

12 January 2023

Dear family members and residents,

Re: COVID-19 update

We thank you for your recent support as we managed the COVID-19 case at Lyndoch Living.

We are pleased to confirm that the COVID-19 affected resident in the Audrey Prider Centre (APC) has fully recovered, and APC has returned to a blue zone.

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.

Upcoming changes

We are pleased to inform you that from Wednesday, 18 January 2023, family members, visitors and residents will be able to enjoy Café Connect's outdoor dining area. Due to this area reopening, the marquee set up for rapid antigen testing (RAT) will be removed.

All visitors are still required to complete a RAT and present their negative test upon arrival. You can collect RAT's from Lyndoch Living. 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

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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!