

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.

While we continue to have active COVID-19 cases within our region and visitor restrictions remain in place, please follow these guidelines to protect our most vulnerable population and ensure we maintain a safe visit.

### Updated visitor guidelines for Care facilities

Visitors are only permitted for the purposes listed below, and you must make a booking the day prior. Visiting times and numbers are limited, and all visits are to be in a residents room only, not communal areas. Bookings can be made by calling 5559 3480 between 9:00am and 12:00pm Monday to Friday. Callers outside this time will need to leave a voice message with your name and preferred contact number. We will return your call the next business day.

#### **Visitors are only permitted into aged care facilities:**

- 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.
- 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.

#### **Requirements for visits:**

- Two visitors at one time (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).
- Do not have to be from the same household.
- It is one of the permitted reasons.
- No more than two visitors per day except where providing end of life support.
- There is no daily limit on the number of visitors for end of life care visits.

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

### **Visitors must 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. 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.

### **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 at all times.

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. 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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