



30 September 2021

### Update #68 – Visitation arrangements week commencing 11 October 2021

In light of the Premiers statement yesterday announcing that as of 11 October, residents will be able to receive 2 fully vaccinated visitors per day, we have been fielding a number of calls and emails enquiring about visitation the week commencing 11 October 2021.

As advised in Update #67, we are still to receive formal advice as to the specifics around this statement or how it works for our region. We are greatly concerned about the rising case numbers in our local region, however we have decided to release our tentative roadmap for resuming visitation so that families can make plans.

Please note that this schedule which is applicable for ***the week commencing 11 October only*** may change at short notice, especially if NSW has not reached the predicted 70% double dose vaccination status and or we receive advice that we cannot proceed due to the rising case numbers locally. We truly hope it will not come to this and look forward, like our residents, to welcoming everyone back to Maroba.

Our plan has been devised to ensure that all 130 of our residents have an opportunity to meet with family during the week commencing 11 October and therefore the following has been determined:

- Residents are able to have 2 fully vaccinated visitors in the first week on one day only. If you have a large family, please liaise with other family members to decide which family member(s) will visit your loved one in this 1<sup>st</sup> week.
- If you haven't already emailed your MyGov Covid vaccination certificate or medical exemption certificate please do so ASAP to [enquiries@maroba.com.au](mailto:enquiries@maroba.com.au). If certificates can be provided in advance this will be beneficial and not hold up precious visiting time.
- Visitation will be weekdays only from 9am to 4pm by appointment only made via Reception. Please be courteous and arrive on time so as not to hold up other family members and residents waiting patiently for their visiting time slot.
- Visits will be for a maximum 30 minutes to ensure that every resident will be able to have a visitor in the first week. The area will be cleaned after each visit.
- Visits will be outside in 3 areas; The Hill balcony, the Manor portico and the Lodge portico. On your arrival please come to the Manor building where screening will be undertaken and once complete you will be directed to the designated area for your visit. Please note all areas are undercover however please ensure you are clothed appropriately for sun and rain and possible cool weather.
- Visitation on Saturday and Sunday is not possible at this time unless for compassionate reasons. The Director of Care and Clinical Care Partner will be in touch with appropriate family members if a visit outside of the appointed time is necessary.



- The recommended social distance of 1.5 metres between people when visiting is to be adhered to as is mandatory mask wearing and the use of hand sanitiser.
- There is to be no congregation of people in common areas, thus you are expected to visit your relative in the designated area and depart promptly at the end of your visit.

We understand your desire, as is ours, to protect your loved one is paramount and trust you will not visit Maroba if;

- you have the slightest cough or cold/flu like symptoms;
- have been contacted by NSW Health as a close or casual contact;
- are waiting for the results of a Covid test;
- have been in contact with a confirmed close contact who is waiting on a test result

Once again we thank you for your patience and understanding of these visitation arrangements. As news comes to hand from NSW Health we will review these arrangements as necessary.

Please continue to keep safe during these challenging and precarious times.

Should you have any questions, please do not hesitate to ring Reception on (02) 4935 0300 and you will be directed to the most appropriate person to answer your enquiry.

Yours sincerely,

Louise Adnum  
General Manager, Corporate Services