

26 October 2022

Dear residents and family members,

I write to provide you with an update on the current active gastroenteritis (gastro) and COVID-19 outbreak at Lyndoch Living. In total, we have 17 resident cases of gastro and six resident cases of COVID-19.

Regarding the gastro outbreak, all 17 resident cases are within the Audrey Prider Centre (APC). We have activated our outbreak management plan, increased hygiene measures, and isolated the affected residents in response to this.

Four of the COVID-19 cases are also in APC and the remaining two cases in our Lake Lodge centre. We can confirm, two of the positive COVID-19 residents in APC are also infected with gastro – we are monitoring these residents, and all other affected residents closely.

To confirm, all affected residents are fully vaccinated and receiving anti-viral medication. We continue to notify the primary contact of these residents and will be keeping them updated across both outbreaks with daily updates via phone.

In response to these outbreaks, APC remains classified as a red zone with all staff and partners-in-care visitors required to wear Tier 3 PPE. Lake Lodge is classified as an amber zone and we advise Tier 3 PPE is worn at all times.

We understand it is important for families of our residents to know how to get in touch regarding the health of their loved ones, please do not hesitate to call us on (03) 5561 9300.

At Lyndoch Living, we are taking every precaution possible to care for our residents – your loved ones. We have completed a thorough cleaning process and are continuing to strictly adhere to PPE requirements in order to minimise the risk of further infection.

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As always, we remain focused on providing quality care to our residents and supporting our dedicated staff. The Public Health Unit and both the Commonwealth and State governments have been notified of both outbreaks. We have organised a surge workforce to ensure that we have adequate resources to care for all our residents and support our team. As the nominated primary contact, we respectfully ask you to share this information with other family members and friends who need it.

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 update you and the community when we have more information.

Kind regards,

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Chief Executive Officer