



Lyndoch Living

COVID-19 - UPDATE

Thursday 4 June 2020

Dear Lyndoch Living community,

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

Visitor Booking

A reminder to anyone intending to visit a loved one over the long weekend, make sure you call us and pre-book your visit by midday Friday. To enable a safe visit, please follow these steps:

- Call us on 5559 3480 between 9:00 am and 12:00 pm Monday to Friday, for the next weekday, and by midday Friday for weekend visits, and speak to our booking team.
- 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.
- 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. You need to bring this with you each time you visit.
- There will be a maximum of two visitors, per resident, per day, for a 30-minute period.
- If you are visiting a resident in Audrey Prider, Tomlinson, Swinton, Riverside or Lake Lodge you will need to sign in at the main Lyndoch residence.
- If you are visiting a resident at our May Noonan Centre, you will need to sign in at the main reception at May Noonan.
- All visitors will undertake a sign in and screening process which will include being asked a series of questions and having a non-contact temperature check. Visitors will not be able to enter if they register a temperature over 37.5oC.
- Children under the age of 16 years are not able to enter our facilities.

Please ensure you:

- ✓ Practice good hand hygiene and use the sanitiser at reception before and after your visit
- ✓ Adhere to the social distancing regulations
- ✓ Are patient during this process and remain respectful of our staff and others

- ✓ Do not visit if you are feeling unwell, or have cold or flu like symptoms
- ✓ Read the full visitor guidelines are available online at www.lyndoch.org.au/news/covid-19-updates/.

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.

Telehealth Counselling and Support Service for Residential Aged Care

The impact of COVID-19 upon the aged care community has been unprecedented and significant. Aged care residents, their families and staff may feel isolated, worried or anxious. The Swinburne Wellbeing Clinic for Older Adults is offering a free telehealth service to provide ongoing emotional support during this challenging period. You can receive this service if you are an aged care resident, or if you are a family member, friend or staff and would like support in caring for a resident.

For more information or to arrange an appointment please visit www.swinburne.edu.au/lss/psychology/pc/older-adults/telehealth-counselling.html

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

Yours sincerely,

A handwritten signature in black ink, appearing to read "Doreen Power".

Doreen Power
CEO