

23 July 2021

Dear Arcare NSW Community,

Following NSW Health guideline updates, we want to reassure you that all team members who live in the LGAs that require mandatory COVID-19 testing every 72 hours is occurring. You can find more information regarding the above requirements on the NSW Health website [here](#).

Connection is vital during a lockdown, however we are unfortunately unable to offer window visits due to the current Aged Care restrictions that are in place. Instead, our wonderful Lifestyle Teams are continuing to offer digital catch ups between residents and loved ones. Please speak to your Residence to organise a time to connect with your loved ones.

In addition, our team are working hard to ensure there are engaging activities and social opportunities available within each Arcare community to keep spirits up and support our residents.

Essential care and end of life visits remain available to those who require them following approval of the Residence Manager. If you believe you are eligible for one of these visits, please speak to your Residence Manager.

Please note that packages for clients cannot be personally delivered to the home as they will be in breach of public health orders.

Finally, team members at Arcare Oatlands, Arcare Glenhaven and Arcare Warriewood will be **wearing face shields** in addition to face mask as an added infection control measure.

This is no doubt a challenging time for all, and we are working hard to make sure our residents are comfortable, supported, and safe. As always, please don't hesitate to reach out to your Residence Manager with any questions, concerns or requests.

Yours sincerely,



**Nghia Bui**  
**State Operations Manager - NSW**