

Dear residents and families,

## Updated restrictions

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

As announced by the Premier of Victoria yesterday, the easing of restrictions across Victoria commenced as of 11:59pm last night. This means:

- You can leave your home for any reason
- Masks continue to be required everywhere indoors and outdoors (except private residences), unless an exception applies.

For the full list of changes please read the [Premier's announcement](#).

## Visitor guidelines

- Maximum of two visitors at any one time, once per day in a resident's room between 9:00am – 3:00pm each day.
- Maximum of two visitors at any one time for end of life support
- For those providing essential care, e.g. supporting responsive behaviours and compassionate care, please speak to your Nurse Unit Manager.

## Signing In and Screening

As part of the State Government and Department of Health's directives all visitors must sign in and complete the screening process using the QR codes located at the entrance. If you are unable to use a device to scan a QR code, you can ask the screening team to assist you.

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.

**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.

We understand that keeping in touch with family and friends is important. As an alternative to physically visiting our homes, please consider telephoning your family member, or using a social media app to have a virtual visit. Our team are happy to assist in connecting you with your loved one via phone, FaceTime or window visits.

Commencing Sunday, 1 August 2021, Lyndoch Living is updating and improving its network infrastructure. This project is to improve connectivity across the site for residents and families. There will be a series of rolling network outages across the site during the week to install the new equipment. Outages are scheduled for out of hours; however, there will be some impact during regular hours. We ask for your patience and look forward to providing a better experience for the entire Lyndoch community.

Keeping our community safe is a shared responsibility, and I want to thank the Lyndoch Living community for helping keep Lyndoch COVID-19 free. 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.

Kind regards,



**Doreen Power**  
CEO

[www.lyndoch.org.au](http://www.lyndoch.org.au) | [reception@lyndoch.org.au](mailto:reception@lyndoch.org.au)

