

02 July 2021

Dear Arcare Community,

Thank you for your patience as we navigate this lockdown together. We are working diligently to ensure our clients are supported throughout this period of restricted visitation.

The [latest guidance from NSW Health](#) advises that facilities located in Greater Sydney (including Blue Mountains, Central Coast, Wollongong and Shellharbour) must:

- Exclude all visitors, except those providing [essential caring functions](#) and end of life visits
- Ensure all team members and essential care visitors wear a surgical mask
- All essential care visits must be in the Client's room
- Ensure residents are provided with appropriate PPE and infection control advice if they need to leave the Residence for essential purposes.

We are acutely aware of how difficult this is for many in our community, and we thank you for your continued support and understanding. The safety and wellbeing of our clients is our highest priority, and our team members are doing everything they can to ensure they are supported throughout.

Once again, we strongly encourage everyone in our community to receive the COVID-19 vaccine if they are eligible.

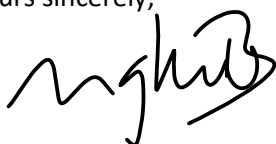
For any questions or enquiries, please contact your Residence Manager.

Remember

- It remains important that you take care of yourself. If you need support or need to speak to someone, contact the Older Persons Advisory Network [here](#); Head to Health [here](#) or Beyond Blue on 1800 512 348 or [here](#).
- If you are feeling unwell or have been in close contact with someone who has tested positive, please get tested for COVID-19 and isolate as soon as possible.

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

Yours sincerely,



Nghia Bui
State Operations Manager - NSW