

21 September 2021

Dear Arcare VIC community,

Unfortunately, despite all our efforts, late yesterday we were notified that a team member at Arcare Knox tested positive to COVID-19. This team member was well when they last worked at Arcare Knox on Sunday 20 September. Sadly, a routine test showed 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.

Testing of all Knox's team members and clients is occurring today.

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

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

**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.**

I would like to acknowledge that it is once again a challenging time for all. We thank you again for your support and hope that you stay safe.

We are committed to remaining transparent and honest especially considering COVID-19. Please visit our [website](#) for all our communications.

As always, we encourage you to advise of any concerns so that we can do everything in our power to alleviate them. If you have specific questions relating to a particular client, please email your Residence Manager.

Yours sincerely,



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