

21 September 2021

Dear Arcare Knox community,

The total of COVID-19 positive cases at Arcare Knox remains at one team member with testing of all our team members and clients starting today with results expected in the coming days. **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.**

Despite the team member wearing a mask and face shield as per Arcare's own guidelines, we are treating the whole site as a red zone.

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

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.

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 Knox 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 Melbourne's restrictions. If you have any queries, please email [covid.knox@arcare.com.au](mailto:covid.knox@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 may wish to be kept informed and direct them to visit our [website](#) which is updated with all our communications.

I would like to acknowledge that it is a challenging time for all at Arcare Knox. 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**