

16 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 three resident cases of COVID-19 all located within the Riverside unit (Berlyn and Harris wings). The affected residents are doing well, fully vaccinated and receiving anti-viral medication. We are continuing to notify these residents' primary contact with updated information daily via phone.

As always, Lyndoch Living remains focused on providing quality care to our residents and supporting our committed team. We are underway with implementing all necessary actions with infection prevention and control and are continuing to monitor these affected residents, and all of our other residents closely, and will keep you updated on this. Thank you, as always, for your support during this time.

At Lyndoch Living, we are taking every precaution possible to care for our residents – your loved ones. Our Infection Prevention and Control Coordinator is working closely with the local Public Health Unit. We continue to strictly adhere to PPE requirements to minimise the risk of further infection.

In response to these cases, the Riverside unit is classified as a red zone and we request all partners-in-care visitors for essential care needs to:

- Only visit when you are well, are not a close contact or positive COVID-19 case
- Complete, and return, a negative rapid antigen test (RAT) before entry in our Home
- Comply with the Tier 2 (amber zone) or Tier 3 (red zone) PPE requirements and follow the instructions of the screening and care teams at Lyndoch Living
- 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 holiday period, we must ensure we take all necessary steps to keep our residents, team members, and the broader Warrnambool and Terang communities safe. Please watch the below 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's important to us that the families of our residents know how to get in touch regarding the health and safety 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!