

Dear residents and family members,

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

We ask you to remain up to date with our visitor guidelines and to remember 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.

We encourage everyone to follow COVID-19 safe practices and to follow the visitor guidelines below:

### **Booking your visit online**

- You can book your visit online by visiting: <https://www.lyndoch.org.au/book-a-visit> or phone (03) 5561 9300 (Warrnambool) or (03) 5557 8888 (May Noonan) during business hours.
- 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.

### **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 COVID-19 vaccinations. 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.

## Additional safety requirements – responsibilities of visitors

- You must continue with COVIDSafe practices within care settings and only visit when you are well and are not displaying any signs of a cold/flu or respiratory or COVID-19 symptoms. The following additional 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 responding truthfully to COVID-19 screening and vaccination questions.
  - Visitors cooperating with undertaking Rapid Antigen Testing and following the zoning requirements.

## 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 zero tolerance for all forms of aggression and violence. Unacceptable behaviour can negatively impact team members' and residents' physical and mental wellbeing.

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 remain in contact by telephoning your family member or hosting a virtual visit using a social media app. Our team are happy to assist in connecting you with your loved one via phone or FaceTime.

If you have any other special circumstances or questions, please do not hesitate to contact us on (03) 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 and resources on how to stay safe visit:

- OPAN (Older Persons Advocacy Network) website: <https://opan.org.au/>.
- Victorian Government - [Staying ahead of COVID-19](#)
- The Department of Health and VICNISS Healthcare Associated Infection Surveillance have put together education modules covering different infection prevention and control principles. These modules are suitable for everyone and can be accessed via: <https://www.vicniss.org.au/resources/ipc-elearning-modules/>

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

Thank you!

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

