

Circular: 049

29 May 2020.

Dear Resident,

I trust that you are all healthy and well during these difficult times we find ourselves in. It's extremely concerning to see the rapid rate of infection and spread of the virus in our communities, the numbers are doubling every 10 days. All 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, and traveling on overcrowded public transport daily. The four major hotspots in our area are: Diepsloot, Soweto, Alexandra and Zandspruit.

Sixty plus year olds have constantly be highlighted by the President and various ministers as vulnerable, and therefore as a business we have had to consider all in our thoughts and decision-making processes.

If like me you are feeling very confused and frustrated with all the uncertainty, regulations, constant changes that is 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 ability to keep the virus out of the village and to prevent a possible outbreak or spread.

The situation remains fluid with updates coming from government on the hour, as these changes have been advised on short notice. We have consulted directly with government, our healthcare professionals and other industry bodies. Taking cognisance of the Disaster Management Act 2022 (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 of Monday 1 June 2020, the below guidelines will be implemented in our village, ***this excludes our Frail care facility that remains on full lockdown.***

It is possible for some of the guidelines to change in the short term, as more regulations and clarity is sought, I will personally update you.

1. You may walk freely in the village, here the management and security teams can take great care of you, we strongly advise against exercising outside the village for your own safety.
2. All residents must wear a three-ply cloth mask or a mask that can be supplied by village management (This is now a law in South Africa) that fully cover their mouth and nose. Plastic face shields are NOT a replacement for a cloth mask and can be worn in conjunction with a face mask but not on its own.
3. Social distancing of the minimum recommended distance of 2 meters at all times when not in the privacy of your own home.
4. No socialising on congregation allowed, visiting of other residents' homes is not permitted.
5. The Bistro/Lifestyle Centre, Pool, Gym, Library remain out of bounds. External common areas, gras patches, and benches may now be used.
6. No visitors should be allowed in the facility to eliminate exposure of residents or staff to COVID-19 infected visitors who may be asymptomatic;

- 6.1 Under extreme circumstances a visitor who pass screening could be allowed entry only on compassionate grounds, specifically if the resident is gravely ill and the visitor is their next-of-kin or other person required for emotional care. Such visitors should be limited to one at a time to preserve physical distancing. Management must please be advised 12 hours prior to any visitors arriving for control purposes
- 6.2 Visitors should be instructed in respiratory and hand hygiene and to keep at least 1,5-2-meter distance from residents. They should visit the patient directly upon arrival and leave immediately after the visit.
- 6.3 Non-essential visitation will not be allowed.
- 6.4 Persons under the age of 18 will not be allowed
7. All deliveries to be collected at the Club House, and sanitised. Deliveries services will not be allowed in to the Village to deliver at your home.
8. Residents may leave the village in case of emergency, medical appointments or essential food shopping. Taking care of the thorough sanitization protocol referred to in early communications for your return home. For purpose of contact tracing, all residents will be asked to inform reception prior to departure of where they traveling to in order for management to keep a log as required by the department of health.
9. No domestic- or external garden services will be allowed. In case of emergency domestic cleaning required by a resident, one of our nursing care workers may assist on an hourly rate. Strict social distancing protocols need to be observed. The use of Silas, Jabulani or Piet to quickly mow the lawn or tend to urgent gardening will still continue on the basis that you have to distance and be in the house while they quickly tend to your garden.
10. No visits to the clinic allowed – in home care by appointment only.
11. No Maintenance work and resident variations work may be performed unless it is deemed as essential or emergency. This refers to outside contractors, the likes of Marius and Henry can be requested on occasion if the work request is deemed by Management to be essential. Strict distancing and sanitization to be applied.

I would like to thank you in advance for your support and understanding of the situation, your continued support and unselfish approach to working with our team is highly appreciated. We are all in this Together – one for all and all for one!

Finally – a friendly reminder that my team and I, are as always, ready to assist you with any request you may have.
Kind regards,

Your ever-caring Village Manager



Wilma Swart
Village Manager