

Dear Lyndoch Living community,

## Lyndoch Living remains COVID-19 free - let's keep it that way!

We want to thank you for helping us to remain COVID-19 free, however, we are requesting families to reconsider onsite visits to help reduce any risk of community transmission of this highly contagious virus.

Our visitor access and booking process is still in place (<https://www.lyndoch.org.au/news/covid-19-updates/>), and it is important that we follow the latest advice from the Victorian Department of Health and Human Services (<https://www.dhhs.vic.gov.au/coronavirus>) to help stop the spread of COVID-19.

We are more than happy to assist in setting up alternative ways to connect with your loved one and ask you to please keep in touch with us about any concerns you may have.

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 postcode area, we will immediately activate our infection control processes to reduce any risks to our residents and staff.

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). We ask that you stay connected by following our social media channels or by regularly visiting our website.

Our main priority is to protect the health and wellbeing of our residents and staff and we thank you for your continued support.

May you and your family stay healthy and safe.

Yours sincerely,



**Doreen Power**  
CEO

*"There is a deep responsibility - not just across aged care but for everybody in the community - to be vigilant around vulnerable older people, whether in residential care facilities or receiving care in their own homes." [Sean Rooney, CEO LASA]*

### For Home Care and Community Clients only

We are continuing to provide our Living@Home program including personal and home care services and meals. We ask our home and community care clients to call us immediately on 1300 596 362 if they have been in **close contact** with anyone who is a confirmed case of COVID-19, if they are experiencing any **symptoms** of COVID-19, or have recently visited a **Stay at Home** restricted area.