

Circular 011/2025

28 March 2025

Dear Resident,

### STAFFING COMMUNICATION

Effective 1 April 2025 our Duty Managers and Receptionists will be covering the shifts between 7am and 9pm – seven days a week.

Security will be at reception from 9pm – 7am, and are able to assist with general enquiries. The Registered Nurse on duty in the Healthcare Centre on the first floor will assist where needed.

Should a resident require assistance in an emergency, please press the **red button** on your Telecare Station. Once they receive your call, all medical emergency protocols will be implemented.

We urge you to regularly test your Telecare Station to ensure that your panic buttons are working. Please report any distortion or faults to reception immediately.

I attach the Telecare circular sent out earlier this year for your perusal.

If you require any additional information, please contact the Management Office.

Yours sincerely,



Christine Dempers  
Village Manager - Evergreen Muizenberg