

31 December 2022

Dear family members and residents,

Re: COVID-19 update

We write to provide you with an update on the current COVID-19 cases and active gastroenteritis (gastro) cases at Lyndoch Living.

There is one active resident case of COVID-19 in Lake Lodge. The affected resident is doing well and receiving anti-viral medication. We are pleased to report that three residents in Lake Lodge have fully recovered from COVID-19.

There are three residents with gastro, also located in Lake Lodge. The affected residents continue to do well, and we continue to notify these residents' primary contact with updated daily information via phone.

We continue to implement all necessary actions for infection prevention and control, and we are closely monitoring these affected residents and all other residents. We will keep you updated, and thank you for your ongoing support during this time.

At Lyndoch Living, we continue to take every precaution possible to care for our residents – your loved ones. Our Infection Prevention and Control Coordinator remains in contact with the local Public Health Unit daily and our team are strictly adhering to the PPE requirements to minimise the risk of further infection.

As a result of this, Lake Lodge is an amber zone. We request all partners-in-care visitors for essential care needs 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 (amber zone) or Tier 3 (red zone) 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 continue through 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!