

16 August 2021

Dear Arcare community,

We are delighted to inform you that **all results from yesterday's testing have returned a negative result**. Our total confirmed number of COVID-19 cases remains at one at Arcare Oatlands. The agency team member is isolating at home as per directions from the Department of Health.

Further testing of all clients and team members will take place daily this week.

Clients and team members will be offered the COVID-19 vaccine again on Thursday, including those who require dose 1. We thank everyone who received the vaccine so far and encourage those who can do so to receive the vaccine as soon as possible.

This is no doubt a stressful situation for our clients, who remain in their suites, and for their loved ones anxiously awaiting further news. **Unfortunately, due to lockdown we ask that you do not deliver or drop off external items (eg. food, flowers, gifts, or laundry) to the clients.** I assure you that we are working on ways to keep our clients supported, comfortable, entertained, and connected throughout the outbreak. We will keep you updated.

**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.**

We send out these communications to the contacts of clients on our database. This includes family members who are nominated as Primary Contact or Next of Kin. Please share these with your families and note we upload all our communications to our [website](#) which is updated with all our communications, media statements and [FAQs](#).

**Arcare is holding a conference call for Oatlands clients and families Thursday 19 August.** We will explain our response so far and discuss the support for our clients that we have in place. Please submit any questions you may have ahead of the meeting to [COVID.Oatlands@arcare.com.au](mailto:COVID.Oatlands@arcare.com.au), and we will endeavor to answer as many as we can. The time and link to the meeting will be advised over the coming days.

Finally, our team at Oatlands are working hard to ensure the Residence is secure, and that clients are supported. As a result, **please do not directly contact the Residence.** We have set up a dedicated email address for families to contact instead ([COVID.Oatlands@arcare.com.au](mailto:COVID.Oatlands@arcare.com.au)). A member of our Arcare team will be in touch within 24 hours. You will be directly contacted should there be any clinical changes to your loved one or positive test results.

Make sure you take care of yourself, particularly if you are struggling with the current situation – visit Head to Health [here](#); Beyond Blue on 1800 512 348 or visit [here](#).

As always, we encourage you to advise of any concerns so that we can do everything in our power to alleviate them.

Thank you for your support.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Colin Singh', with a long horizontal flourish extending to the right.

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