

20 September 2021

Dear Arcare Knox community,

Unfortunately, despite all our efforts, we have been notified today that a team member has tested positive to COVID-19. This team member was well when they last worked at Arcare Knox yesterday morning, Sunday 19 September. Sadly, a COVID test has shown a positive result. They were wearing a mask and face shield and did not have any symptoms at the time of working. This team member has had both COVID vaccinations.

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.

We can confirm that 94% of residents and 91% of Arcare Knox's active team members have received either one or both doses of the Pfizer vaccine.

There are some helpful and informative resources from the Aged Care Quality and Safety Commission that explains 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 Knox in the meantime. If your loved one has a direct phone line feel free to contact them directly.

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