

Dear Lyndoch Living community,

Thank you for sharing the responsibility for keeping Lyndoch Living **COVID-19 free**, our priority is to protect the health and wellbeing of our residents, clients, staff, and the broader community.

As the region progresses to the Third Step of the Victorian Governments [regional roadmap](#) and with no active COVID-19 cases in Warrnambool, we need to remain vigilant in ensuring the health and safety of our most vulnerable.

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 and bookings

Commencing Monday 21 September 2020, visitors need to call us between 9:00am-12:00pm Monday-Friday on **5559 3480** to make a booking. We will work directly with families as we roll out the additional online booking system.

We will still be required to abide by the [Department of Health and Human Services Care Facilities Directions](#), which state any visitor must be:

- “Providing essential physical, emotional or social care that cannot be delivered by the care team or via electronic or non-physical means”.
- All other special circumstance requests need to be made by phoning 5561 9300 and speaking with the unit manager.

For those who meet this criteria:

- Face masks, social distancing and good hand hygiene are to be practiced at all times.

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

These Directions are in place until 11 October 2020.

### 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 tune in and watch 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