



Lyndoch Living **COVID-19 - UPDATE**  
Thursday 25 June 2020

Dear Lyndoch Living community,

We would like to thank you for your ongoing support in helping to keep your loved ones COVID-19 free and assure you Lyndoch Living remains committed to the health and safety of its entire community.

### Visitor Booking

Our visitor access process remains the same and we ask that you please continue to follow these steps to ensure we maintain a safe visit to protect our most vulnerable population:

- ✓ 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 37.5°C.
- ✓ 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

- ✔ Read the full visitor guidelines are available online at [www.lyndoch.org.au/news/covid-19-updates/](http://www.lyndoch.org.au/news/covid-19-updates/).

Unfortunately, over the last week, Victoria has seen an increase in COVID-19 cases in the metro areas. Due to these increases, the Victorian Government has made several changes to the proposed easing of restrictions and extended the state of emergency until 21 June 2020. We ask you to please keep up to date with the changes by visiting the Department of Health and Human Services website <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>

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 Safe** 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
- ⊖ Have not been vaccinated against influenza.

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. Should there be an increase in reported COVID-19 cases within our region we will immediately activate our infection control processes to reduce any risks to our residents and staff.

We are 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](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