

14 May 2020

Dear Lyndoch Living community members,

Lyndoch Living, remains committed to the health and safety of its entire community, and we thank you for your ongoing support to keep your loved ones COVID-19 free.

The Victorian Government has eased Stage 3 restrictions, adding an additional reason to leave home. There are now five reasons that you can leave home:

1. shop for food and other necessary goods and services
2. access medical services or provide caregiving – for example, this includes shared parenting obligations or providing care and support to an unwell, disabled, elderly or pregnant friend or relative
3. attend work or education where you can't do those things from home
4. exercise and participate in some recreational activities adhering to the rules, and
5. visit friends, family and loved ones while adhering to the rules

In response to the COVID-19 pandemic, the aged care consumer and industry peak bodies have endorsed a new [Visitor Access Code](#). This Code was released on Tuesday 12 May 2020, and will be reviewed in three weeks.

We have made some small updates to our visitor access process to reflect the new code. To enable a safe visit, please follow these steps:

1. **Call us on 5559 3480 between 9:00 am and 12:00 pm Monday to Friday, the day prior, and by midday Friday for weekend visits**, and speak to our booking team. Callers outside this time will need to leave a voice message with your name, and preferred contact number. We will return your call the next business day.
2. The visiting times available:
  - a. **10:00 am to 12:00 pm** for residents in the Audrey Prider and Tomlinson Centres, and
  - b. **2:00 pm to 4:00 pm** for residents in the Swinton and Riverside Hostels, Lake Lodge and the May Noonan Centre.
3. To visit any aged care facility, you must supply proof that you have had the 2020 flu vaccination (a government requirement). If this has been previously shown, you will receive a laminated card as proof of vaccination – please bring this with you.
4. There will be a **maximum** of two visitors, per resident, per day, for a 30-minute period.
5. There will be **one** single point of entry through the main Lyndoch entrance.
  - a. Visitors for Tomlinson need to first report to Lyndoch's main reception.

- b. May Noonan Centre visitors will need to report to the main reception at May Noonan.
6. All visitors will undertake a sign in and screening process which will include being asked a series of questions.
7. Please ensure you practice good hand hygiene and use the sanitiser at reception before and after your visit.
8. You will need to adhere to the social distancing regulations.
9. 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 anosmia) 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.

If your loved one has a particular need or requirement, please contact us to discuss options.

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.

If required, we will continue window visits and alternative ways for connecting you with your loved ones.

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](mailto: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