

16 February 2023

Dear family members and residents,

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 the remaining gastro affected residents in Audrey Prider Centre have fully recovered, and we have received clearance.

At Lyndoch Living, we continue to take every precaution possible to care for our residents – your loved ones.

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.

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:

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

- [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!