

Dear Lyndoch Living Community,

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

UPDATED: visiting guidelines

Given the emerging status in Victoria, the Department of Health and Human Services Victoria has updated its advice for **all** Residential Aged Care Facilities. Please note that the visiting guidelines are as follows:

- Visiting hours across our homes are 9:00am - 4:30pm daily.
- Access to one visitor at any time, once per day for a maximum of two hours.
- Visits are restricted to a resident's room.
- Commencing Monday 4 January 2021, visitor bookings must be made by calling (03) 5559 3480, between 9:00am-12:00pm Monday to Friday (except public holidays).
- For those people who are deemed as providing essential care (e.g. supporting responsive behaviours) and compassionate care, please speak directly to the Unit Manager to discuss visitation.
- Visitors must complete a screening process and a written declaration in addition to the current temperature checking.
- Visitors must wear a mask within our homes.
- Physical distancing and good hand hygiene must be practised.

We want to thank everyone for sharing in the responsibility to keep Lyndoch Living COVID-19 free. To continue maintaining your loved one's safety, and the broader Lyndoch Living Community, we ask that you do not visit if you have:

- been unwell, particularly with fever or acute respiratory infection (for example, cough, sore throat, runny nose, shortness of breath symptoms),
- recently tested for COVID-19,
- been in contact with someone who has tested positive to COVID-19,
- recently returned from overseas, or
- lived in or visited New South Wales or the identified exposure sites of Melbourne in the last 14 days.

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](#).

May you and your family stay healthy and safe.

Please do not hesitate to call us on 5561 9300 if you have any questions or special circumstances.

Kind regards,



Doreen Power