



# COVID-19 UPDATE

(Novel Coronavirus) - 19 August 2022

Dear residents and families,

We are writing to provide you with an update on the current COVID-19 situation at our May Noonan Centre.

Lyndoch Living's number one priority is the safety and care of our residents and team members, and we are working closely with the Public Health Unit. We are grateful for the support provided by South West Healthcare and Terang and Mortlake Health Service, who have offered staffing resources to address the challenges we face.

We are also grateful to the Commonwealth and State Governments, who have provided a surge workforce to assist our team.

A complete and thorough cleaning process has been undertaken, and all affected residents continue to have their care and social needs met. All residents are able to mingle and socialise within appropriate living and dining areas.

In addition, we continue to strictly use Personal Protective Equipment (PPE) to minimise the risk of infection.

The affected residents have been able to access anti-viral medication and continue to display minor symptoms. While all are doing very well, we will continue to closely monitor their condition.

It is important to us that the families of our residents know how to get in touch regarding the health of their loved ones. Therefore, we want to remind families of May Noonan residents to contact the Centre on (03) 557 8888 for more information.

We understand that keeping in touch with family and friends is essential, and our team is happy to assist in arranging a catch-up with your loved one via phone, FaceTime or window visits.

All partners in care visitors are also subject to upgraded safety protocols and must comply with the same Tier 3 PPE requirements. Please watch this video from the Department of Health to understand how to correctly put on and take off PPE.

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

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/>.

Please do not hesitate to contact us anytime on (03) 5557 8888 (May Noonan Centre) or (03) 5561 9300 (Lyndoch Living Warrnambool) if you have any questions or special circumstances.

Unless there is a significant change over the weekend, we will update you again on Monday.

Kind regards,

**Jamie Brennan**  
**Acting CEO**

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