

12 December 2022

Dear family members and residents,

Re: COVID-19 update

We are writing to inform you that there has been a COVID-19 case reported in Berlyn wing.

The affected resident is doing well, is up-to-date with their vaccinations, has access to anti-virals, and their primary contact is being advised directly on the progress of their loved one.

All other residents are well, and their primary contact has been notified of the current situation. Our Infection Prevention and Control Coordinator is working closely with the Public Health Unit.

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

Berlyn has now been placed in an amber zone as a precautionary measure, and Lyndoch Living continues to strictly use Personal Protective Equipment (PPE) to minimise the risk of infection. All team members will wear Tier 2 PPE (N95 masks and eye protection), and as such, we request all visitors to:

- only visit when well, are not a COVID19 case or close contact
- complete and return a negative rapid antigen test (RAT) before entry
- comply with the same Tier 2 PPE requirements and follow the instructions of the screening and care teams
- practice social distancing, hand hygiene and wear a N95 mask at all times
- only visit in the resident's room and where possible ensure windows are open to provide natural ventilation
- [book your visit online](#) and check in upon arrival.

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Useful resources

As we head into the busy Christmas period, we must ensure we all take steps to keep our residents, team members, and the broader community safe. Please watch these videos for tips on infection prevention and control:

- [Department of Health](#) - correct way to put on and take off PPE
- [Department of Health and VICNISS](#) - Infection prevention and control learning modules
- [Aged Care Quality and Safety Commission](#) - visiting essentials during an infectious outbreak

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 (03) 5561 9300 if you have any questions or special circumstances.

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.

Thank you!