

1 November 2022

Dear residents and family members,

I write to provide you with an update on the current active gastroenteritis (gastro) and COVID-19 outbreaks at Lyndoch Living. In total, we have eight resident cases of gastro within the Audrey Prider Centre (APC).

We are awaiting clearance from the public health unit for the four residents who are due to come out of COVID-19 isolation today in both Lake Lodge and APC. We will keep you informed once we have received this information. We are monitoring these residents and all other affected residents closely.

We continue to implement our outbreak management plan, increase hygiene and cleaning measures, and isolated the affected residents in response to this.

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 to be worn at all times (e.g. gown, P2/N95 mask and protective eyewear).

At Lyndoch Living, we are taking every precaution possible to care for our residents – your loved ones. We ask visitors to consider alternative ways to keep in touch with their loved ones, and our team can assist with supporting you to connect through video messaging or mobile services. We also request that you only visit when well, ensure you follow the infection control procedures at the main entry, complete a RAT onsite before entry, and report to the donning station, where our team can assist and answer any queries.

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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.

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.

We remain focused on providing quality care to our residents and supporting our dedicated staff. We continue to work with the Public Health Unit and both the Commonwealth and State governments. 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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Acting Chief Executive Officer