

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.

As extended lockdowns and restrictions ease, it's an exciting time in our community as we reconnect with family and friends and return to activities that give us joy. However, with our State reopening, we are mindful that the potential COVID-19 risks in our community increase. Therefore, please ensure you follow the guidelines below to help protect our most vulnerable population and maintain a safe visit.

### Updated - Visitor guidelines for Care facilities

- **You must make a booking the day prior to visiting**
  - Bookings must 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.
  - Visiting times and numbers are limited to meet density quotas. To enable all residents to continue connecting with their family and friends, we request visits be limited to a maximum of two hours.
- **It is strongly encouraged and recommended, as per the Australian Health Protection Principal Committee, that visitors are vaccinated**
  - Unvaccinated visitors should not remain in common areas or residents rooms. Before your visit, you must notify the booking team of your vaccination status and book a designated visiting room if you are unvaccinated.
  - All visitors are to undertake safety measures such as hand hygiene, social distancing and wearing masks properly at all times.
- **Visits by prospective residents are allowed, by appointment**

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,
- are required to isolate or quarantine,
- 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 both QR codes located at the main 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 and care team.

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

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

