

Dear residents and families,

While we continue to support our team members who are isolating, we are writing to inform you that following routine resident screening, and while we await confirmation of results, we have implemented the following precautionary measures:

- Our homes remain closed.
- 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 visiting times will be restricted from 10 am to 2 pm.
 - You must follow the directions of the screening and care teams.

We have contacted each family's nominated primary contact within the area, and continue to monitor all residents.

We have notified public health officials as required, and we are following the procedures recommended by the Department of Health and the Communicable Diseases Network of Australia and advice from our Infection Control Advisor.

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.

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

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/>.

Please do not hesitate to contact us on 5561 9300 if you have any questions or special circumstances. We will continue to keep you informed. May you and your family stay healthy and safe.

Kind regards,



Doreen Power
CEO