

23 September 2021

Dear Arcare Knox community,

We have some wonderful news – our team member who tested positive has since returned two negative COVID tests. This appears to be what is known as a “false positive” and as a result, we have had confirmation from the Public Health Unit that our outbreak measures can be stood down.

Arcare takes infection control very seriously, particularly positive COVID results, and we followed the advice of the Public Health Unit regarding lockdown of Arcare Knox to keep our clients and team members safe. Caution is always our preferred method in managing COVID and we are grateful that everyone has returned a negative swab.

We thank our clients, families and team members for your support and patience throughout this process and we look forward to regular COVID-safe activities resuming in the Residence in line with the Victorian Department of Health guidelines. Unfortunately, **visitation continues to be restricted in line with Victorian Department of Health directions for Residential Aged Care.**

Arcare is still holding a **conference call for Knox clients and families today, Thursday 23 September, from 3-4PM.** We will explain our response and discuss the support for our clients that we put 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.

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 and self isolate until your result is known.

We thank you again for your ongoing support and hope that you stay safe.

Yours sincerely,



Colin Singh
Chief Executive Officer, Arcare