

Dear Lyndoch Living community,

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

We would like to thank you for your support in sharing the responsibility to keep Lyndoch COVID-19 free. We would also like to thank those families who sent messages of support for Aged Care Employee day.

Visitor and safety process

As a state funded organisation, Lyndoch Living is adhering to the Department of Health and Human Services (DHHS) directives and the Guiding Principles for residential aged care - keeping Victorian residents and workers safe. Keeping in line with the guidelines you may notice staff wearing surgical masks and face shields in direct and home care settings.

As a reminder, 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 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 is a confirmed case or when there are two (2) or more active community cases of COVID-19, we will lockdown our facilities to all non-essential visitors. Please be aware that **if** there is a suspected case we will immediately contact the primary contact of the resident.

We also 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 and may you all stay healthy and safe.

Kind regards,



Doreen Power
CEO