

Dear residents and families,

We appreciate your support of our measures to keep our homes safe. However, as COVID-19 cases are still in our community and increasing daily, the risks remain acutely high for older and frail people, which is concerning for residents in Aged Care.

Updated Visitor guidelines

- Each resident may have up to five visitors if the visitor has returned a negative COVID-19 Rapid Antigen Test (RAT) result before entering.
- 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.
- Children 12 years and above may visit our homes and must follow the COVIDSafe measures.

We ask that all visitors follow the relevant zoning guidelines, 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

Visiting hours are from 9:00 am to 4:00 pm daily. All visitors are required to book before entering our homes. This system enables us to keep everyone safe and supports contact tracing and emergency/zoning 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.

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

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.

- All visitors (including children who qualify for vaccination) to our homes must be up to date with their vaccinations against COVID-19. Evidence may be requested.
- All unvaccinated visitors will be required to wear PPE – e.g. gown, mask and gloves for the duration of the visit. This means children 12 and above who are not vaccinated, will need to wear the PPE as described above.
- As we move into the colder months, when cases of cold and flu increase, we strongly encourage visitors to consider obtaining their flu shot.

Additional safety requirements - responsibilities of visitors

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 (or other additional PPE as instructed) 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, and are not displaying any signs of a cold/flu, respiratory or COVID-19 symptoms.
- Visitors responding truthfully to COVID-19 screening and vaccination questions.
- Visitors cooperating with undertaking Rapid Antigen Testing.

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

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.

If you have any other special circumstances or questions, please do not hesitate to contact us on 5561 9300. We are happy to work with you in protecting the health and happiness of our highly valued residents and team members.

For additional support, the OPAN (Older Persons Advocacy Network) website has a range of support resources and information that may help <https://opan.org.au/>.

We will continue to keep you informed. May you and your family stay healthy and safe.

Kind regards,



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CEO

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