

9 February 2023

Dear family members and residents,

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

In total, there are three active resident cases of gastro, all located within the Audrey Prider Centre (APC). We have notified these residents' primary contact and will keep them updated daily.

All other residents are well, and their primary contact has been notified of the current situation. In addition, our Infection Prevention and Control Coordinator is working closely with the Public and Local Health Units.

At Lyndoch Living, we continue to take every precaution possible to care for our residents – your loved ones. Our team are strictly adhering to the PPE requirements to minimise the risk of further infection, and we want to reassure families that all residents continue to have their social and care needs met.

We ask visitors to consider alternative ways to keep in touch with their loved ones, and our team can assist with supporting you to connect through video messaging or mobile services. We also request partners-in-care or those visiting for end-of-life reasons to:

- Only visit when well, are not a close contact or COVID-19/gastro 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 P2/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, or contact the Nurse Unit Manager.

Lyndoch Living Limited
Hopkins Road Warrnambool 3280
Phone 03 5561 9300
Email reception@lyndoch.org.au
ABN 26 066 985 408
www.lyndoch.org.au

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](#) - the 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.

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!