

Circular 29 -2020

27 May 2020

Dear Resident

Limited Domestic and Utility Services/No maintenance work

In order to protect both our residents and staff, we will be introducing strict sanitizing protocols with immediate effect. The following interventions will be introduced when requesting domestic or utility services from reception:

P.P.E. will be issued to all our domestic workers in the form of

- Face Mask covering mouth and nose
- Face shield
- Hairnet
- Shoe / foot protection
- Apron – disposable
- Gloves – disposable

We suggest that cleaning occurs when a resident is taking a walk / exercising and is not in the house but if this is not possible, we request that the resident moves to another room i.e. resident is not to be in same room that is being cleaned by a staff member.

A two-meter social distance is maintained, a protective face mask is worn by the resident at all times whilst the service is underway.

Our domestic worker is not permitted to make any refreshments or food for the resident as this is purely a cleaning service for **vulnerable residents** and there will be no physical contact with a resident. Please note that we offer a general service during lockdown for residents who are not able to manage on their own. The service is limited to around one hour and is not meant as a comprehensive spring clean, but merely to keep your home as clean as possible under the circumstances. This may include making the bed, washing laundry, ironing, doing dishes and cleaning kitchen and bathrooms.

On completing their duties, they will leave by the front door after wiping down and sanitizing all surfaces/door handles in your home. They will remove all their PPE outside your home, place it in a disposal bag before returning to the clubhouse.

In addition, please note that we will only do maintenance work in your home, in the event of an emergency if it affects water, electricity, gas or sanitation. No general maintenance work will be undertaken until further notice.

Thank you as always for your understanding and co-operation.

Yours sincerely



Christine Dampers
Village Manager Bergvliet