

**RESCOM MEETING OF EVERGREEN LIFESTYLE VILLAGE MUIZENBERG**

**HELD ON 10 FEBRUARY 2020 AT 08.30 AM**

**MINUTES**

<b><u>PRESENT:</u></b>	1. Mr. Derek Drew	(DD)	(Village Manager)
	2. Mr. Neville Woudberg	(NW)	(Chairman)
	3. Mrs. Kim Whitworth	(CJ)	(Asst. Vill. Manager)
	4. Mrs. Denise Elkin	(DE)	(Member)
	5. Mr. Chris Bennett	(CB)	(Member)
	6. Mr. David D'Alton	(DDA)	(Member)
	7. Mr. Tony Law	(TL)	(Member)
	8. Mr. Jim Raubenheimer	(JR)	(Co-opted secretary)

**APOLOGIES:** None.

ITEM	NARRATIVE	ACTION BY / DEADLINE BY
1.	<b><u>WELCOME</u></b> The <b>Chairman</b> greeted all present and opened the meeting.	
2.	<b><u>NOTICE OF MEETING</u></b> Notification sent by SMS on 06 February 2020.	
3.	<b><u>APPROVAL OF MINUTES OF MEETING HELD ON 14 January 2020.</u></b> Minutes approved subject to the change under 3 of paragraph 8 of the heading "Second Borehole" to "Second Wellpoint". (Proposed by DDA, seconded by CB). Signed by NW and DD.	
4	<b><u>SAFETY and SECURITY.</u></b> Report by CB. 1. Nothing untoward to report on security. 2. CB's <b>report on emergency procedures</b> was discussed in the January 2020 Rescom, and at the subsequent meeting held on this matter. The procedures were <b>agreed</b> to be in <b>order</b> , and had to be introduced to residents. This is being done on <b>Wednesday 19 February 2020</b> , on a floor by floor basis in the apartment block. Signage and instruction sheets will follow.	<b>CB/DD</b>
5.	<b><u>HEALTHCARE and CARE CENTRE</u></b> (Report by DE.) 1. Our usual <b>activities</b> resumed after the	

	<p>Christmas break with Keith Jewell’s piano morning and Liz D D”Alton”s weekly chat, and a birthday party.</p> <p>2. The <b>choir</b> sang for an hour in Care, finishing with a singing interaction with the residents in Care.</p> <p>3. <b>Clare Mortimer</b>, the Evergreen Muizenberg choir conductor, is bringing some children to sing in Care on Friday 28 February, and as there are no February birthdays there will be tea and cake after this event.</p> <p>4. Prof. And Barbara de Vries <b>donated a walker</b> to Care.</p> <p>5. From January the village nursing <b>Sisters</b> are available on a Saturday (7am – 4pm); this will help to accommodate family members who cannot manage weekday appointments – the weekday hours are the same as for Saturdays.</p> <p>6. The <b>Primary Health Clinic</b> is currently open between 9am and 11am Monday to Friday, and Sister Lee would like to change these times to <b>10am and 12 noon</b>. This change was <b>agreed</b> to by <b>Rescom</b>. Emergencies will still be dealt with at any time, and Residents will still be accommodated where special medication or fasting blood tests are required, and it would suit the resident to be there before 9am.</p> <p>7. <b>Melomed Hospital</b> has undertaken to give UH staff training as to assessing a <b>fall</b> of a resident/patient – whether an ambulance is necessary or not. Should the staff feel that the patient should <b>not</b> be picked up, and the patient <b>insists</b>, either the patient or a family member will need to sign an <b>indemnity form</b>. Melomed plan to visit the village to educate <b>independent-living residents</b> on how to prevent <b>falls</b> and when to push the <b>red</b> Telecare button for help. Melomed will come to <b>assess</b> a patient without charge and will transport such patient in their ambulance to their hospital free of charge; if the patient is admitted Melomed will <b>not charge</b> for the emergency assessment, but obviously the patient will have to <b>pay</b> for consumables used.</p> <p>8. <b>By law</b>, all persons joining the village as residents have to be <b>visited</b> by a nursing <b>Sister</b>, who completes a QD98 form; and this must be repeated <b>annually</b>. Updating of records has already started, and some existing residents as well as new residents have completed these forms. It should take about half an hour per person. Residents will be contacted for appointments.</p>	<p style="text-align: center;"><b>DE</b></p>
	<p><b>Primary Health Care Clinic on the first floor is open between 10.00 am and 12.00 noon Monday to Fridays, for consulting, injections, BP, etc. All</b></p>	<p style="text-align: center;"><b>ALL RESIDENTS</b></p>

	<p>weekends emergency assistance can be obtained from staff on duty,  <b>Medicine distribution takes place between 7.30 and 9.00 am weekday mornings</b>, and in the evenings and on weekends distribution by ENA (Enrolled Nursing Assistants) at the Care Centre.</p> <p><b>DEAR RESIDENTS:</b>  Your health and well-being and whereabouts are our daily concern.  <b>1. Please tell the office when you go to hospital or are away from the village overnight.</b>  <b>2. If you have any problems with the Care Centre, please write directly to Sister Lee Hampton, with a copy to Derek Drew.</b></p>	<p><b>ALL RESIDENTS</b></p> <p><b>ALL RESIDENTS</b></p>
6.	<p><b>CATERING.</b> Report by DDA.  1. The <b>Bistro</b> continues to provide us with good meals, and at our committee meeting we had three <b>complaints</b>, mainly of a minor nature, and these have been addressed.  What we pay for our meals and the service we receive is generally <b>good value for money</b>. I took 2 people for coffee the other day to a small restaurant of no special note, and 2 cups of coffee, a milkshake, 2 scones and a muffin, with tip, cost R220. It was very nice, but compared to what we get here, expensive, over R70 per person.  <b>Most</b> people at Evergreen are very happy, but we have those who complain regularly. Whilst they may feel their complaints are justified, we must compare everything we get at Evergreen. We live in a pleasant place with lots of activities, a safe and secure environment, a care centre, and in my opinion staff of the highest quality and pleasant demeanours. For what we get compared with outside places, this is a good deal.  The staff are under some pressure now with load-shedding. They have to improvise and still try to be perfect. Remember, they are serving meals 3 times to Frail Care daily, serve numerous takeaways, and serve breakfasts and teas, so it is not just the restaurant that they deal with.  For <b>those who complain</b>, bear all this in mind, and if you have a complaint, <b>report it to management</b>, and do not badger the staff, <b>who are not your employees</b>. We are here to live out our retirement. We should be grateful for what we get, and learn that pleasantness and a smile is far better than complaining.  <b>Rescom members</b> discussed this report and again repeat what has been stated in previous minutes – should any <b>resident</b> wish to <b>complain</b> about anything,</p>	

	<p>that resident must take the matter up with <b>village management, not directly with staff.</b></p> <p>Another <b>reminder</b> is for residents not to <b>bring food</b> prepared elsewhere to the Bistro for consumption. One would not do such a thing at a restaurant. There are venues where residents who feel they would like to eat food prepared by themselves, could sit and do so, but <b>not in the Bistro.</b></p> <p>Those residents who wish to hold <b>private parties</b> and bring certain items, special cakes, etc., should discuss their requirements with <b>management prior</b> to the event.</p>	
7.	<p><b><u>LANDSCAPING, GROUNDS DEVELOPMENT &amp; WATER MANAGEMENT.</u></b> (Report by TL).</p> <p>1. <b>Soil for Life</b> visited the ladies of the gardening committee, discussed the picking of certain leaves, and ordered new seedlings which should come next week.</p> <p>2. The committee will be <b>harvesting</b> on Monday 10 February.</p> <p>3. A <b>resident</b> has made some suggestions regarding shady seating areas in the new as well as the present housing developments. This was discussed by Rescom and further information is being obtained to confirm what action should be taken.</p>	
8.	<p><b><u>BUILDING MAINTENANCE, CONSTRUCTION &amp; HOUSEKEEPING.</u></b> (Report by TL).</p> <p>1. It is confirmed that a second “<b>wellpoint</b>” was sunk and not a borehole.</p> <p>2. The <b>lawn grass</b> at the south west corner of the apartment block was dying due to changes in watering, and this has been attended to.</p> <p>3. New <b>indoor plants</b> have been purchased and will be placed in the apartment block areas by the end of the month, and continue on a monthly basis.</p> <p>4. All <b>gym equipment</b> has been examined and will be replaced, commencing at the end of the month.</p> <p>5. <b>Golf Cart</b> – the legal hold-up has been resolved and indemnity stickers are being printed and seatbelts fitted. Only <b>approved staff</b> members who hold <b>valid SA driver’s licences</b> will be permitted to drive this vehicle, and it should be in full service by the end of this month February.</p> <p>6. The <b>Planned Preventive Maintenance</b> schedule was promised to be presented by Evergreen Maintenance Manager Patrick Maile at the March Rescom meeting, and he is to be reminded to do this.</p>	<p>DD</p> <p>DD</p> <p>TL/DD</p> <p>DD</p> <p>DD</p>
9.	<b><u>FINANCE.</u></b>	

10.	<b><u>LEGAL.</u></b>	
11.	<b><u>RESIDENTS.</u></b> Village occupancy – 311 <ul style="list-style-type: none"> <li>• Houses - 132</li> <li>• Apartments - 179</li> <li>• Occupants of Care Centre - 25</li> </ul>	
12.	<b><u>COMMUNICATION. (Derek Drew)</u></b> 1. Resident <b>Grizell Luxton</b> is handling the production of a newsletter to replace The Tendril, and is planning to release the first issue this month.	
13.	<b><u>GENERAL.</u></b> 1. A resident has submitted a letter regarding <b>staff gratuities</b> , and this was discussed. It was agreed that the present method was efficient and fair to all concerned, and that we should continue with the present format. 2. DE raised the matter of <b>special offers</b> available to <b>senior citizens</b> , and it was agreed that a list be made of those establishments offering such specials. 3. It is apparent that a certain <b>dog-walker</b> is allowing her charge to “poo” on the village roads and in the gutters, and not cleaning up the mess. Be <b>warned</b> that the animal will be banned from the village unless the owner/carer does not clean up. This is unsightly and unhygienic.	DD  DE/DD/JR  DD
14.	<b><u>DATE OF NEXT MEETING.</u></b> Tuesday 10 March 2020.	
15.	<b><u>CLOSURE.</u></b> The Chairman closed the meeting at 09.45 am.	

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**MR. NEVILLE WOUDBERG**  
**RESIDENTS COMMITTEE CHAIRMAN**

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**MR. DEREK DREW**  
**VILLAGE MANAGER**

**Could Rescom portfolio holders and Residents kindly  
submit reports and communications to Derek Drew  
by 11.00 am Thursday 05 March 2020.**

**Agenda will be issued on Friday 06 March 2020.**