

Dear residents and families,

We are writing to provide you with another update on our COVID-19 response. We are pleased to inform you that there continues to be no onsite transmission and all residents are well, and no one is displaying any symptoms.

We continue to support and work with the impacted team members, who are isolating and undertaking testing, and we continue to follow the advice from the department and clinical experts.

As a precaution, our homes will remain closed to visitors.

For those providing end of life care or supporting responsive behaviours and essential/compassionate care, you will need to discuss your needs with our Nurse Unit Manager or Acting Director of Nursing. Please call us on (03) 5561 9300. There is a limit of up to two people who can visit under these guidelines, and you must follow the directions of the screening and care teams.

As the nominated primary contact, we respectfully ask you to share this information with other family members and friends.

We understand that keeping in touch with family and friends is important. As an alternative to physically visiting our homes, we strongly encourage you to telephone your family member or host a virtual visit using a social media 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.

We want to thank the wonderful Lyndoch Living community for their support, and we are aware of the hardship many families and residents face. The OPAN (Older Persons Advocacy Network) website has a range of resources and information that may help <https://opan.org.au/>.

We will continue to keep you informed. Please do not hesitate to contact us on 5561 9300 if you have any questions or special circumstances.

Keeping our community safe is a shared responsibility. May you and your family stay healthy and safe.

Kind regards,



Doreen Power  
CEO