

16 November 2022

Dear family members and residents,

We thank you for your recent support and patience as we implemented precautionary measures to manage a potential COVID-19 exposure at our May Noonan Centre. As a result, we can confirm that these measures were successful, and May Noonan has returned to a blue zone. All other areas within Lyndoch Living are also zoned blue.

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.

The Aged Care Quality and Safety Commission has put together a helpful learning tool on visiting essentials. This learning tool is accessible on any device and contains information on key actions for keeping safe, hand hygiene, and mask-wearing. [You can access this information via their website.](#)

We ask all visitors to remain vigilant for any symptoms (respiratory or flu like symptoms) and only visit when well. 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 (e.g., must be completed on the same day as the visit) evidence of a negative RAT
- ensure they follow the infection control and PPE instructions of the screening team,
- [book online](#) and/or sign in via Zipline, and

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- 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