

22 September 2021

Dear Arcare Knox community,

Results received so far from yesterday's testing have returned a negative result. Our total confirmed number of COVID-19 cases remains at one at Arcare Knox. The team member is isolating at home as per directions from the Department of Health.

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 Knox clients and families tomorrow, Thursday 23 September, from 3-4PM**. We will explain our response so far and discuss the support for our clients that we have in place. Please submit questions ahead of the meeting to COVID.Knox@arcare.com.au, and we will endeavor to answer as many as we can. If you haven't received a link for the meeting, email COVID.Knox@arcare.com.au.

Finally, our team at Knox 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 (COVID.Knox@arcare.com.au) for families to contact. 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,



Colin Singh
Chief Executive Officer, Arcare