

30 July 2021

Dear Arcare Community,

NSW Health advised yesterday 29 July that **restrictions on visitation to residents in residential aged care remain in place** unless your visit meets the exceptional criteria outlined [here](#). Please talk to your Residence Manager if you feel your visit meets these criteria.

We have received some questions regarding delivery of packages. Packages are encouraged; however, we cannot accept home-made (or restaurant) food or gifts such as flowers as they cannot be wiped down as per standard outbreak practices. We thank you for your understanding.

The team are thrilled to see so many families and loved ones connecting via phone, skype or zoom, so please continue to organise with your site a time to speak with your loved ones.

Please be aware that team members living in Canterbury-Bankstown, Cumberland, Fairfield & Liverpool continue to have surveillance COVID-19 testing every 72 hours. All of our team members are wearing surgical masks and face shields when working as guided by our Infection Control Specialist.

Note:

- Regularly check the COVID-19 hotspot list [here](#) and follow the stay-at-home orders.
- We strongly advise that everyone is mindful of correct COVID-19 prevention methods especially social distancing (1.5 metres), hand washing and wearing masks.
- 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 to COVID-19, please get tested for COVID-19 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