



 **RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG**

**HELD ON 12 NOVEMBER 2019 AT 08.30 AM**

**MINUTES**

**PRESENT**: 1. Mr. Derek Drew (DD) (Village Manager)

2. Mr. Neville Woudberg (NW) (Chairman)

 3. Mrs. Chantelle Johansson (CJ) (Asst. Vill. Manager

4.Mrs.Denise Elkin (DE) (Member)

5. Mr. Chris Bennett (CB) (Member) 6. Mr. David D’Alton (DDA) (Member)

 6. Mr. Tony Law (TL) (Member) 7. Mr. Jim Raubenheimer (JR) (Co-opted secretary)

**Part Time** 8. Mr. Romeo Human (RH) (Muiz. Maint. Mngr.)

**APOLOGIES**: Mr. David Rosenberg (DR) (Vice-Chairman)

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| **Item** | **Narrative** | **Action by: and deadline date:** |
| 1. | **WELCOME**The **Chairman** greeted all present and opened the meeting. |  |
| 2. | **NOTICE OF MEETING**Notification sent by SMS on 06 November 2019. |  |
| 3. | **APPROVAL OF MINUTES OF MEETING HELD ON 07 October 2019.** Minutes approved. (Proposed by CB, seconded by DE). Signed by NW and DD. |  |
| 4.  | **SAFETY and SECURITY.** 1. CB had not submitted a report on **Security**, but stated all was running well.2. **CB submitted a report** regarding **fire drills**, as follows:One of the aspects that has come to my attention at every **fire/emergency drill** that I have participated in since I moved to Evergreen, which I have commented on more than once, is that although there are large signs to the fire escape stairs, there is a complete **lack** of visible and clear signage to indicate in what direction people must move to reach a refuge area for the less-agile who are physically not able to use the fire escape stairs.I am always told that **every resident has a laminated** **copy** of the plan of the fire escape routes, etc. I am also told again and again that residents have been told what to do numerous times. Both these answers are fine in normal daily activities, however they are totally meaningless in an emergency, and, additionally, they make no reference to **refuge areas**.When the alarm goes off people tend to panic and forget what they have been told, and, anyway, probably in most cases, find it extremely difficult to understand the small scale plan, even if they are able to read it. I know that this plan is a **legal requirement**, however it should be supplemented by highly visible, simple and clear signage.Virtually the only large and visible signs are the **standard running man and arrow** indicating the direction to take to reach the fire escape stairs, plus signs pointing to the fire hoses and extinguishers (this last possibly of more importance to the firemen rather than the residents). This is great for those who are physically able to take the stairs and reach ground floor, but is totally **meaningless** for those who cannot - and on some floors, those who can’t are in the **majority!** Remember it is not only those using a wheelchair or walker of some sort who are unable to negotiate stairs – there are many other reasons why an elderly person could be very hesitant or unable to use the stairs.Another example of this is the refuge area **emergency communication system.** Once again this firstly needs a larger sign to identify it, and, secondly, a clear and large script sign telling people that the **call button must be pressed only once,** and that the person needing help or advice must then **wait for a reply**, since if it pressed a **second** time before a reply is received, **it switches off the call.** I know that residents have been told this a number of times, however, to repeat myself, in an emergency people **forget** this, and on top of this many people tend, when they do not get an immediate reply, to automatically press it **again and again** until they do get a reply! (Just watch some people, not only the elderly, waiting for a lift who seem to think the lift will come more quickly if they press the button again and again!).Returning to signage, **the refuge areas themselves need to be very clearly marked as such,** and also in similar fashion to the direction to the stairs, there should be direction signs showing the way to go in the passages. Ideally, there should also be simple signage in the refuge area informing those in the refuge that **they need to wait there** until the Fire Services arrive to assist them in getting down to the ground floor. I have found that this last often has to be repeated a couple of times before residents really begin to believe it, possibly because they have often got conflicting information from either staff or other residents – even sometimes from floor-marshalls. For example, at the last fire drill I had great difficulty in persuading some staff members and other floor marshals that this was the correct procedure!3. A letter from a resident raised the question of **false fire alarms**, and the need to clearly announce the steps that were being taken to deal with this false emergency. This matter was discussed at some length. **DD** has **spoken with the carer** involved at apartment A334, and instructed that **extra care** should be taken to ensure this does not happen again. This is the **third** such incident in **three months.** **Credentials** were also requested from the carer, Brenda. | **CB/DD****CB/DD** |
| 5.6.\_\_\_\_\_\_7.\_\_\_\_\_\_8.\_\_\_\_\_\_9.\_\_\_\_\_10.\_\_\_\_\_\_11.\_\_\_\_\_\_12.\_\_\_\_\_\_13.\_\_\_\_\_\_14.\_\_\_\_\_\_15. | **HEALTHCARE and CARE CENTRE** (Report byDE.)1. The **carbon copy book** system for nurse visits to residents has been implemented and is working well.2. **Grandparent’s Day** in the Care Centre originally planned for October was postponed, and will now be held on **Saturday 23 November**, a day of activities for the children and refreshments for all.3. The **monthly Birthday party** was celebrated for two residents, with the Friends of Care bakers, as usual, contributing delicious eats, and Stephanie her beautiful hand-painted birthday cards. The **November and December** birthdays will be combined for a party on **Thursday 05 December**.4. **Paw Pal’s visit on 08 October** was a great success and we are hoping we can arrange regular visits. It is not easy as there has to be a suitable dog and handler available in our area. I have also been advised by Unique Health that there are many **regulations** to be complied with before we can continue with the visits.5. **Exblox** held a session with residents on Wednesday 06 November.6. Weekly **exercise classes** are growing; we have a number of infirm independent-living residents joining us each week.7. **Sister Lee** is trying to get residents to spend a bit of time outside every day now the weather is warmer.8. **Keith Jewell** continues his very popular piano recitals.9. A **walker was donated** to the Care Centre by Prof, and Barbara de Vries.10. We now have a dedicated **Sister Kathleen du Toit** visiting houses and apartments.11. A **German lady** has moved into Care, and I am looking for someone who speaks German to visit her from time to time.12. A **resident** at Diep River whose wife is in Care, registered his concern about the **quantity of food** in a serving provided to his wife in the Care Centre. This was discussed, and it was noted that **dietary** **requirements** are regulated by a qualified dietician. Also, the complaint referred only to the **main** course and did not take into account the **starter and dessert** portions. This will continue to be monitored, and discussed at the next **Catering committee** meeting on 04 December.  | **DE****DE****DE****DE****DE/DDA** |
| **Primary Health Care Clinic on the first floor is open between 9.00 am and 11.00 am Monday to Fridays,** for consulting, injections, BP, etc. All weekends emergency assistance can be obtained from staff on duty,**Medicine distribution takes place between 7.30 and 9.00 am weekday mornings,** and in the evenings and on weekends distribution by ENA (Enrolled Nursing Assistants) at the Care Centre.**DEAR RESIDENTS:**Your health and well-being and whereabouts are our daily concern.**1. Please tell the office when you go to hospital or are away from the village overnight.****2. If you have any problems with the Care Centre, please write directly to Sister Lee Hampton, with a copy to Derek Drew.** | **ALL RESIDENTS****ALL RESIDENTS** |
| **CATERING.** Report by DDA.1. We had a very **good month in October** and the food remains good with a lot of innovative serving. The only **complaint** received was the **fishcakes** on Wednesday 23rd October, of which some were certainly not as soft and tasty as they should have been, and one person was given a replacement. This matter has been addressed.2. **November** has a few **specials:****03** Nov. - **National Sandwich Day.****08** Nov. - **National Cappuccino Day**, special plus a Danish pastry R15.**26** Nov. - **National Cake Day**, all day at R10/slice.**28**Nov. - **November Braai, For Movember.** 3. The usual **supper snacks** on **Wednesdays** and **fish** **and chips** on **Fridays** continue.4. I have been purchasing **cakes and tarts** during the month, as I have had a few visitors, and these have proved to be quite reasonable and tasty.5. The next Catering Committee meeting will be held on 04 December 2019.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**LANDSCAPING, GROUNDS DEVELOPMENT & WATER MANAGEMENT.** (Report by TL).1. Soil for Life **vegetable and herb** pallets have arrived and are in place. Only two ladies have volunteered to serve on a garden committee, namely my wife Ursula, and Ruth Reichlin, house 61. How the pallets are to be used and other duties need to be made clear to them. Some discussion is needed.(During the Rescom meeting, it was noted that Ms. Billie Wood, house 102, had also agreed to be part of the gardening committee).2. As of Wednesday 06 November the **painting of** **parking bays**, including numbering and road signs is almost finished.3. The **gym equipment** that still has to be moved to create more basement **parking**, will be moved next year to coincide with the installation of new equipment in the gym.4. **Fibre** connection to the houses and apartments is mostly complete, with only a few final connections to be made.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**BUILDING MAINTENANCE, CONSTRUCTION & HOUSEKEEPING**. (Report by TL).1. 5 **garden benches** have been repainted and repaired and can now be placed where they belong. The remaining 5 still need painting.2. The **rules** regarding the use of the **golf cart** need to be discussed and finalised by **Evergreen’s legal team.**3. **Paper towels and disinfectant spray** in the gym still to be provided. CJ advised these will arrive today or tomorrow 12/13 November.4. A **medicine** ball of 3 kg and a **toner** ball of 1.5 kg have been purchased for the gym.5. Discussions regarding **staff changes** involving maintenance personnel were held. **Nadeem**, Maintenance technician, has moved to **Noordhoek** and **Lake Michelle**.General workers **Nazeem and Andy** are to be moved to Maintenance as **Handymen.** Two **General workers** will be employed to replace them.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**FINANCE. (**Report by DR.)1. Nothing to report.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**LEGAL.**1. DR is **again** following up on the **Ombudsman** about the R40 levy fee waiver. The Ombudsman has acknowledged **receipt** of the application.2. The **amended House Rules** and **Annexure A** are to be circulated to Rescom members for comment at the December Rescom meeting.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**RESIDENTS.** Village occupancy – 306 Phase 1 - 93 Phase 3 - 33 Apartments - 180Occupants of Care Centre - 22\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**COMMUNICATION. (Derek Drew)**1. Two **Volunteers** have come forward to assistwithorganising the **“Who’s Who”** board, for which resident Diana Hawke is taking the photographs. They are Stephanie de Haas and Gill Pearson.2. It was stated that **“The Tendril”** news-sheet was sorely missed, and ways to revive this publication will be sought.3. It was felt a **Social Committee** should be formed, and DE undertook to approach individual residents who would be willing to organise events.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**GENERAL.**1. DD announced the **resignation** of CJ, this to take effect on 13 December. **Mfundo Noraware** will again fill this position until an Assistant Village Manager is appointed. **Zizi** and **Sethu** have been offered fixed –term contracts into 2020. **DATE OF NEXT MEETING.**Tuesday 10 December 2019.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**CLOSURE.**The Chairman closed the meeting at 10.10 am. | **DDA**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**TL****TL/DD**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**TL/RH****TL/DD****TL/CJ****DD**\_\_\_\_\_\_\_\_\_\_\_\_\_**DR**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**DR****DD**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**DD****DE**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**DD**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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**MR. NEVILLE WOUDBERG MR. DEREK DREW**

**RESIDENTS COMMITTEE CHAIRMAN VILLAGE MANAGER**

**Could Rescom portfolio holders and Residents kindly**

**submit reports and communications to Chantelle Johansson**

**by 4.00 pm Thursday 05 December 2019.**

**Agenda will be issued on Friday 06 December 2019.**