

12 March 2020

Evergreen Lifestyle Village Bergvliet

Dear Resident

As I am sure you are aware the first Corona Virus was detected in the Western Cape this week. There are now 13 reported cases in South Africa with three people in isolation at Tygerberg Hospital. The USA has banned all travel from Europe which is now believed to be the epicenter. The World Health Organization has now declared the virus a Pandemic. Our senior citizens, 60+ year olds are the highest risk.

In response to numerous questions and queries from residents regarding the Corona-Virus outbreak, we wish to assure you that the management teams' first concern is for the well-being of our residents and staff members. To this end, below are some measures we will implement with immediate effect after consultation and guidance from our medical professionals, Western Cape Provincial Health Advisors as well as the Western Cape Infection Control Society, residents and management.

**If you have traveled abroad in the past 14 days, or any of your immediate family or friends have we strongly advise and humbly request that you self-quarantine immediately.**

#### **General Village Operations**

- Stopping all non-emergency/essential maintenance in the village by third party contractors as well as refusing entry to all construction workers.
- Postponing all social events in our clubhouses for the next 14 days, including formal sales events.
- Minimizing physical interaction between residents and staff.
- Installation of hand sanitizing stations around lifestyle centres and reception areas.
- Implementing "hand wash" buddy system between all staff every hour on the hour.
- Suspension all garden services in all villages for the next 14 days.
- Minimizing domestic services to private homes unless critical.

#### **Frail Care Facilities**

- Minimizing visits to these facilities by family and non-essential staff.
- Hand sanitizing stations at the entrances to frail care wards.
- Declaration documents to be completed on entry.
- Staff Monitoring – temperature once a day

Please be assured that we are taking this extremely seriously and request that you support the village management team during this critical time.

**What can you do to help?**

- Minimize all travel and stay indoors.
- Avoid domestic services, public transport, gatherings etc.
- Wash your hands thoroughly with soap and water – every hour on the hour.
- Increase your intake of Vitamin C.
- Should you have any concerns or suspect any symptoms – please contact your Village Manager Immediately.
- **The National Hotline no is 0800 029 999.**

Through working together as team we can avoid this dreaded virus getting into our villages.

Kind Regards

Garry Reed

Managing Director – Evergreen Lifestyle Villages