

21 July 2020

Dear Residents and Family members,

**Care Centre – Evergreen Muizenberg**

Further to the communication sent out last week, the contractual completion by Unique Health will see them cease their services in managing the Care Centre at Evergreen Muizenberg at the end of August 2020. It gives me great pleasure to confirm that Evergreen Health, a division of the Evergreen Group of Companies will officially take over this facility from 1 September 2020. This is in line with the vision of bringing care in-house and follows on the plan to insource the primary health care facilities at all the other Evergreen Lifestyle Villages in Western Cape with Evergreen Health.

I am excited to announce that **Melanie Carstens** has been seconded to take over the reigns as Acting Care Centre Manager with immediate effect. Some of you may know Melanie from her time as Village Manager of the Evergreen Muizenberg Village. Melanie joined the team at Evergreen Health in March 2019 in the position of Care Manager and has done an excellent job in engaging with residents. She comes from a background as a social worker and therefore I am extremely confident she is an excellent fit for the position in the short term. Melanie can be contacted via email on [melaniec@evergreenlifestyle.co.za](mailto:melaniec@evergreenlifestyle.co.za) or 082 068 6445

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.

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. Further communication to follow in the next few days on this matter

Change is never an easy process, and we assure you that we will do everything in our ability to assist during this time to ensure a smooth progression.

At Evergreen Health our main concern remains the health and safety of our residents and our staff.

Thank you and Kind Regards



Garry Reed  
Managing Director  
Evergreen Lifestyle Village