

Dear residents and families,

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

Check-in, signing in and screening update

As part of the Victorian Government directives, all workplaces must use the Victorian Government QR Code Service for record keeping and to assist with efficient contact tracing. All visitors must now Victorian Government's check-in and complete the Department of Health's sign-in and screening process regardless of how long you spend onsite.

The Victorian Government requires all people who enter our homes to use the check-in now QR Code. Users can then complete their screening questions and sign-in process via the Department of Health's QR Code.

Step 1: Check-In via Victorian Government Service App



The screenshot shows the 'CHECK-IN NOW' screen of the Victorian Government Service App. It features a QR code for scanning, the location code '7JY B88', and a three-step instruction list: 1. Use your phone to scan the code, 2. Enter your first name and phone number, 3. Look for the tick. Below the instructions, it says 'Get it first! Download the Service Victoria app or visit govt.gov.au/check-in'. At the bottom, it says 'Use the Victorian Government Service App to check-in'.

Step 2: Complete the sign-in and screening questionnaire



The screenshot shows a dark blue screen with a QR code in the center. Above the QR code, it says 'Keeping our community safe - a shared responsibility'. Below the QR code, it says 'All visitors and staff must sign in'. At the bottom, it says 'When you enter our homes you must complete the sign in and screening process. It's easy to do using the QR Code!'. There are social media icons for Facebook, Twitter, LinkedIn, and YouTube, and the Lyndoch Living logo.

Use the Department of Health's sign-in and screening app to complete the process

How to check-in

1. Open your camera app, then hold your phone over the QR code.
2. Tap the link that pops up.
3. Enter your details and tap 'Check-in to this location'.

Download the [Service Victoria](#) app below:

- [App Store](#)
- [Google Play](#)

If you don't have a phone, you can check-in using the kiosk function at the main entrance or see the screening team for assistance.

We ask that all visitors be patient and respectful when entering the building and follow the directions of the screening team, and practice social distancing, good hand hygiene and wear a mask.

Visitor guidelines recap

- Two visitors at a time, up to five visitors per day in a resident's room between 9:00am – 3:00pm each day
- End of life two visitors at a time with no total limit per day
- Visitors do not have to be from the same household and no time limit
- Prospective residents are permitted to visit.
- For those providing essential care, e.g. supporting responsive behaviours and compassionate care, please speak to your Nurse Unit Manager.

Visitors are not to enter our homes if they 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
- anyone who has visited or lived in an orange or red zone (as per the Victorian traffic light permit system) will not be allowed to visit until that zone reverts to a green zone.

Also remember, residents who leave the facility must comply with the same public health directions that all Victorians are required to comply with and should undertake the screening process upon their return.

Keeping our community safe is a shared responsibility. We will continue to post all updates to our website and social media channels.

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.



Doreen Power
CEO

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