

12 February 2024

Dear Residents,

Emergency protocols

Although emergencies cannot be planned for, as a Village Management team we do have procedures and protocols in place to guide us in these unplanned situations.

We ask that all residents allow us time and space to deal with situations as they arise. It has become increasingly difficult to keep to these standard practices because of interference by residents. We appreciate any support in an emergency as it is most often a stressful situation that requires focus and quick decision making. Distractions however, can easily cause delays in getting the necessary and most appropriate assistance to individuals in need.

I would therefore like to request all residents to note the following basic steps when encountering or experience an emergency.

1. When in your home, that of a fellow resident or out in the village, press the Telecare emergency button or get the closest resident to do so. ***(You will experience a delay of about 1 minute before an operator will respond. Do not use the internal handset while waiting for the Telecare operator to respond and do not press it a second time once the call has been activated. This will cancel or interfere with the call causing a breakdown in communication.)***
2. Alert reception for on-site support
 - Please do not do anything to obstruct Evergreen team members or emergency support staff to gain access to a resident in need.
 - When finding a fellow resident unconscious, do not move them until there has been some diagnosis as to the cause for their state. Any fractures or breaks can cause further harm if not treated with the appropriate care.
3. Evergreen team members will unless CPR is required, simply stabilize the resident and make them as comfortable as possible until emergency services arrive.
4. The Telecare system although efficient is still an electrical device and can fail. In any instance that the system does not function as it should or for after hour emergencies, please contact the Village Manager or Assistant Village Manager immediately.

Finally, we have installed a Telecare device at the reception counter. Should an emergency occur within the clubhouse or surrounds, the receptionist on duty will press the button to alert the necessary services.

Regards,

Riaan Gouws
Village Manager