

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 you would be aware, the Premier announced that from 11:59pm last night the five reasons to leave home was removed for regional Victorian's. Please note the [Care Facilities Directions](#) are not changing. For the complete list of changes, please read the [Premier's announcement](#).

Visitor guidelines

Visitors are permitted for the following purposes only from 9:00am to 3:00pm in a residents room:

- to provide care and support for the resident's physical and emotional wellbeing (including mental health supports and support for people living with dementia); Note: this may include a person who is visiting to prevent harm to a person's mental or emotional health due to social isolation
- as a nominated person under the Mental Health Act
- to provide interpreter or informal language support
- for learning to support the resident's care upon discharge
- to provide end of life support
- no more than two visitors per day, unless visit is for end-of-life reasons. For end-of-life visits, two visitors are permitted at a time with no maximum daily limit).
- a group may exceed the "two visitors at a time" rule if dependents of a visitor are in the group and care for the dependents cannot be arranged
- non-essential contractors are restricted from entry.

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, who meet the above criteria, 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 you be patient and respectful when entering the building and follow the directions of the screening team, and practice social distancing, good hand hygiene and always wear a mask.

Visitors permitted under the above criteria 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. Please stay up-to-date with the [exposure sites](#).

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.

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 | reception@lyndoch.org.au

