

10 November 2022

Dear residents and family members,

We thank you for your recent support as we managed the gastroenteritis (gastro) outbreak at our Audrey Prider Centre (APC). We can confirm that the gastro outbreak has received clearance, and APC has returned to a blue zone.

In response to the potential COVID-19 exposure at our May Noonan Centre, all residents are well and are not displaying any COVID symptoms, and we continue to monitor all residents closely.

However, as a precaution, May Noonan remains a red zone, with all staff and partners-in-care visitors required to wear Tier 3 PPE at all times (e.g. gown, P2/N95 mask and protective eyewear). 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 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 these residents' primary contact and will keep them updated daily via phone.

The past few weeks have been challenging, and I want to thank you again for your ongoing support. At Lyndoch Living, we are taking every precaution possible to care for our residents – your loved ones.

With the announcement of new COVID-19 variants on the rise and spreading quickly within our community, we must do everything we can to protect our residents, clients and employees. We ask all visitors to remain vigilant for any symptoms (respiratory or flu like symptoms) and only visit when well.

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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 other flu-like symptoms.

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,

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Acting Chief Executive Officer