

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.

Even though restrictions have lifted throughout Victoria, there are still some limits on visiting care facilities. To continue protecting residents and the team that cares for them, we ask family members and friends to help us implement the Government's care facilities visiting guidelines as set out below to maintain a safe visit.

Updated - Safe Visiting Guidelines for Care Facilities

Visitor bookings must be made by calling 5559 3480 between 9:00 am and 12:00 pm Monday to Friday. Callers outside this time will need to leave a voice message with their name and preferred contact number. We will return their call the next business day. Once you have booked you will receive a booking confirmation via email.

- **Visiting hours are from 9:00 am to 5:00 pm daily in a resident's room. Please contact the Nurse Unit Manager or Acting Director of Nursing for requests outside these times.**
 - To align with the Governments Directives, and to maintain density quotients throughout our homes, no more than five visitors per day (including dependents) for a maximum of two hours.
 - For end-of-life care there is maximum of five visitors at a time, with no time limit.
 - All visitors are to practise safety measures such as; hand hygiene, social distancing and wearing masks properly at all times and must follow the screening and care team instructions.

- **Requirements for unvaccinated visitors.**
 - Unvaccinated visitors are not to remain in common areas, move freely about our homes, or sit in Cafe Connect as under the Government's guidelines you can only attend food venues if you are fully vaccinated.
 - Before you visit, you must notify the booking team of your vaccination status to enable a team member to escort you to the designated visiting space.
 - Unvaccinated visitors must wear a mask, which will be supplied upon arrival.
 - Please note, it is strongly encouraged and recommended, as per the Australian Health Protection Principal Committee, that visitors are vaccinated.

- **Appointments by prospective residents must be made.**

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 digital app to host 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

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