

13 March 2020

Circular 09- 2020

Dear Resident

CORONA VIRUS COVID-19 – Bergvliet Village - Preventative Protocols

I refer to the letter distributed by Garry Reed, ELV Managing Director, which encourages our residents to review and follow the recommendations of the CDC (Centres for Disease Control and Prevention) or everyday precautions that help reduce the spread of the virus. As you are aware, we have implemented quite a few protocols to minimise our exposure to the Corona Virus hitting our shores for the safety of our residents and staff.

Our senior citizens are the most vulnerable. With this in mind, we have implemented the following protocols, with immediate effect:

1. Apart from residents and their visitors, access to Bergvliet village has been limited to Evergreen staff and Grinnell Security. In addition, we are stopping all maintenance in the village, contract work by third party contractors, unless it is an emergency.
2. Whitecliffs' gardeners have been sent home and garden services have been suspended for the next 14 days.
3. Western Province Catering will suspend all catering services in the clubhouses for the next two weeks. The Tuesday social dinner and Bistro lunches have been cancelled as well as Yvonne's Sunday lunch.
4. All social events, group activities, the classical music concert and presentations have been cancelled.
5. Evergreen domestic and utility services to private homes have been minimised unless critical.
6. For your convenience and safety, we have installed hand sanitising stations at the clubhouse.
7. We have requested that our residents minimise physical interaction with staff.

We have introduced a protocol that after having been signed in by Security, all visitors will be directed to the reception, before making their way to residents' homes. If you are expecting visitors or essential services, please advise them in advance to expect this. Security has been instructed to send all non-residents to the work station for screening and documentation.

On arrival at reception, each person will be asked to complete and sign a document declaring that, to the best of their knowledge, they have not been infected by the Corona Virus and that they have not travelled to infected areas. In addition, they will also be asked to fill in a brief questionnaire relating to their health (documents attached). Their temperatures will be taken with an infrared thermometer. Should the temperature be higher than 37.5 degrees, this indicates an illness and they will be denied access and advised to self-quarantine.

The more we isolate, the better our chances of prevention. With this in mind, we ask that you discontinue your private gardeners, domestic workers and all other non-essential workers who come into the Village. Essential Care workers and emergency work will be allowed, but they will need to enter the Village via the workstation at Reception and we ask that they really be absolutely essential.

We are asking that anyone who has recently travelled abroad to any of the areas currently listed by the CDC as level 2 or 3, to self-quarantine for 14 days, contact a medical professional, and follow the medical professional's instructions.

Symptoms include fever and a dry cough, chest pain, shortness of breath, chills, rapid heartbeat and some patients experience difficulty in breathing. In severe cases patients can develop pneumonia, acute respiratory syndrome and kidney failure, which can cause death.

Should you have any concerns or suspect any symptoms – please contact your Village Manager Immediately or the National Hotline no - 0800 029 999.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Christine Dempers', with a large, stylized initial 'C'.

Christine Dempers
Village Manager

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