

30th May 2021

Dear Arcare Community

I am saddened to inform you that we have a confirmed case of COVID-19 at Arcare Maidstone involving a member of our team. This team member was well when they last worked at Arcare Maidstone on 27th May. They were wearing a mask and did not have any symptoms at the time of working.

We are currently undertaking contact tracing whilst working closely with both Commonwealth and State agencies and outreach services to support our clients and team members.

Arcare Maidstone is now in lockdown. This means that clients need to self-isolate in their suites and team members are now wearing full personal protective equipment (PPE). We have sufficient PPE and all other supplies necessary to continue to provide support and services to our clients and team safely.

I want to assure you that, whilst we hoped that this would not happen again, we are well prepared, and our infection control practices put us in a good place to manage this outbreak effectively. I can confirm the staff member had the first dose of the COVID vaccine and a significant number of our residents at Arcare Maidstone have also had their first dose of the COVID vaccine.

At this time, there are no other cases of COVID-19 in any of our other residences and we have actively limited the movement of team members between residences and visitation since the Stage 3 lockdown came into effect.

I know that you are very concerned for your loved one and will have questions for us. We ask that you be patient with our team members at your residence. I encourage you to send your queries through to our special email address at Arcare.COVID@arcare.com.au.

Remember to keep up to date on locations exposed to COVID-19 [here](#) and if you need support or need to speak to someone, the following resources are available

- [the Older Persons Advisory Network](#)
- [Head to Health](#)
- [Beyond Blue](#) or call 1800 512 348

Please remember 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.

We thank you again for your support and hope that you stay safe.

Yours sincerely,



Colin Singh
Chief Executive Officer, Arcare