

15 March 2021

Dear Arcare Community,

As you would be aware, the Queensland Department of Health directed all residential aged care providers across **Greater Brisbane** to place sites into precautionary lockdown over the weekend. For Arcare, this includes all Brisbane, Logan, and Moreton Bay residences, and excludes Sunshine Coast, Gold Coast and Townsville.

This means that the following is in place until further directions from the Chief Health Officer of QLD, at which point we will review and adjust accordingly:

1. Visitors are restricted unless for a range of approved situations including compassionate reasons to participate in the care of your loved one or at end of life,
2. No volunteers can visit at this time,
3. Lifestyle activities can continue with social distancing, with the exception of bus outings,
4. Clients are not to leave the residence unless to receive healthcare or for an emergency,
5. Employees, students, essential contractors, health care providers are still able to enter, including emergency services,
6. Anyone entering a residence must wear a single use surgical mask at all times (or PPE as advised by team members),
7. Health care providers administering the COVID-19 vaccine are also permitted to enter with the appropriate use of PPE.

While no visits are permitted generally, you may contact your Residence Manager if any of the above applies to you.

**Please be reassured that Arcare does not have any clients or team members who have tested positive for COVID-19.**

As community transmissions continue, we strongly advise that you and your family/ friends are mindful of correct COVID-19 prevention methods including washing hands and social distancing. To keep up to date on locations exposed to COVID-19 visit <https://covid19nearme.com.au/state/qld>. This site also covers NSW/ VIC and is updated daily.

Please remember that if you need support or need to speak to someone, the following are available including the Older Persons Advisory Network [here](#), Head to Health ([www.headtohealth.gov.au](http://www.headtohealth.gov.au)) and Beyond Blue on 1800 512 348 or visit <https://coronavirus.beyondblue.org.au/>.

If you are feeling unwell or have been in close contact with someone who has tested positive to COVID-19, get tested for COVID-19 as soon as possible.

I thank you for your patience and ongoing support of our affected Queensland teams. If you have any questions or concerns, I urge you to contact your Residence Manager.

Yours sincerely,



**Colin Singh**  
**Chief Executive Officer, Arcare**