

Dear residents and families,

We are incredibly grateful to the Lyndoch Living community for its ongoing support as we continue to follow the advice from the department and clinical experts in response to the COVID-19 pandemic.

Throughout the pandemic we have taken every step to ensure the health and safety of all residents and team members. These steps have included trialling Zipline, an online booking and sign-in/sign-out system. The trial is now complete and the following visiting guidelines are now in place:

- Visitors must book before entering our homes. All bookings are to be made online by visiting: <https://www.lyndoch.org.au/book-a-visit>.
- 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.
- Visitors are responsible for only visiting when they are well.
- Anyone entering our homes must continue to comply with the mandatory screening requirements, as directed by our screening and care teams. For our May Noonan visitors, please continue to use the Services Victoria and Department of Health Apps, and for our Warrnambool Lyndoch Living visitors, please sign-in and out using Zipline (see how Zipline works) and the Service Victoria App.
- Visitors must be up to date with their vaccinations against COVID-19, this includes a third booster dose. Evidence may be requested. If you cannot provide evidence, additional PPE and safety requirements will apply.
- Visitors must wear a face mask, follow COVID safe measures (e.g. social distance and hand hygiene), and only visit in a resident room.

For those providing end of life care or supporting responsive behaviours and essential/compassionate care, please phone us on (03) 5561 9300 to discuss your needs with the Nurse Unit Manager or Acting Director of Nursing.

We understand that keeping families connected and enabling quality time together is essential. Therefore, we strongly encourage you to telephone your family member or host a virtual visit using a social media app as an alternative way to stay in touch. 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

[www.lyndoch.org.au](http://www.lyndoch.org.au) | [reception@lyndoch.org.au](mailto:reception@lyndoch.org.au)



# INTRODUCING ZIPLINE OUR NEW **ONLINE BOOKING AND SIGN-IN & SIGN-OUT** SOLUTION

**Lyndoch Living has introduced Zipline  
Australia's leading visitor management solution  
for Residential Aged Care.**

Zipline helps us manage and keep everyone on site COVIDSafe and is compliant with Government requirements.

When you come on site you will need to follow the steps below to sign-in and out.

You must also continue to scan in with the Service Victoria QR code.



**If you are visiting a resident you must first make a  
booking online: <https://www.lyndoch.org.au/book-a-visit>**

## STEPS

**1**

### **On arrival**

Follow the COVIDSafe settings  
Sanitise your hands  
Change your mask  
Maintain social distancing.

**2**

### **Temperature**

Stand and position yourself  
in front of the Zipline check-  
in device to allow your  
temperature check.

**3**

### **Sign-in**

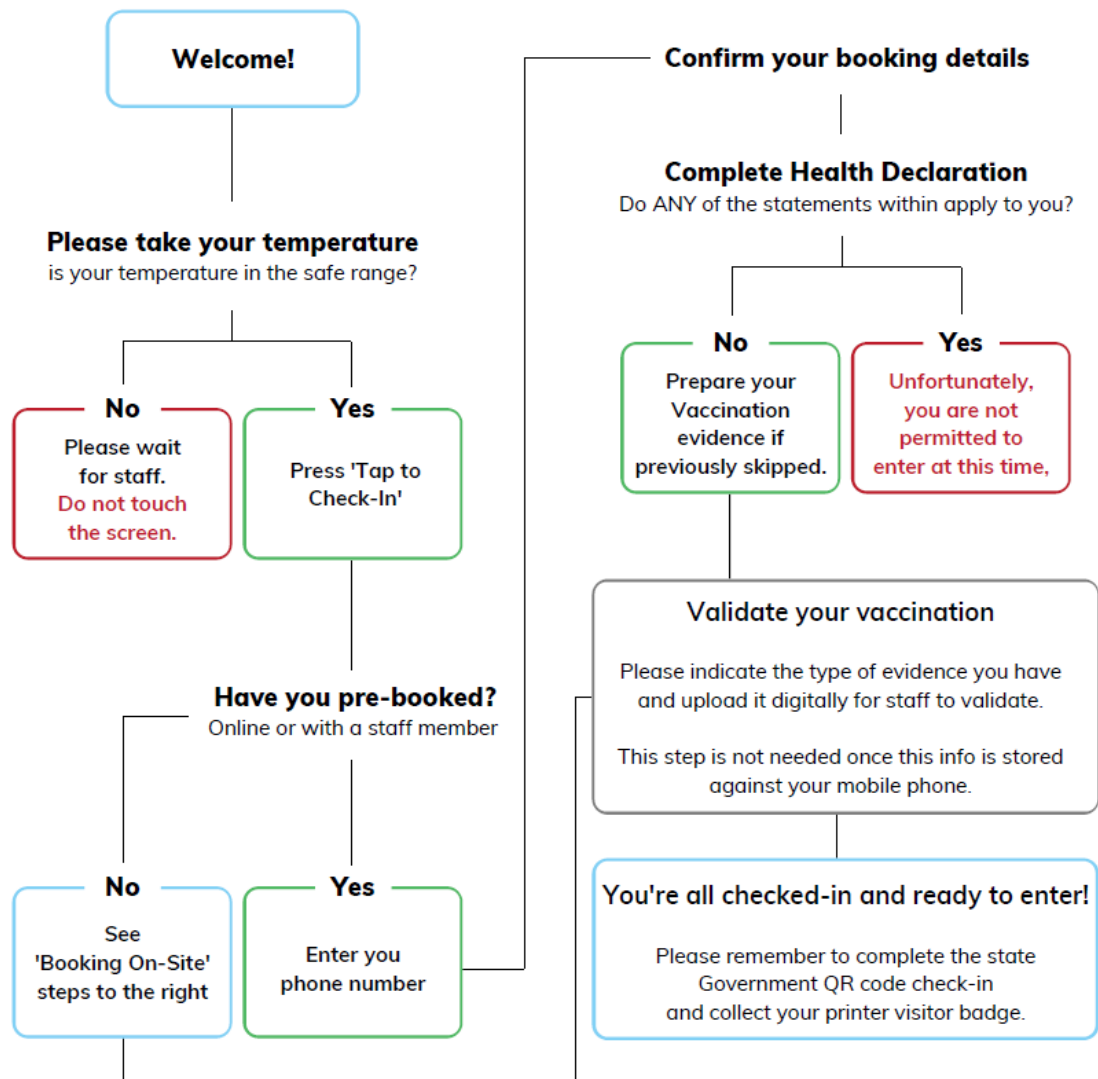
Tap on the 'Tap to check-in'  
prompt and fill in your  
details. The systems saves  
these to make your next  
check-in quicker.

**4**

### **Sign-out**

At the end of your visit stand  
and position yourself in front  
of the Zipline device, tap on  
the 'check-out' prompt.

# On-Site Check-In



## On site

1

### Enter your mobile number

- Provide your first and last name.
- If requested, choose the location of the person you would like to visit.

2

### Complete the Health Declaration

- You must follow the COVIDSafe requirements of Lyndoch.
- Please note that if you answered YES to any of the statements, you are not permitted to enter at this time.

3

### Provide visit information

- If you are visiting a resident, please provide:
- First and last name of the resident
  - Total number of visitors
  - Length and time of visit



**Remember to check-out when leaving our homes.**



**If you need assistance please contact us on: (03) 5561 9300, or talk to our friendly reception team.**

