

29 May 2020

Dear Residents,

I trust that you are all healthy and as well as can be during these difficult times. It has been very concerning to see the rapid rate of infection and spread of the virus this past week with numbers now doubling every 10 days. As we saw, major retailers in the area has also been closed due to infections. The major hotspots remain in the informal settlements where the majority of the South African workforce lives, often in substandard conditions and traveling on overcrowded public transport daily.

Vulnerable age groups have constantly been highlighted by the President and various ministers. Therefore, as a business we have had to consider all in our thought and decision-making process. I am sure I am not the only one feeling very frustrated with all the uncertainty, sometimes confusing regulations and constant changes we are receiving.

The one thing that you must not doubt is the Evergreen "Partnership for Life" Promise. Our number one goal is to protect all residents and staff against the COVID-19 virus. Together as a team, residents and village management, must do everything in our ability to keep the virus out of our village and to prevent a possible outbreak or spread like we have seen in many similar estates and villages.

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. 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 of Monday 1 June 2020, the below guidelines will be implemented in our village. 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 where the management and security teams can take great care of you. We strongly advise against exercising outside the village for your own safety. (as per the Government Gazette beaches and fields where public gatherings and congregation cannot be controlled are still out of bounds. I recommend the walking of dogs remain inside the village.)
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 and recreation facilities other than the Library with its protocols remain out of bounds as this area when opened fully does not meet the minimum level of control with regards to hygiene practices. External common areas, grass patches and benches may be used under strict social distancing measures.

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 prior to any visitors arriving for control and screening purposes where required.
 - 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 gate after being 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. For purpose of contact tracing, all residents will be asked to inform management prior to departure of where they traveling to in order for management to keep a log as required by the department of health. For record keeping, e-mails work best. How accurate the record keeping will be is entirely based on the accuracy of the information we receive. This shall not be question on a basis of good faith.
8. No domestic- or garden services will be allowed. In case of emergency domestic cleaning required by a resident, one of our domestic workers may assist on an hourly rate. Strict social distancing and hygiene protocols need to be observed.
9. No visits to the clinic allowed – in home care by appointment only
10. No Maintenance work or resident variation work may be performed unless it is deemed as essential or emergency.

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 a team that has nothing other than your best interest at heart is highly appreciated. Finally – a friendly reminder that my team and I are as committed as ever to assist you with any request you may have.

Warm Regards,

Riaan Gouws
Village Manager
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