



COVID-19 UPDATE

(Novel Coronavirus) - 6 October 2022

Dear residents and families,

Lyndoch Living's number one priority is the safety and care of our residents and team members. We are writing to provide you with an update on the current COVID-19 situation, and we continue to work closely with the Public Health Unit.

Swinton Level 1

There have been two COVID-19 cases reported in Swinton Level 1. The affected residents are doing well and continue to display minor symptoms, and their primary contact is being advised directly on the progress of their loved ones. All other residents are well, and their primary contact has been notified of the current situation.

This means Swinton Level 1 is in a red zone with all team members and partners in care visitors required to wear Tier 3 PPE (gloves, gown, N95 masks and face protection).

As always, we remain focused on providing quality care to our residents – your loved ones – and supporting our committed team. We continue to monitor all residents closely and want to reassure families that all residents continue to have their care needs met.

In addition, Lyndoch Living continues to strictly use Personal Protective Equipment (PPE) to minimise the risk of infection, and a complete and thorough cleaning process has been undertaken.

How to put on and take off PPE

We ask all visitors to please watch this video from the [Department of Health](#) to understand how to correctly put on and take off PPE.

All other areas - Lyndoch Warrnambool

At present, through our precautionary 72 hour rapid antigen testing (RAT) requirements, no team members have tested positive for COVID-19. In addition, we have implemented the following additional precautionary measures:

- all team members have moved to daily RAT
- all other areas have been placed in an amber zone
- all staff and visitors are required to wear Tier 2 PPE (N95 masks and eye protection) in amber zones.

All visitors are to follow the instructions of the screening and care teams, only visit when well, complete on-site and show a negative RAT before entering, visit only in the resident's room and wear the appropriate PPE based on the zoning.

For those partner in care visitors entering a red zone, please phone ahead on (03) 5561 9300 to book your visit. Those entering amber zones, please book [online](#).

While caring for our residents is our number one priority, you are important members of our community too, and we understand that you need to be kept informed. While we attempt to contact all primary contacts of the affected residents regularly by phone, it is important to us that the families of our residents know how to get in touch regarding the health of their loved ones. Please do not hesitate to:

- contact us at any time on 5561 9300 if you have any questions or special circumstances
- visit [our website](#) to read our updates
- [sign up](#) to receive updates via email.

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/>.

We will continue to update you and the community.

Thank you!