

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.

Based on the latest advice from the [Aged Care Quality and Safety Commission](#) and Lyndoch's Infection Control Advisor, to continue protecting residents and the team that cares for them, we ask family members and friends to help us implement the updated visiting guidelines set out below.

### Updated Christmas/New Year - 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 (except for public holidays). Multiple bookings can be made in advance. 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.

- **Visiting hours are from 9:00 am to 5:00 pm daily. Please contact the Nurse Unit Manager or Acting Director of Nursing for requests outside these times.**

- Each resident is allowed no more than five visitors per day.
- Visits are for a maximum of two hours and must be hosted in the resident's room or outside to maintain social distancing requirements. Visitors are not remain in the communal areas of our homes.
- Children under 16 years of age are not permitted inside our homes. However, window or virtual visits are encouraged.
- For end-of-life care, there is no time limit or total number of visitors. However, there is a maximum of five visitors at any one time.
- Alternatively, we encourage you to organise an outing with your loved one and inform the Nurse in Charge of the locations and times. Residents who do leave the facility will need to undergo RAT testing and monitoring.
- We can only accept pre-packaged goods that can be wiped down. Homemade goods are not to be brought into our homes.
- Any clothing deliveries will need to be washed by the Lyndoch team prior to delivering to residents. Our screening team can assist you.
- At all times, visitors must practice COVID safe measures such as; hand hygiene, social distancing and wearing masks properly.
- Our team continues to put your family members' welfare and wellbeing first. We ask that all visitors be patient and respectful when booking, entering the building and follow the directions of the screening and care team. Lyndoch Living has zero-tolerance for abusive or aggressive behaviour.

- **Requirements for unvaccinated visitors.**

- Unvaccinated visitors are not to remain in common areas, move freely about our homes, or sit in Cafe Connect.
- 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 an N95 mask, which will be supplied upon arrival.

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

**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
- have received an alert notification/SMS from the Department of Health Service Victoria app.

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

All visitors must sign in and complete the screening and declaration 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.

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. We wish you and your family a joyful, healthy and safe Christmas and a bright New Year.

Kind regards,



**Doreen Power**  
CEO

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