the Maroba family as together we embrace this new project and look forward to a couple of highlights such as the new look and feel of the auditorium and entrance to the Lodge.

Tracy Walker will be leading the project and will provide regular updates of the progress of the building program. Whilst we do expect some inconvenience, there has been a great deal of planning to eliminate as much noise and interruption to everyday living as is possible during construction. Upon completion of the work, we will have a big celebratory event to mark Maroba's new look.

- Viv



Continuous Improvements

Social Program

You said: Residents raised this at a residents meeting. We are not sure what activities are on each day.

What we did: As well as our printed programs that are distributed, we purchased whiteboards so the activities for the day can be written up. The whiteboards are displayed in each wing.

Outcome: Daily activities are better communicated ensuring residents can make informed choices and live the life they choose.

Website

You said: I can't find the Maroba Covid-19 webpage?

What we did: The Covid-19 webpage has now been moved to its own tab on the top toolbar.

Outcome: The Covid-19 webpage is now located on the first page of the Maroba website making it easier for our website visitors to view information quickly and easily. **Keep checking this webpage for up to date information concerning the roll-out of the vaccination program at Maroba.**

Covid-19

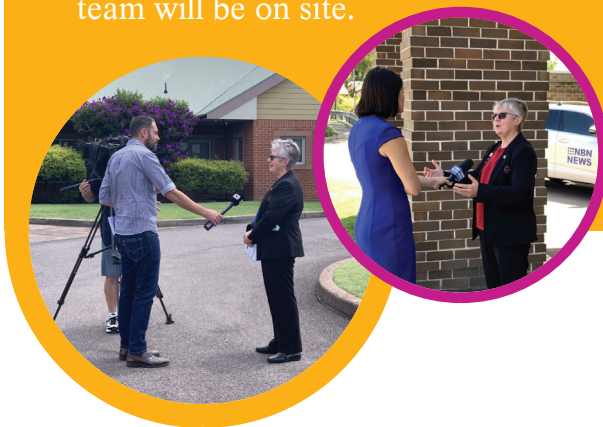
You said: Our Receptionists are fielding a number of enquiries about the vaccination program and Covid-19. Where can we find more information?

What we did: We understand that there is lots of information circulating about these current topics hence, we have added appropriate links to government resources onto our Covid-19 webpage.

Outcome: The Maroba Community is informed and able to make choices appropriate to their situation.

Vaccination program

There has been a great deal of interest from the media regarding the vaccine rollout resulting in 8 interviews for Viv from various media outlets including radio stations, newspaper and news outlets. The main question asked was 'When will we receive the vaccination?'. At the time of print Maroba has not been advised of a date the vaccination team will be on site.



Spiritual Care News

Vicki Carpenter, our Spiritual Care Co-ordinator of 3 years is sadly stepping down to enter a new phase of life.

Vicki's last day will be Thursday 1st April. We thank Vicki for her contribution, care and support to residents, their families and staff.

Leaving the facility?

Don't forget to check out of the facility via our Information Management System. This is important in the case of a Covid outbreak at Maroba and will assist the contract tracers (and you) by narrowing down the window of community transmission.

Fundraising

Our Ovarian Cancer Morning tea was a huge success. Through the sale of baking items, raffle tickets and pies we raised over \$1000.00 for the local organisation, Stop Ovarian Cancer. Many thanks to all for your contributions. We indeed have a very generous community.

For the month of March we will be joining 'Share the Dignity' an organisation that provides those less fortunate with period products. Donations of new (still sealed in original packaging) of pads, incontinence pads, tampons, new reusable pads, maternity pads, period-proof underwear and menstrual cups are welcome. Next time you are shopping, keep in mind: one for me, one for them! Please leave at Reception.



Accreditation

Aged Care facilities are visited every 3 years by the Quality & Safety Commission to assess the quality and care of services delivered. Maroba is due for re-accreditation in June although assessors from the Aged Care Quality and Safety Commission could come at any stage prior to and after June.

As part of this process residents and families of the facility have the opportunity to participate in an online survey. If you wish to participate in this survey, please visit the following link email address <http://www.agedcarequality.gov.au/consumer-feedback> and use the code 2225 or ring 1800 951 822 and press option 2.

When the assessors visit Maroba residents and families will also have the opportunity to speak to them directly.

On another note, the agency made an unannounced visit on 11 February. They toured the facility and asked key questions around our Covid-19 Pandemic plan. The assessors were very happy with our infection control processes and verbally advised we had passed.

Covid-19 - Handy links

Australian Government, Department of Health, Covid-19 vaccines

www.health.gov.au/initiatives-and-programs/covid-19-vaccines

This link has information about the development, approval process and plans for Covid-19 vaccines.

Australian Government, Department of Health, Covid-19 Vaccination

<https://covid-vaccine.healthdirect.gov.au/eligibility>

This is a new webpage and can be used to find out when people can receive a Covid-19 vaccine.

Community Services Program

We are thrilled to be able to re-introduce our ever popular Community Services program. Our first luncheon with a Hawaiian theme was on 18 February and it was a great success with residents and community clients enjoying the atmosphere and entertainment. Our St Patricks Day luncheon is scheduled for 17 March. If you would like to find out more information about our Community Services program and become a community client, please visit our website www.maroba.com.au/community-wellness-programs/ or ring Reception on (02) 4935 0300 to enquire further.

COMMUNITY SERVICES
**Wellness
& support**



SOCIAL HIGHLIGHTS

Bus Trips

In the week of 22 February interested residents took turns to enjoy a bus trip with a luncheon at Pelican RSL Club, a Covid-safe venue. Everyone was very pleased to be able to get off the bus and had a lovely time.



Feedback and Complaints

Our Feedback and Complaints process is outlined in a flyer called 'Have your Say'. This flyer is available at the entrance to The Manor and The Lodge and also on our website under 'Contact us' in the top toolbar.



For personal correspondence to residents: connect@maroba.com.au

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