

13 May 2021

Dear Evergreen Residents and Family members,

With effect from 1st June 2021 Evergreen Health will take over the management of our Clinic and Care Centre at Broadacres. This is in line with the vision of bringing healthcare in-house and follows on the plan to insource the Primary Healthcare Centre's and Care Centre's at all the other Evergreen Lifestyle Villages.

Healthcare Team

We have drawn on the vast experience of senior team members in the business, and are currently revising all aspects of the daily operations to ensure that we not just meet but exceed expectations by residents and family members. During the next few weeks, we will proceed with staff interviews, implement policies and procedures, update administration files and roll out value-add experiences to our residents which aims to provide an improved Hospitality and social engagement experience.

Healthcare Manager

Marius Grobler took over the reigns as Healthcare Manager effective 1 May 2021. I am extremely confident that he is an excellent fit for the position and that he will continue his dedicated care to the village and its residents.

Healthcare Services

As a result of taking over the Care Centre, we have further considered the process by which health service fees are collected.

It is with this in mind that we will implement a debit order collection for health services rendered at the village clinics or at the Care Centre. Please find attached a debit order form that you need to complete and sign. Please hand the signed and completed form in to the reception at your village by no later than COB on Monday, 31 May 2021.

This debit order will be exclusively for Evergreen Health and must not be confused with the debit order for Evergreen Lifestyle Villages. Please note that we will no longer accept cash payments or EFT's.

Should you wish to use the services of Evergreen Health the only payment method available will be via debit order which will be affected on the 01st of each month. A statement reflecting the debit order amount will be sent to you prior to the debit order. (similar to your levy statement)

Please also provide with your signed debit order authorisation form, proof of banking details in either form:

- Account confirmation letter
- Copy of Bank Statement Account
- Cancelled Cheque

Taking into consideration all of the above, we have also had to relook the pricing structures and the date and process in which fees are collected.

Services will be offered and charged in terms of Board of Healthcare Funder Rates

- Medical and Nursing procedures such as wound care, catheterization and IV therapy.
- Placement of Nurses or Care workers for day and night homecare.
- Hospital visits and assistance with post-operative care
- Health risk assessment and chronic disease management
- Multi-disciplinary services delivered in the home, which may be charged directly to the residents' medical aid: Physiotherapy/Occupational therapy/Speech therapy/Dietician/Psychiatrist

Emergency Care

Emergency Care should always be summoned via the Telecare unit in every home and apartment and not via the Clinic Nurse. This will ensure that the ambulance and paramedic is dispatched immediately.

Do not hesitate to contact your Village Manager with any questions you may have.

Sincerely

Elize Porter

Managing Director: Evergreen Health