

Dear residents and families,

We appreciate your support of our measures to keep our homes safe. While we are all looking forward to catching up with our loved ones over Easter, we would like to remind our community to remain vigilant over the festive period as we anticipate our region to experience another spike in COVID-19 cases.

We ask all visitors to:

- Book before entering our homes. All bookings are to be made online by visiting: <https://www.lyndoch.org.au/book-a-visit> or calling us on (03) 5561 9300 during business hours.
- There is a limit of up to two (2) people who can visit under these guidelines, and visiting times are from 10 am to 2 pm. Unfortunately, children under 18 years of age cannot enter our homes at present.
- Visitors are responsible for only visiting when they are well and must continue to comply with the mandatory screening requirements and be patient.
- For our May Noonan visitors, please continue to use the Services Victoria and Department of Health Apps. 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, including a third booster dose. Evidence will be requested. Additional PPE and safety requirements will apply if you cannot provide evidence.
- Visitors must continue to wear a face mask throughout their visit. They are not to be removed at any time.
- Visitors must follow all COVID safe measures (e.g. social distance and hand hygiene) and only visit in a resident's 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/>.

We wish everyone a happy and safe Easter, and thank you for your understanding and support while we keep your loved ones and our teams safe.

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

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