

Circular 31-2020

29 May 2020

Dear Resident

### **Easing of current lockdown restrictions/Level 3 – 1 June 2020**

I trust that you are all healthy and well during these difficult times in which we find ourselves. It's extremely concerning to see the rapid rate of infection and spread of the virus in our communities; the numbers are doubling every ten days. Major retailers and shopping malls in the vicinity of our village have been closed at least once due to infection.

The major hotspot areas are the informal settlements where the majority of the South African workforce lives, often in substandard conditions, traveling on overcrowded public transport daily. Sixty plus year-olds have constantly been highlighted as vulnerable by the President and various ministers. As a business we have therefore had to take this all into consideration in our thoughts and decision-making process.

If, like me, you are feeling very confused and frustrated by all the uncertainty, regulations, constant changes that are in the air, the one thing that you must not doubt is the Evergreen "Partnership for Life" Promise. Our number one goal is to protect residents and staff against the dreadful COVID-19 virus. Together as a team, residents and management must do everything in their power to keep the virus out of our village and to prevent a possible outbreak.

The situation remains fluid, with regular updates coming from government every hour on the hour, as these changes have been announced at short notice. We have consulted directly with government, our healthcare professionals and other industry bodies. Our decisions are taken in conjunction with the Disaster Management Act 2002 (Act 57 of 2002), Determination of Alert Levels and Hotspots, as well as the guidelines for the prevention and management of coronavirus infection in long-term retirement facilities.

As the country moves to level 3 of lockdown as from Monday, 1 June 2020, the guidelines below will be implemented in our village. It is possible that some of these will change in the short term, as more regulations are formulated and clarity is sought. You will be updated as soon as possible.

- We respectfully request residents to maintain a "lockdown" mindset and to only leave the village in the case of an emergency, a medical appointment or for essential food shopping. Please continue to make use of delivery services and online shopping whenever possible.
- For purposes of contact tracing, all residents will be asked to inform reception prior to their leaving the village of where they will be traveling to in order for management to keep a log, as required by the Department of Health.
- All residents must wear a three-ply cloth mask that covers the nose and mouth when they leave their homes or when they are in a public spaces (this is now mandatory and has become law in South Africa). Plastic face shields are not a replacement for a cloth mask and can be worn in conjunction with a face mask, but not on their own.
- Residents may walk freely in the village. We strongly advise against walking outside the village for your own protection and safety.

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- Please maintain social distancing and keep the recommended minimum two meters apart.
- Please do not congregate, socialise or visit another resident's house.
- The clubhouse, reception, gym and swimming pool remain out of bounds.
- Elevators in the apartment block may only be used with a maximum of two people at a time.
- On prior notification (24 hours) only immediate family members may enter the village for visits. Please call reception so that we can put their names down on our visitor list. Approved visitors will need to proceed to the clubhouse for screening and we require them to wear three-ply cloth masks at ALL times. (No one under the age of 18 will be allowed access.)
- Non-essential visitation will not be allowed.
- All grocery deliveries and take-out deliveries are to be collected at the gate.
- No private domestic or garden services will be allowed. A cleaning service by our domestic staff is available for short periods, especially for our more vulnerable residents. Strict social distancing and sanitising protocols will be observed.
- No visits to the health clinic are allowed – in-home care will be by appointment only or call Ext 206.
- No maintenance work or variation work may be undertaken unless it is deemed as essential and an emergency.

The social distancing and hygiene measures that are in place under the lockdown will have to continue for some time into the future and cannot be abandoned or compromised. It may have to become a way of life and managing the coronavirus as a constant in our daily lives may, in many respects, be more difficult. This contagious virus demands vigilance and it will continue to demand sacrifices of us all.

Please take care and call me on \*\*002, or reception on Ext 300/3200 should you require any additional information.

I wish to thank you in advance for your continued support, cooperation and understanding of the situation and your unselfish attitude to working with our team is highly appreciated. And finally – a friendly reminder that my team and I are, as always, at the ready to assist you with any request you may have.

Warm Regards

A handwritten signature in black ink, appearing to read 'Christine Dempers', with a stylized, cursive script.

Christine Dempers  
**Village Manager – Bergvliet**