

15 August 2021

Dear Arcare community,

The total of COVID-19 positive cases at Arcare Oatlands remains at one agency team member with testing of all our team members and clients occurring today. **We know this is an anxious time, but we ask that you please do not call asking for the results. We will ring family members immediately when there is a clinical change or positive result for COVID-19.**

This agency team member was booked to receive their first dose of the COVID vaccine and was well when they last worked at Arcare Oatlands. The team member wearing a mask and face shield as per Arcare's additional PPE measure and was taking tea breaks alone. We can confirm that she worked across all communities and therefore we have locked down the whole residence.

It is unfortunate that all aged care providers need to utilise agency staff to cover some shifts and that the Government mandate of single site employment does not include agency. We are encouraging all team members to get vaccinated before 17 September as authorised by the Government [here](#).

We can confirm that 94% of residents and 89% of Arcare Oatlands' own team members have received either one or both doses of the Pfizer vaccine. The team member vaccination hub that was planned for Thursday 19 August will still proceed.

As community transmissions continue, we strongly advise that our team members, our families, and the public are mindful of correct COVID-19 prevention methods especially social distancing (1.5 metres), hand washing and wearing masks.

Arcare Oatlands has adequate supplies of all PPE (personal protective equipment) and continue to resource more to keep up our stock levels.

We understand the wish to visit loved ones in person but please keep in mind we are bound by New South Wales' s restrictions. If you have any queries, please email [covid.oatlands@arcare.com.au](mailto:covid.oatlands@arcare.com.au). We will do everything possible to support clients' health, emotional and social needs throughout this challenging time.

**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.**

Arcare is committed to remaining transparent and honest especially considering COVID-19 and will be communicating with you directly as new information comes to hand. Please share with other family members who wish to be kept informed and direct them to visit our [website](#) which is updated with all our communications.

We thank you again for your support and hope that you stay safe. As always, we encourage you to advise of any concerns so that we can do everything in our power to alleviate them.

Yours sincerely,



**Colin Singh | Chief Executive Officer, Arcare**