

6 January 2023

Dear family members and residents,

Re: COVID-19 update

We thank you for your recent support as we managed the COVID-19 and gastroenteritis (gastro) cases at Lyndoch Living.

We are pleased to confirm that both the gastro and COVID-19 affected residents in Lake Lodge have fully recovered, and we have received clearance.

There has been one COVID-19 case reported in the Audrey Prider Centre (APC). 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. 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. We request all 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 (blue/amber zones) 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

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.

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Useful resources

To assist in keeping 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

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!