

11 May 2020

COVID-19 COMMUNICATION NO. 10

Dear Residents,

Celebrations

Sunday 10th May Mothers' Day – to all the wonderful Mothers at Randjes – we know that this Mothers' Day was really tough as you and your children were not able to physically visit each other. Thank goodness for facetime/zoom/house party as these online platforms made it possible for families to at least see each other on this special day. We do know that hundreds of Mothers' Day gifts and parcels started to arrive from Wed/Thu last week and Sunday itself turned our security staff into full time postal workers as they worked diligently to deliver the goodies to you. We hope that our little gesture of a chocolate egg and message for all the Randjes Mothers/Aunts/Grandmothers lifted your day!

Ian Crowther's poetic juices are still flowing.....

Thank you for your "Mallow" choccy.
Life is slightly "Covid rocky".
We're eating and we're sleeping less,
In Randjes, we have happiness.
Thank you also your splendid team.
Superb, Outstanding, it does seem.

Tuesday 12th May is International Nurses Day and we will be honoring all our fantastic nurses with a little gift box of goodies and a message of heartfelt gratitude to them for the unwavering commitment and bravery they demonstrate every single day in taking care of our most frail Residents in Fleming House and Resthaven and on the Estate.

One of our Residents, Rick Horwitz, has suggested that we should start paying tribute to all the essential workers at Randjes – nurses/catering/cleaning/security – by doing what many other countries/cities have been doing for some time now – showing our appreciation by standing in our doorways between 18h00 to 18h05 every day and banging a pot with a spoon as loudly as we can! This will let them know that they are true heroes and that we appreciate what they do for us. This activity will also serve as a reminder to each other that we are all still here and that is worth celebrating! I love the idea and think that a perfect date to start this activity is Tuesday 12th May at 18h00. **Come on Randjes – show your appreciation and make some noise!**

Moving house is now allowed under level 4

Government announced on Thursday last week that anyone who had purchased a house or signed a lease before the national lockdown on 27 March can move into their new house as from 8th May but under strict regulations.

1. The move must take place by the 7th July
2. The buyers must have a signed lease and a police permit

We have a few new Residents who all signed their contracts before the 27th March and who are desperate to move into their house/bedsitter at Randjes. All new Residents who make use of this dispensation will be required to self-isolate for 14 days from the day they move in. They may not walk on the Estate for any reason during this time. They will all have been granted permission to move in and Security will have been advised by Management in advance. In some cases the flooring has to be installed so our flooring contractor is permitted to do the installation – again in consultation with Management.

We are sharing this so we can avoid any consternation/concern from Residents when they see a house move taking place.

Garden Team now permitted on site under level 4

Servest, our gardening service provider, along with all other gardening service providers in SA, have been lobbying Government to allow them to operate. They have made their case based on the following:

1. Health & hygiene – long grass and garden refuse/debris is a health hazard as it attracts rodents and bugs.
2. Protection of infrastructure – electric fences/storm water drains/roofs etc need to be cleared of branches/leaves/debris.
3. Safety – garden debris/branches/twigs/leaves lying on pathways & roads create a tripping/falling hazard – particularly for the elderly.

Please therefore be advised that Sydney and his Team will be onsite from Tuesday 12th May to carry out work that falls under these areas. They will wear masks and all equipment will be sanitized regularly. They will have their temperatures taken at the gate on arrival each day. They will stagger their tea and lunch times so they can maintain social distancing on their breaks. The Gardening Team have to keep their distance from Residents so please do not engage closely with them – they would appreciate your greetings from a safe distance. Please do not ask Sydney or his gardeners to tend to or water your private gardens. Sydney and his Team can only take instructions from me.

Domestic work is NOT permitted under level 4

Beauty is being inundated with calls from Residents in Rotary Park asking her to send a cleaner to their unit. Unfortunately this is not possible as it is not permitted under the level 4 restrictions. Every independent Resident must please take care of their own domestic work under level 4.

Please stop calling Beauty as she is not able to say Yes.

Medi-Response matters

I want to re-clarify the issue relating to the costs for an ambulance pickup of a Resident by Medi-Response. All costs related to an ambulance pickup and any procedures/equipment used on the Resident during the pickup are for the Residents account. A normal ambulance pickup is R1 750 but the Randjes special rate is R1 400. Any additional costs will depend entirely on what the paramedics have to do for the Resident. These costs can be claimed back from your medical aid if you have one.

Medi-Response have asked us to remind Residents that the emergency telephone number that is featured on the lanyard around your neck is for emergencies only. Their control room has been receiving calls from some Residents about admin and other non-emergency matters. This line must be kept open for real emergencies. If you have a query, please email it to Zelda (or call her if you don't have email) and she will ensure that you get a response to your Medi-Response query.

Other news.....

Despite the lockdown, we have moved ahead with the change over of our nursing service provider as scheduled. JD Selections completed their contract on 30 April and Unique Health took over this contract effective 01 May. We have retained all of our nursing staff with the exception of 3 nurses who have decided to retire as they have either reached our retirement age of 65 or they are unwell and want to take early retirement.

This transition has been quite low key because of the lockdown conditions but as soon as we are back to 'normal', we will embark on the planned training and other initiatives that Unique Health are keen to put in place.

Thumbs up/thumbs down



A big thumbs up and thank you to all of you for complying so beautifully with the rules for walking from 10am to 2pm! We know that being able to get outside to walk and wave to your friends and to soak up the winter sun has made a massive difference to everyone's mental health and general well-being. Keep those masks on (covering nose and mouth) and keep your distance!



A big thumbs down to the handful of Residents who continue to flagrantly ignore the rules – maybe it makes you feel good but please know that it impresses no-one.

We will see each other soon! In the meantime – stay safe and stay warm and remember that you are not alone!



Warmest regards
Gail and the Team

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