

# COVID-19 - UPDATE

(Novel Coronavirus) - 3 April 2020

Dear Lyndoch Living community member

As the COVID-19 coronavirus situation evolves, we want to thank you for supporting us to keep your loved ones healthy and safe. This is an anxious time for us all and we thank everyone for understanding the measures we have put in place to keep Lyndoch Living Covid-19 free. Your ongoing support and thanks means the world to our team.

We are in regular communication with South West Healthcare, the medical profession, other local aged care facilities, and Government Departments and assure you that we are implementing all possible measures to prevent the spread of this new illness in our community.

COVID-19 is a new virus, and there is no immunity to it. The World Health Organisation has declared COVID-19 a pandemic, and evidence suggests the risk is greater in older people, aged 70 and over. The Government has introduced clear directions for the Aged Care Sector, and we are following those directions vigilantly. It is for this reason that we have implemented the following measures:

- **Our residential facilities are closed to all visitors.** This excludes essential services e.g. doctors and allied health professionals.
- **In the event of special circumstances, we will make arrangements on a case-by-case basis.** Please contact us on 5561 9300 to discuss arrangements.
- **Dropping off goods.** We appreciate that some families like to provide special goods to their loved ones; however, we ask that you do not bring the following:
  - fresh fruit and perishable produce (unless commercially prepackaged such as strawberries);
  - home cooked foods;
  - opened packages;
  - juice/soft drinks.

We will allow:

- Labelled (resident name & unit), prepackaged non-perishable, shelf storage foods such as biscuits, Easter Eggs, etc., which will be screened and cleaned at main reception. We have limited communal storage for food items that require refrigeration for individual residents.
- If your loved one has a particular need or requirement that is not covered above please contact the unit manager to discuss options.
- **Donations.** While we appreciate the community wanting to help, currently we have adequate access to safe food and basic supplies and online ordering processes in place. We have onsite food treatment processes in our kitchens and prepared by our qualified hotel services and care staff.

- **Stage three (3) restrictions are now in place.** That means there are only four reasons to be away from home:
  - shopping for essential food supplies
  - exercise (in public space is limited to no more than two people)
  - medical care and caregiving
  - work and education if necessary, and
  - always practice social distancing.
- **Social distancing.** The Australian Government asks that people:
  - maintain a distance of 1.5m between them,
  - stay at home and only go out if it is essential,
  - use *tap-and-go* instead of cash,
  - travel at quiet times and avoid crowds,
  - handshakes and physical contact with people outside your household are to be avoided, and
  - always practice good hygiene.
- **Stay home if you are sick.** Symptoms of COVID-19 include sore throat, fever, dry cough, fatigue and shortness of breath. If you have these symptoms and have recently traveled overseas or have been in close contact with someone diagnosed with COVID-19 please seek medical assistance.
- **Self-quarantine for a period of 14 days** after returning from overseas travel or after being in close contact with someone diagnosed with COVID-19. This means staying at home.
- **Use good hygiene** by regularly washing your hands with soap and water, or hand sanitiser. If you sneeze or cough, please do so into your arm or if using a tissue, please dispose of it and wash your hands immediately afterwards.
- **Have your seasonal flu shot.** As we are entering the flu season, a flu shot will boost your immunity.
- **Stay informed because the situation is changing rapidly.** Please stay up-to-date by regularly visiting the Australian Government Department of Health website [www.health.gov.au](http://www.health.gov.au) or ask us for more information.

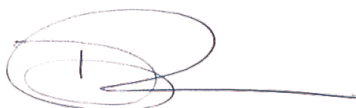
Please keep in contact with your loved ones, be it by phone or an electronic device that enables video calling capabilities. We will do everything possible to assist your family members to use technology to keep in touch with you.

On behalf of the team at Lyndoch Living, thank you for your cooperation and support.

Please do not hesitate to contact us on 5561 9300 if you have any questions or special circumstances you would like to discuss.

May you and your family keep well and safe.

Yours sincerely,



Doreen Power  
CEO

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 Lyndoch Living