

Dear residents and families,

Lyndoch Living is pleased with the announcement from the Acting Chief Health Officer that restrictions to care facilities will begin to ease safely, and we appreciate your support of our measures to keep our homes safe.

We want to remind all visitors that the risks remain acutely high for older and frail people, which is concerning for residents in Aged Care and each of us needs to do our part to keep our community safe.

### **Updated visitor guidelines - commencing Friday 24 June 2022**

#### **You must book your visit before arriving**

- 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 phone (03) 5557 8888.
- You must sign in and sign out using Zipline. This system enables us to keep everyone safe and supports contact tracing and emergency/zoning management processes.

#### **Number of visitors**

- There is no cap on the number of visitors a resident may have daily.
- Anyone aged 12 and over must be up-to-date with their COVID-19 vaccinations.
- Children are allowed to visit, and any child 8 years and above must follow the COVIDSafe measures and wear a mask at all times.

#### **Visiting hours**

- There is no restriction on the times you can visit. However, you must follow the entry requirements and instructions of the screening and care team members.
- 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.

#### **Rapid Antigen Testing**

- Before entering, all visitors must complete and return a negative COVID-19 Rapid Antigen Test (RAT) result.
- Evidence is to be presented to our screening or care team before entry. Any photographic evidence of a visitor's RAT must be no more than 24 hours old.
- Lyndoch can provide RATs to visitors who cannot provide evidence or do not have access to RATs. Please allow an additional 15-20 minutes to complete the RAT onsite.

## 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 cases of cold and flu increase, we strongly encourage all visitors to consider obtaining their flu vaccination.

## Respect our team

- 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.

## 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 visiting 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.

Please note, should the COVID-19 situation change or any unit becomes a Red Zone, we reserve the right to alter visiting requirements as required. We encourage you to regularly check our [website](#) and [social media](#) or [sign up for COVID-19 updates](#) via email.

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

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



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,



Doreen Power  
CEO

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

