

14 December 2022

Dear family members and residents,

**Re: COVID-19 update**

We write to provide you with an update on the current active COVID-19 cases at Lyndoch Living. In total, we have two resident cases of COVID-19. Both residents are located within the Riverside unit (Berlyn and Harris wings) - we are closely monitoring these residents and all other residents.

To confirm, the affected residents are doing well, are fully vaccinated and receiving anti-viral medication. We continue to notify these residents' primary contact and will keep them updated with daily updates via phone.

At Lyndoch Living, we are taking every precaution possible to care for our residents – your loved ones. We have completed a thorough cleaning process and are continuing to strictly adhere to PPE requirements to minimise the risk of further infection.

As always, we remain focused on providing quality care to our residents and supporting our committed staff. Our Infection Prevention and Control Coordinator is working closely with the Public Health Unit.

In response to these cases, Riverside is classified as an amber zone and we request all partners-in-care visitors to:

- only visit when well, are not a close contact or COVID-19 case
- complete and return a negative rapid antigen test (RAT) before entry
- comply with the Tier 2 or Tier 3 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 (do not remove your PPE)
- [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, and consider alternative safe ways to contact your loved one e.g., video and/or phone.

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!