

Dear Lyndoch Living community member,

Lyndoch Living - COVID-19 free – Keeping our community safe, a shared responsibility

The health and safety of our residents, staff and broader community is a shared responsibility, and we take our responsibility seriously.

As regional Victoria returns to Stage 3 Stay at Home restrictions today, there are only four reasons to be out:

- Shopping for food and essential items
- Care and caregiving
- Daily exercise
- Work and study - if you can't do it from home

More information on Victoria's restriction levels is available on the Department of Health and Human Services website <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>

Visitor process

The following restrictions apply at all our aged care facilities:

- Each resident will only be permitted one (1) visitor at any one time, and only in that resident's room, not in any shared areas;
- Visits will be restricted to those people who are the resident's nominated person, guardian, partner, carer or support person;
- Where the visit is for the purpose of providing emotional and social support to the resident which cannot be provided by that person via electronic or other non-contact means; and
- You must wear a mask for the duration of your visit.

All visits **must be** made by prior appointment. Call our visitor booking line on (03) 5559 3480 between 9:00 am and 12:00 pm, Monday – Friday. We are also here to assist you in setting up alternative ways to connect with your loved one.

If, however, there are two (2) or more active community cases of COVID-19, we will lockdown our facilities to all non-essential visitors.

As a state funded organisation, Lyndoch Living is adhering the Department of Health and Human Services (DHHS) directives and the Guiding Principles for Residential Aged Care – keeping Victorian residents and workers safe.

Home and Community Care

Community Services staff across the areas of Home Care Packages, Living@Home, Allied Health and Respite Services have been working hard to ensure our home-based clients continue to be supported. These teams have been innovative in their approach which has included telephone and video calls instead of home visits. Those staff who are still providing in home services are required to wear PPE and maintain strict hygiene practices.

Aged Care Employee Day - Friday 7th August 2020

This Friday is Aged Care Employee day. An initiative of the Leading Age Services Australia the theme is #ThanksforCaring. The day is to celebrate every team member involved in the journey of caring for older Australians. There are so many people within aged care who work as a team to ensure the health and wellbeing of the entire Lyndoch Living community - from chefs, gardeners, maintenance, lifestyle, administrators to of course our fantastic nurses, personal care workers and allied health professionals.

We've been receiving lots of beautiful and supportive messages from the community through our "*ThanksforCaring*" form on the website. It's heart-warming to me that the community and residents value the team and all they do. If you'd like to thank a team member, you can send them a message via our website: <https://www.lyndoch.org.au/home/thank-an-aged-care-worker-2/>

We encourage you to keep informed and connected through our social media platforms and by visiting our website regularly.

I want to thank the Lyndoch Living community for sharing the responsibility to keep Lyndoch Living and our broader community COVID-19 free.

My best wishes to you and your family. May you all stay healthy and safe.

Kind regards,



Doreen Power
CEO