



COVID-19 - UPDATE

(Novel Coronavirus) - 22 April 2020

Dear Lyndoch Living community member

As we continue to keep the Lyndoch Living community healthy and safe, the entire team would like to thank you again for supporting Lyndoch Living to remain COVID-19 free.

We would also like to update you on some upcoming events and a new initiative that will take place within the aged care sector that will apply to all visitors.

Precautionary closure still active

Yesterday, the Prime Minister and Chief Medical Officer held a press conference regarding restrictions related to aged care. The message conveyed may have caused some confusion over aged care facilities easing restrictions and allowing visits to resume.

As we are taking the vulnerability of our residents, clients and staff seriously, we would like to confirm that our precautionary restrictions are still in place. Based on lessons learned from other countries and advice from the aged care peak bodies, we will keep the current restrictions in place for another few weeks. This will ensure that our community remains safe should a second spike of COVID-19 occur following the Easter break.

This decision hasn't been made lightly, however, our main priority will always be the health and safety of the entire Lyndoch Living community. We are aware of the hardship being faced by many families, residents and staff, so please do not hesitate to contact us on 5561 9300 if you have any questions or special circumstances.

Mandatory Influenza Vaccination

You may have heard about the need for all staff and visitors to have the influenza vaccination prior to entering any aged care facility. As of 1 May 2020, all people (including children) attending a residential aged care service, must now have an up-to-date influenza vaccination to enter an aged care facility.

We ask that families and clients ensure they have a vaccination prior to visiting their loved one. You will need a copy of the immunisation certificate on your phone or in person to show our reception staff. You can also use the receipt of acknowledgement from any chemist or nurse practitioner where you have the vaccination.

If you cannot provide evidence, we will not be able to grant you entry when precautionary closure restrictions are lifted. If your circumstances do not allow you to have this vaccination, please contact us prior to visiting to discuss your situation.

The Department of Health and Human Services have provided a fact sheet containing information on the requirements - [you can access the information here](#).

ANZAC Day

We will still observe Anzac Day, just in a different format. We will take part in the pre-recorded service provided by the Warrnambool RSL. Then at 11:00am, at the main entrance there will be a ceremonial raising of the Australian and Indigenous flags and playing of the bagpipes. We will invite residents to lay wreaths and/or poppies, one at a time, in remembrance of loved ones. The Lyndoch Living Facebook page will live stream the event.

Mother's Day

With Mother's Day just around the corner there will be seating areas set up around the facility to enable communication through windows. Please be patient with each other should you wish to visit your loved one in this way and remember to maintain the 1.5m social distancing rule. If you have any respiratory symptoms or you feel unwell, we ask that you adhere to the self-isolation rules. It would be great if you could phone ahead or [email us](#) and include your details, the name/unit of the person you wish to visit and the time - we can ensure staff and family members are prepared. You can also send through video messages or make a phone call.

If you are planning on dropping off a present, we would like to remind you of our screening process of goods. We ask that you do not bring the following:

- fresh fruit and perishable produce (unless commercially pre-packaged such as strawberries);
- home cooked foods and any unpackaged commercially baked goods;
- opened packages;
- juice/soft drinks.

We will allow:

- Flower deliveries from florists that have undertaken the correct infection control processes
- Labelled personal items (resident name & unit)
- Pre-packaged non-perishable, shelf storage foods such as biscuits, 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 all meals are prepared by our qualified hotel services and care staff.

The Lyndoch Living team is dedicated to supporting you and your loved one during this time. Thank you for your continued support and may you and your family stay healthy and safe.

Yours sincerely,



Doreen Power
CEO