

COVID-19 LOCKDOWN INFORMATION

I am sure that most South Africans listened to President Ramaphosa's address to the nation last night so this will not be new information for our Residents.

The President, in consultation with the National Coronavirus Command Council, has decided to enforce a nation-wide lockdown for 21 days with effect from midnight on Thursday 26 March until Thursday 16 April inclusive.

During this period ALL South Africans will have to stay at home.

Randjes Residents have to stay in their homes and NO visitors will be allowed onto the Estate during this time.

The following protocols will be in place from Friday 27th March:

Randjes Staff to Work From Home

In order to protect our staff members and their families, all of the Randjes staff members will be working from home for the 21 days. This includes the admin and IT teams (including reception) and the maintenance team. Our team members will be available on email and their cell phones to assist with queries and when necessary they will come into the office to dispense pocket money etc. The switchboard will be diverted to Fleming House and Security.

Maintenance

Solly and Rafeck will only respond to call outs for emergencies.

These are: Burst geyser Electrical fire Collapsed ceiling Burst underground pipe Blocked toilet/bath or sink Gas leak

Important: Always call security first as they can mitigate the damage immediately while waiting for maintenance to arrive.

Security/Nursing/Cleaning/Catering Staff

All of these staff are considered as essential services staff and will therefore continue to function during the 21-day lockdown period. We have prepared a letter that each of them will carry with them and present to the police or military personnel explaining who they are and where they work so that they can be allowed to get to work. The only team that we believe will not fall into the essential services category is Sydney and his gardening team.

Drivers

The shopping combi will only do two shopping days per week to Norwood Mall - two trips on each day as normal on Wednesdays and Fridays. 09h45-10h45 and 11h45 -12h45. There will be **NO** trips to Balfour or Killarney Mall.

We will only carry 50% of the normal capacity in the combi which means only 7 passengers plus the driver. This is to ensure that you can keep your distance from each other.

Peace will transport Residents to their doctor's appointments if they are essential visits. Please check with your doctors if they will continue to stay open during the 21-day lockdown and rather cancel any non-essential visits.

Deliveries to the Estate

Deliveries of essential items such as bread/milk/eggs/tea/coffee/basic toiletries and medication must be dropped off at the main gate. The boxes or packets will be sanitized by our security personnel, and then delivered to the relevant Resident's home. Security personnel may not enter your homes - they are to drop the parcel off on your patio or at your front door and leave. Our security personnel will be wearing masks and gloves.

Shopping Assistance for Essential Items - Tuesdays

As per our bulk sms on Monday, we started doing shopping for our independent Residents on the Estate who need this service from Tuesday the 24th March. Please get your shopping list and money to the Admin Office **before 2pm on a Monday** and Zelda will co-ordinate the Team at Admin accordingly. If you don't have the cash then we are happy to add this to your levy/rental account. Please ensure that you have sufficient funds in your account for the 5th of May debit orders.

Similarly, if you need meal/laundry/transport tickets - please call Zelda or Nitasha and we will add these amounts to your account. There is no need to have the tickets in your hands - we will keep the records and charge you accordingly on your levy/rental invoice for May.

Shopping and payment of accounts for Mid-care, Frail Care and Resthaven Residents will be done by the nurses/carers in those facilities as normal.

Food essentials from Fedics

From **Tuesday 31st March** Fedics will have basic food items on sale from the Resthaven Dining Room. Fridays and Tuesdays between 10-11am. Please **ONLY** enter at the glass sliding doors where you will be served from behind a table. We are doing this to restrict access to the Resthaven Residents. The Fedics staff will be wearing masks and gloves. Please bring a shopping bag or trolley.

The following essentials will be on sale:

- Sasko white & brown bread - R14 a loaf
- Long life milk - R16 a liter
- Eggs - R11 per half dozen and R22 per dozen
- Yoghurts - R15 per six
- Muffins - R8 each

You will sign for whatever you buy and we will reconcile and add it to your levy/rental invoice for May. No Estate transport will be provided for this shopping at Resthaven.

Resthaven Dining Room Available for Takeaways only for Estate Residents

The dining room will only be available for takeaways – *no sit-down meals will be served to Estate Residents*. Please pre-order your takeaway meals in the normal way and then you can collect them from the same pickup point at the Resthaven Dining Room. Please do not use your own containers for the meals - we will serve them in polystyrene containers. You do need to bring a carrier bag or a basket or a small cooler bag. The combi will collect and return Rotary Park Residents from the usual collection points to collect their takeaway meals.

All construction will stop

All builders will be finishing up on Thursday 26th March so no construction will be taking place during the lockdown period.

Private Carers

Private Carers are essential personnel and they must continue to take care of their Residents. During the 21-day lockdown we will allow your Carers to stay with you in your home if you would like them to. This is in fact preferable as it minimizes the risk of exposure to them, to you and their families will also be safer as a result. Please collect a Randjes letter from Reception addressed to the SAPS and Military personnel on patrol during this time – the letter explains that your carer is an essential member of staff.

Private Domestic Workers & Gardeners

Unfortunately these staff must stay at their own homes and they will not be allowed onto the Estate during the lockdown period. We ask that you please continue to pay your staff during this time.

If there is anything we haven't covered in this communication please call one of the Management Team who will be happy to assist you.

I have to have a carcinoma on my nose removed tomorrow and will be away from the office for at least a week as a result. This could not be happening at a worse time but please be assured that I, along with all of the Randjes Team, will be working from home and communicating with each other on a daily basis to ensure that our beautiful Estate continues to run smoothly and safely.

I ask that you please send your love and support to Matron Yolanda, Sister Mary, Sister Joy who will continue to be on duty during the lockdown. We need them to remain healthy and safe during this time.

In the words of President Ramaphosa last night..."In the days, weeks and months ahead our resolve, our resourcefulness and our unity as a nation will be tested as never before. I call on all of us, one and all, to play our part. To be courageous, to be patient, and above all, to show compassion. Let us never despair. For we are a nation at one, and we will surely prevail. May God protect our people"



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