

Dear residents and families,

We appreciate your support of our measures to keep our homes safe.

The Victorian State Government has announced it will ease COVID-19 restrictions. However, it is important to be aware that the announcement stated that visitor restrictions in care facilities will be retained to protect the vulnerable.

### **Visitor guidelines commencing Tuesday 26 April 2022**

- Visiting hours will remain 10:00 am to 2:00 pm.
- Residents will be able to have up to five (5) visitors per day if each show a negative rapid antigen test (RAT) result.
- Visitors must provide photographic evidence of their RAT to our screening team before entry (the test must be no more than 24 hours old).
- Lyndoch can provide RAT's to visitors who cannot provide evidence or do not have access to RAT's. Please allow an additional 15-20 minutes to complete the RAT onsite. Areas and assistance will be made available for visitors to complete their testing.
- Unfortunately, children under 18 years of age cannot enter our homes at present.
- We ask that all visitors are patient and treat our screening team with respect. Lyndoch Living has a zero tolerance of all forms of aggression and violence. Unacceptable behaviour can negatively impact the physical and mental wellbeing of team members and residents.

### **Book your visit online or call us to assist you**

All visitors are required to book before entering our homes. This system enables us to keep everyone safe and supports contact tracing and emergency management processes.

- You can book your visit online by visiting: <https://www.lyndoch.org.au/book-a-visit> or phone (03) 5561 9300 during business hours.
- For our May Noonan visitors, please continue to use the Services Victoria and Department of Health Apps.

### **COVID-19 vaccinations**

Being up to date with all vaccinations is the best way to keep your loved one and those who care for them safe. As stated in the industry visitor code:

- Visitors must be fully vaccinated and up to date with their vaccinations against COVID-19. This includes the third booster dose.
- Our screening team will ask visitors to provide evidence of vaccination status. Additional PPE and safety requirements will apply if you cannot provide evidence.
- As we move into the colder months, when cases of cold and flu increase, we encourage visitors to consider obtaining their flu shot.

## **Additional safety requirements**

We must all continue with COVIDSafe practices within care settings. These simple measures are our best defence against transmission. They include:

- Visitors continuing to wear a face mask correctly throughout their visit. They are not to be removed at any time.
- Visitors following all COVIDSafe measures (e.g. social distance and hand hygiene) and only visit in a resident's room.
- Visitors only visiting when they are well.

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

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.

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

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