

8 November 2022

Dear residents and family members,

I write to update you on the current active gastroenteritis (gastro) outbreak at Lyndoch Living and potential COVID-19 exposure at our May Noonan Centre.

In total, we have two residents within the Audrey Prider Centre (APC) awaiting clearance for gastro. We anticipate this clearance will occur tomorrow.

Today, we received notification of COVID-19 positive exposure case at our May Noonan Centre. Therefore, as a precaution, we have classified May Noonan as a Red Zone, implemented our outbreak management plan, and increased hygiene and cleaning measures.

We continue to monitor these affected residents and all other residents closely.

In response to the two remaining gastro cases and potential COVID-19 exposure case, all staff and partners-in-care visitors to these areas are required to wear Tier 3 PPE at all times (e.g. gown, P2/N95 mask and protective eyewear).

We ask visitors to our May Noonan Centre to consider alternative ways to keep in touch with their loved ones. Our team can assist with supporting you to connect through video messaging or mobile services.

We also continue to notify the primary contact of these residents and will be keeping them updated with daily updates via phone.

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The past few weeks have been challenging, and I want to thank you for your ongoing support. At Lyndoch Living, we are taking every precaution possible to care for our residents – your loved ones. With COVID-19 continuing to have a significant affect in our community, all visitors must remain vigilant for any symptoms (respiratory or flu like symptoms). Visitors must also:

- wear P2/N95 masks at all times
- complete a rapid antigen test (RAT). RAT's are available onsite, and any visitor who completes a RAT offsite must be able to show date-stamped evidence of a negative RAT (or PCR) no more than 24 hours old
- ensure they follow the infection control and PPE instructions of the screening team, and
- not visit our homes if you have any COVID-19, respiratory, gastro or flu-like symptoms.

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

We remain focused on providing quality care to our residents and supporting our dedicated staff. 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:

- Lyndoch Living Warrnambool - (03) 5561 9300
- May Noonan Centre by Lyndoch Living - (03) 5557 8888.

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,

Ted Rayment
Acting Chief Executive Officer