

Dear Lyndoch Living community,

## Lyndoch Living – COVID-19 free – changes to visiting effective immediately

While Lyndoch Living remains COVID-19 free, our priority is to protect the health and wellbeing of our residents, clients, staff, and the broader community.

As previously communicated, if transmissions within the community reached two or above, we would activate further visitor restrictions. On Sunday 16 August 2020, South West Health Care announced four (4) active community COVID-19 cases within Warrnambool.

We are now implementing the following visitor restrictions to all our facilities, effective immediately:

1. A precautionary closure to all visitors for the next 14 days, apart from those deemed as providing essential care, e.g. supporting responsive behaviours and compassionate care. Our staff are happy to assist in connecting you with your loved one via phone, FaceTime or window visits.
2. Our home care and community programs will also be restricted to high priority clients only, with the requirement of additional PPE precautions.

We are committed to keeping you informed, and are in the process of contacting all families and visitors by phone. Updates will be posted to our website, social media channels and sent via email.

These are precautionary measures while there are active cases within the Warrnambool community. We have strong infection controls in place and are acting on regular updates and advice from the Department of Health and Human Services and medical authorities.

We want to ensure that our residents and their families, as well as our dedicated staff and members of the wider community, are fully aware of this situation and to reassure everyone that we are taking comprehensive action to protect them.

Warrnambool Medical Clinic is now offering asymptomatic (symptom free only) testing. Appointments can be made by phoning 5562 2766.

If you have any other symptoms, no matter how small, you can make an appointment online at the Great South Coast Respiratory Clinic to be tested (<https://www.hotdoc.com.au/medical-centres/warrnambool-VIC-3280/warrnambool-respiratory-clinic/doctors>). Ensure you self-isolate during this period until you receive a negative result.

I want to thank the Lyndoch Living community for helping keep Lyndoch Living COVID-19 free, and we are aware of the hardship being faced by many families and residents. Please do not hesitate to contact us on 5561 9300 if you have any questions or special circumstances.

May you and your family stay healthy and safe.

Kind regards,



**Doreen Power**  
CEO