

Dear Lyndoch Living community,

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. We understand that this has been a challenging time for families, and we would like to assure you that our staff have worked very hard to ensure the emotional and mental wellbeing of our residents and engaged them in adapted programs.

Visiting guidelines

While there are limited active COVID-19 cases within our region, we need to consider the health and safety of our most vulnerable.

We continue to follow the [Department of Health and Human Services Care Facilities Directions](#), and appreciate your patience as we make the relevant changes to the visiting process.

- For those who are deemed as providing essential care (e.g. supporting responsive behaviours) and compassionate care, you need to speak directly to the unit manager to discuss visitation.
- All other special circumstance requests need to be made by phoning 5561 9300.

Our staff are happy to assist in connecting you with your loved one via phone, FaceTime or window visits.

A new way to book your visit

The online visitor management system is currently being trialled and tested. Bookings will be accessible via a link on our website. More information on this system will be distributed to families prior to going live.

Swinton Wing - Official Opening

The official virtual opening of the new Swinton Wing will be held on Tuesday 22 September 2020, at 2:00pm. Due to COVID-19, this event will be broadcast via the [Lyndoch Living Facebook page](#) and [website](#).

We hope you can join us and Her Excellency, the Honourable Linda Dessau, AC, the Governor of Victoria as we celebrate this significant milestone.

Stay connected

If you would like to receive future communications electronically, please sign up to our mailing list <https://www.lyndoch.org.au/covid-19-updates/>, or connect with us via [Facebook](#) or [Instagram](#).

I want to thank the Lyndoch Living community for helping keep Lyndoch Living COVID-19 free. 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