

07 November 2025

NOTICE: CLARIFICATION ON FRAIL CARE AND EMERGENCY PROCEDURES

Dear Residents,

We would like to clarify the role of the Evergreen Health Care Centre in the village and the correct procedure to follow in the event of an emergency.

Please note that Care Centre / Frail Care is not an on-site emergency response service. It operates as a separate business entity, and all services provided are on a contracted basis — either through home-based care arrangements or as a resident of the clinic.

In the event of any medical or other emergency, the procedure remains our standard emergency response protocols as in all other Evergreen Villages:

- When in need of assistance, press your RED Telecare button to be assisted by an operator.
- The trained operator will determine the level of assistance required and either inform village management or dispatch emergency services and then advise management.
- During the hours of 7am to 9pm, the Duty Manager will be able assess the situation and, if necessary, still arrange for an ambulance or other emergency services based on an in-person assessment of the situation.
- Any Emergency calls after 9pm will result in the Telecare operator dispatching a paramedic / ambulance immediately.

To ensure a swift and effective response, please avoid routing calls through multiple channels (e.g., from Telecare to Reception to the Care Centre.), as this can delay assistance. The key consideration is whether the situation constitutes an emergency.

- If it is an emergency, please follow emergency protocols without delay.
- If it is not an emergency, appropriate requests for non-emergency assistance can be arranged through the reception.

Thank you for your understanding and cooperation in keeping our community safe and ensuring that emergencies are handled efficiently.

Kind regards,

Riaan Gouws
Village Manager