

Dear residents and families,

### Precautionary closure - update

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 South West Healthcare, it is vital that our community continue good COVID-safe practises by wearing masks, sanitising our hands and not receiving visitors in our homes. And, most importantly, with the rise in case numbers and exposure sites, it's important to limit our movement in and around the region.

Based on this information and to continue protecting your loved one, and the team that cares for them, we ask family members and friends not to enter any of our residential homes until further notice. This means no visitors are to enter our homes. For the end of life care, please speak to the Nurse Unit Manager. Any other special circumstances, we invite you to talk to our Acting Director of Nursing.

We understand this may cause some inconvenience and anxiety for some residents and their families, but we ask for your support and understanding as we continue to monitor the situation as it evolves. We advise you to keep up to date with the latest exposure sites, and to follow the directions of the Department of Health.

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 residents and the team who care for them as safe as possible is a shared responsibility between Lyndoch Living and our entire community, and we ask everyone to join in this commitment.

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