



COVID-19 - UPDATE

Revised Visiting Guidelines

commencing Thursday 7 May 2020

Monday 4 May 2020

Dear Lyndoch Living community members,

Lyndoch Living, like most other aged care providers, felt given the risks facing our residents and staff that it was best to implement a precautionary process in response to the COVID-19 pandemic, and the visitation principles for residential aged care facilities as set down by the Australian Health Protection Principle Committee in March.

As Lyndoch Living is committed to the health and safety of its entire community, the precautionary process has always been to reduce movement into our homes and given the rapid transmission that we have seen around the world, it was a difficult but necessary decision to make.

We understand that this has been a challenging time for families, and we have endeavoured, through the superb efforts of our staff, to make staying in touch as accessible as possible for all residents. We would like to assure you that our staff have worked very hard to ensure the emotional and mental wellbeing of our residents and engaged them in adapted programs during the precautionary process period.

We now plan to introduce a limited program of visiting times for residents and families commencing **Thursday 7 May 2020**. However, the following National Guidelines need to be observed:

1. **To enable a safe visit, you will first need to call us on 5561 9300 by 12:00 pm the day prior**, and ask to speak to our friendly booking team who will be able to assist you in making a time to visit your loved one.
2. The initial visiting times available will be from **10:00 am to 12:00 pm** for residents in the Audrey Prider and Tomlinson Centres, and **2:00 pm to 4:00 pm** for residents in the Swinton and Riverside Hostels, Lake Lodge and the May Noonan Centre.
3. Each visitor will need to supply us with the proof they have had the 2020 flu vaccination.
4. There will be a **maximum** of only two visitors, per resident, per day for a 20-minute period.
5. There will only be one single point of entry through the main Lyndoch entrance.
 - Visitors for Tomlinson need to first report Lyndoch's main reception.
 - May Noonan Centre visitors will need to report to the main reception at May Noonan.
6. All visitors will undertake a screening process which will include;
 - being asked a series of questions
 - having your temperature taken using a no-touch infrared temperature detection device to screen for signs of fever.
7. Practice good hand hygiene and use the sanitiser at reception before and after your visit.

8. You will need to ensure you adhere to the social distancing regulations. This means we need to monitor the number of people entering our homes each day.
9. You will need to sign in and sign out.
10. We ask that you are patient during this process and remain respectful of our staff and others.

We strongly advise family members **not** to visit if you:

- Have any respiratory symptoms (e.g. cough, sore throat, runny nose, shortness of breath) or a temperature.
- Have not been following the Government stay at home and self-isolation guidelines.
- Have been in contact with a confirmed case of COVID-19 in the last 14 days.
- Have recently been tested and are awaiting results or have tested positive for COVID-19.

We appreciate your ongoing patience and understanding as we continue to monitor the situation. Please be aware, should there be an increase in reported COVID-19 cases we will immediately activate our infection control processes to reduce any risks to our residents and staff.

We will be continuing window visits and alternatives ways for connecting you with your loved ones and welcome any feedback from you on the visiting program.

If you would like to receive future communications electronically, please send your full name, mobile number, preferred email and the name of your loved one to living@lyndoch.org.au.

Thank you for your continued support and may you and your family stay healthy and safe.

Yours sincerely,



Doreen Power
CEO