

Dear residents and families,

We are incredibly grateful to the Lyndoch Living community for their ongoing support as we continue to follow the advice from the department and clinical experts.

All residents are well and are not displaying any COVID-19 symptoms, and we continue to support our isolating team members. Therefore, our precautionary closure will remain in place.

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 phone us on (03) 5561 9300.
- There is a limit of up to two (2) people who can visit under these guidelines and visiting times will be restricted from 10 am to 2 pm.
- You must continue to comply with the mandatory screening requirements, as directed by our screening and care teams.

We understand that keeping connected 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. 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 are aware of the hardship many families and residents face. The OPAN (Older Persons Advocacy Network) website has a range of support 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