

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, regional Victoria entered lockdown restrictions on Saturday 21 August until Thursday 2 September 2021. This means you must stay at home unless:

- shopping for necessary goods and services (one person per household, once per day, a support person can accompany if required)
- caregiving or compassionate reasons
- authorised work or permitted education, or work interstate
- exercise (up to two hours, with one other person plus dependants if they cannot be left unattended. The other person can be from another household)
- receive a COVID-19 vaccination
- other specified reasons (specific exemptions apply)

You can read the [Premier's statement and list of restrictions online](#).

Visitor guidelines

Visitors are only permitted from 9:00am to 3:00pm in a resident's room, for the following reasons only:

- To provide care and support for the resident's physical and emotional wellbeing (including mental health support and support for people living with dementia)
- As a nominated person under the Mental Health Act
- As a nominated person providing support for a resident living with Dementia
- To provide interpreter or informal language support
- For learning to support the resident's care upon discharge
- To provide end of life support to a resident (this also includes life threatening conditions)
- Non-essential contractors are restricted from entry
- 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 dependants of a visitor are in the group and care for the dependants cannot be arranged
- Prospective residents not permitted to visit.

For those providing essential care, e.g. supporting responsive behaviours and compassionate care, please speak with the Nurse Unit Manager.

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/hot-spot sites.

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.

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.

I want to thank the wonderful Lyndoch Living community for helping keep Lyndoch Living COVID-19 free, and we are aware of the hardship being faced by many families and residents.

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.

Kind regards,



Doreen Power
CEO

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