

Circular 021-2020

19 March 2020

Dear Residents,

Our Primary goal at Evergreen Health is to safeguard the health of all residents, visitors, service providers and employees. We are implementing the following, as per World Health Organization and National Department of Health guidelines to reduce the potential risk of a spread of COVID-19 in our facilities:

1. Preventative Measure in our Community

- Screening of all employees, residents, visitors & service providers at all villages to identify High-Risk candidates and suspected COVID-19 cases.
- All High-Risk residents, employees & clients will be closely monitored.
- All suspected COVID-19 cases will be advised to self-isolate for 14 days.
- The Healthcare team will follow up and escalate suspected cases as required.

2. Preventative Measures in Care Centre's/PHC Clinics and Communal Areas

- Set up and maintenance of **hand hygiene workstations**.
- Each workstation will be equipped with the following: 70% Alcohol based hand-sanitizer; Face Masks; Tissue paper and Medical waste box for disposing tissue paper
- All employees, residents, visitors & service providers will be urged to wash their hands with soap and water frequently for 20 seconds. Bathrooms have anti-bacterial soap, paper hand towels and medical waste boxes.
- The Healthcare Team will monitor the disposal of the medical waste.
- Healthcare and communal facilities with multiple entrances reduced, to ensure adherence to hand hygiene and screening protocols.
- Restricting visitors and their time in Care Centres, has been implemented.
- Daily screening of all our employees, including external service provider in all areas of the business.
- Employees allocated to the Medical and Frail Care wards should not rotate shifts between the two wards, and should **not** use the staff break room at the same time.

3. Education

- Information provided on COVID-19 to employees, residents, visitors and service providers. Posters promoting handwashing and indicating high alert areas will be displayed in all prominent places.
- The Healthcare Team presented group and one-on-one training and informational sessions to all employees, residents, visitors & service providers.
- All training provided by the Healthcare Team will be in accordance with the National Institute of Communicable Diseases (NICD) and the National Department of Health (NDOH) guidelines. All Health Care Professional employees will be trained to ensure that they will be able to deal with patients who are, or may be infected by the virus.

4. How Evergreen residents can support the COVID-19 Action Plan

- Phone the Evergreen Health PHC Clinic in your village, or the Care Centre, before coming in for a consultation if you are concerned that you may be infected with COVID-19. Make appointments for any medical procedures, e.g. wound care, injections and observations to be provided as homebased care.
- Residents must use the sanitizers available at the entrances of PHC Clinics, Care Centres and communal areas as well as when they leave these areas.
- Residents must refrain from visiting residents in the Care Centres.
- Residents must familiarize themselves with measures that they should take to reduce their risk of exposure, and the spread of the virus.
- Residents should implement social distancing.
- Stop all non-emergency/essential maintenance in the village by third party contractors as well as refusing entry to all construction workers.

5. Care Facilities

- We are restricting Care Centre visitation to limit the spread of COVID-19.
- Risk assessments in the Care Centre will be done on anyone whom has recently had overseas friends or family visiting.
- We are minimizing visits to these facilities by **one visitor per resident per day** for a maximum of one hour. Lockdown of Care Centres may have to be considered in future.
- Hand sanitizing stations at the entrances to Care Centres and Clinics.
- Declaration documents to be completed on entry.
- Staff Monitoring – Temperature once a day.
- Residents in Care Centre's will not be permitted to leave the Care Centre to go on social outings or public spaces, so as to limit their risk of exposure.

6. Personal Protection

- Wash your hands frequently** – regular and thorough cleaning of hands with an alcohol-based hand rub or soap and water for 20 seconds.
- Maintain social distancing** – maintain at least 1 metre distance between yourself and anyone who is coughing or sneezing. No handshaking or any personal touching when greeting people. **Avoid functions** or large gatherings of people.
- Avoid touching eyes, nose and mouth** – hands touch many surfaces and can pick up viruses.
- Practice respiratory hygiene** – This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue.
- If you have fever, sore throat, cough and difficulty breathing, seek medical care early**, stay home and in isolation if you feel unwell. Follow the directions of your local health authority. Call the **NCID hotline on 0800029999!**
- Deep cleaning of critical areas** - such as Frail Care and Catering areas.
- Limit travel plans** - avoid planes, trains, buses, public transport and cruises, etc.
- If you have **travelled abroad** in the past 14 days, or your immediate family or friends have - self-quarantine immediately.

7. Evergreen Health: Please be assured that we are taking this extremely seriously and request that you support the village management and health team during this critical time. Should you have any concerns or suspect any symptoms – please contact your Evergreen health care team telephonically immediately.

Thank you for limiting interaction and helping us to stop the spread of the new Coronavirus!

Kind regards

A handwritten signature in black ink, appearing to read 'Wilma Swart', with a small dot at the end of the signature.

Wilma Swart
Village Manager