

15 April 2020

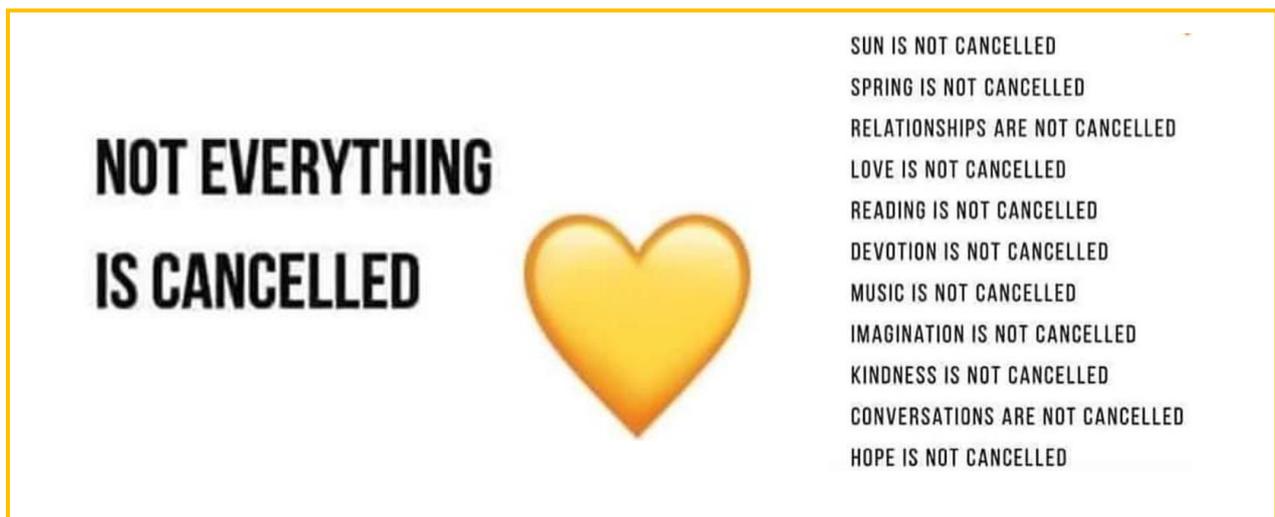
## COVID-19 Communication No. 7

Dear Randjes Residents

We were all dreading this might happen - and it did! The lockdown was extended by President Ramaphosa for a further two weeks - taking us to the end of April 2020.

We know that this will make many of you despondent and feel like this is never going to end.....but it will. We don't know when - but it will end. This extension is going to call on every one of us to dig deep and to remember that strength grows in the moments when you think you can't go on, but you keep going anyway.

We know that it feels like everything is being cancelled right now.....here are a few things that are not cancelled.....



## Flu Vaccines available

This year we administered the flu vaccine to all of our essential staff members as part of what we believed Randjes needed to do to keep these staff members and the Residents they are taking care of at Fleming House and Resthaven as safe as possible during the COVID-19 pandemic. The Residents of Fleming and Resthaven have also been inoculated and we now have just over 100 flu vaccines available to offer to estate Residents. The cost is R75 each.

If you want to get one of the available flu shots, please book your shot with **Philippine on 083 988 2906**. Matron Yolanda will be at Randjes on **Saturday 18th April from 10h00 - 13h00 at the Parrack Clinic** to administer the flu shots.

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## Feedback on various requests from Residents

1. Can a Resident drive to the outside parking at the main gate to collect their shopping from a family member?

***Absolutely yes - as long as the shopping is placed in the boot of your car and there is no contact between you and your family member/friend and you and your family member/friend wear a mask. This will also help us in that it saves Security a drive to drop off your shopping.***

2. Can the library be re-opened as people need to get new reading material?

***We can't re-open the library on a permanent basis. The following has been organized, thank you to Rosemary Crouch and the Library Committee.***

The Library will be open:

Friday 17<sup>th</sup> April 9am – 12pm

Tuesday 21<sup>st</sup> April 9am – 12pm

Please adhere to these strict regulations when visiting the library at these times:

- Only one person will be allowed into the Library at a time.
- Please wear a mask, if not wrap a scarf around your nose and mouth (you will NOT be permitted to enter if you do not have a mask/scarf).
- If queuing outside, maintain social distancing of at least 2 metres between you and the next person.
- Leave any books you are returning on the table.
- Ensure you obtain enough reading material for the next 3 weeks.
- Hand sanitizer will be dispensed at the door of the library.

3. Can Residents get some domestic assistance during the lockdown?

***Unfortunately this is not possible. The Prestige staff are only servicing Fleming House and Resthaven during the lockdown as this is considered to be essential. This is to protect the staff themselves as well as our Residents. Sadly everyone in the country is dealing with their own housework right now as this is not considered an essential service by Government.***

4. Can we relax the no walking on the Estate restriction like they are doing at other Retirement Villages/Estates?

***I spent a considerable amount of time yesterday finding out how these other retirement estates are interpreting and/or enforcing the lockdown restrictions. I have also consulted with a few legal folk including Danie Hayward, our legal Director.***

Two retirement villages/estates have indeed relaxed restrictions around the lockdown. They allow their Residents to walk anywhere on the Estate at any time, Residents can visit each other (and they can either do this by standing at the door of a friend's house or they can go inside if both parties are comfortable with this). Their library is open every day except for weekends and residents can come and go as they please. They, weirdly, cannot go to the shop on the estate (like our Spaza) but have to order by phone or email and their goods are delivered to them. Of course, in all cases they are urged to be careful.

I have also established that there are other Retirement Estates that are even stricter than we are in their application of the lockdown restrictions - i.e. their Residents may not use their laundry at all, and only takeaway meals are being allowed - no eating in their dining room at all.

I firmly believe that the approach being taken by the two retirement villages/estates is irresponsible and reckless. The legal views I obtained are that **we must not relax the rules we have in place because they are not our rules - they are the law.**

As a reminder, here are the various opportunities our Residents have available to legally walk on the Estate:

1. Walking to the Resthaven dining room to collect your takeaway meals.
2. Walking to the Resthaven Spaza to buy your essentials - bread/milk/eggs/biscuits/yoghurt etc
3. Walking to the laundry near Resthaven to drop off/pickup your laundry.
4. Rotary Park Residents can take their full garbage bags to the bins (rather than storing them in their kitchens or putting them out on the passageways)
5. Drivers can still leave the Estate to do their own shopping - and walk around the supermarket.

This last point is the one that scares me most - as it means that Residents can leave the Estate to go shopping/go to the Doctor - and by so doing they can be exposed to the virus - no matter how careful they are in their own behaviour - and they can, unwittingly, bring the virus back onto the Estate.

### **Some worrying news...**

Just yesterday many of you got the communication from Dischem @ Blubird Shopping Centre in Athol informing customers that one of their staff members has contracted COVID-19 and has been sent home to self-isolate. They have closed the store until Friday and engaged a professional cleaning service, complete with hazmat suits, to thoroughly clean the entire shop. All staff working with the positive staff member have been tested and being monitored on an ongoing basis for symptoms and those who have been in close contact are now self-isolating. Many of our Residents and staff shop at this centre - all it takes is one person to bring the virus into Randjes - this is what keeps me awake at night!

### **The Citizen reported today ...**

*"Twelve Staff members, including seven healthcare workers, have tested positive for the coronavirus at Mediclinic Morningside in Sandton, the private hospital group has confirmed.*

*The hospital has now introduced strict access measures and will disinfect certain areas.*

*Mediclinic chief clinical officer Dr Stefan Smuts said more than 100 potential contacts were tested after one of its staff members was found to have been infected, adding the 12 employees were currently in isolation."*

### **This is from News24's question and answer page ...**

*"Question – Will I be able to walk my dog? What about in an Estate?"*

*Answer – No.*

*SAPS have clarified on 29 March that this is NOT allowed. National police spokesperson Brig Vish Naidoo has said that the national disaster declaration is clear that people be confined to their place of residence, unless they are an essential service, buying goods, collecting a social grant, or seeking medical attention.*

*Naidoo said the roads, parks and other amenities of the estate do not form part of anyone's "place of residence", and is therefore strictly prohibited."*

## Wearing a mask is critical when you leave your home

It is now critical that all Residents wear a mask whenever you are outside of your home. If you do not have a mask or cannot make a mask yourself, please feel free to contact Shelley (Bev Chiplowitz's daughter) on 082 550 0793 to order a really well made and comfortable cloth mask @ R50 each. The masks should be washed every night and ironed (best way to kill a virus) before being worn again. Shelley will deliver the masks to Randjes gate and security will get them to you.



## Some Housekeeping/Admin

Please remember that Nitasha will be billing you for any groceries/meals/shopping/tickets you have consumed/bought over the last three weeks in your next levy statement.

Oxers (who read our meters every month) are unable to do this while we are under lockdown so we will have to use your previous months billing in the next levy statement.

I thought a good way to end this communication is to share some stats with you showing what some of our exceptional Team Members have been up to on your behalf during the lockdown:

**Liana** and her Team have made 741 meals for Estate Residents since the 27th March. They have sold over 70 liters of milk, 90 loaves of bread, 102 x 6 packs of yoghurt, 313 muffins, 80 x 6 eggs, 45 packets of biscuits, 281 pieces of fruit and 9 x 1 litre cartons of juice. This is of course all in addition to the daily meals they provide 3 times a day for all the Residents in Fleming House and Resthaven.

To date, **Zelda** has shopped for 64 Residents at Norwood Mall totaling approximately R14 350. Once Zelda returns with the goods she sorts the shopping according to the lists she received from you and then either she or Security delivers the groceries to your door. Zelda is taking shopping orders via email, on Whatsapp, at Reception from those who can walk there and drop off their lists and even on the telephone for those Residents who have no other way of getting their lists to Zelda.

**Clinton** and his Security Team are doing an exceptional job delivering groceries/medication as well as hand delivering our Communications to the 104 Residents who don't have email. All of which is over and above their normal contracted duties.

**Beauty** and her Team are working overtime to ensure that Fleming House and Resthaven are being kept clean and sanitized to the highest level possible so that our very frail and vulnerable Residents are kept as safe as possible.

**Yolanda** and her Team are relentless in their efforts to keep everyone under their care safe and comfortable – whilst attending to the emotional needs of their patients as well as providing that vital link between the family members who can't be with their loved ones at this time.

I could go on and mention many more – suffice to say that I am so proud and so grateful to each and every one of my Team members for the selfless acts they are performing every day.

Warmest regards  
**Gail**

