

14 August 2021

Dear community members,

Unfortunately, despite all our efforts, we have been notified that an agency team member tested positive to COVID-19 today. This agency team member was well when they last worked night duty at Arcare Oatlands on 11 and 12 August. They were wearing a mask and face shield and did not have any symptoms at the time of working. They were part of the 72-hour surveillance testing with their prior test negative.

We are working closely with the Public Health Unit and following their advice. Note that Arcare has sufficient personal protective equipment and all other supplies necessary to continue to provide support and services to our clients and team safely.

There are some helpful and informative resources from the Aged Care Quality and Safety Commission that explain what occurs when an aged care residence experiences a COVID-19 outbreak. Please [click here to view a fact sheet](#).

All clients and team members are being monitored closely for signs and symptoms.

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.

**Arcare will be in contact tomorrow with more information as it comes to hand and ask for your patience in not contacting Oatlands in the meantime.** I would like to acknowledge that this is a challenging time for all and are very grateful for your support.

Yours sincerely,



**Colin Singh**  
Chief Executive Officer, Arcare