

11 March 2026

**NOTICE: RESIDENT WELFARE AND SAFETY**

Dear Residents,

I would like to address a recent incident involving one of our residents. We are grateful the resident is now safe but as mentioned in a note shared earlier this week, machines and technology can fail from time to time. This is impossible to predict or plan for regardless of proactive preventative maintenance and or testing. Many parts of our internal systems and processes are reliant on devices and related technology and the current system failures we are experiencing has highlighted gaps in our response procedures and has understandably caused concern.

We deeply regret the distress this may have caused and want to reassure you that resident welfare and safety remain our highest priority.

As per information shared earlier today, we have already put additional measures in place to support resident wellbeing, including:

1. **Welfare Checks:** Daily welfare checks for residents considered vulnerable or living alone. These are designed to ensure residents are safe and well, not to intrude on privacy.
2. **Weekly Contact Schedule:** Every Monday, a schedule of your “go-to” team members is shared on WhatsApp, including mobile numbers and leave information, so you always know who to contact.

Following the incident, we have also:

- Conducted a full review of emergency and monitoring procedures to identify gaps and prevent recurrence.
- Audited all emergency response systems, including “blue button” check-ins, to ensure prompt action in all scenarios and protocols for alternative emergency contact options should similar situations occur in future.
- Reinforced staff training on emergency response, resident monitoring, and post-incident care.
- Updated procedures for situations when residents miss check-ins or appointments.

The investigation process has also highlighted again the importance of residents testing their Telecare units and the remote emergency button regularly to ensure both are active.

We encourage all residents to engage with management directly with any concerns. We remain available to discuss matters in person and transparently.

Thank you for your trust and understanding as we continue to develop and improve our safety and care measures.

Warm regards,  
Riaan Gouws