

04 June 2020

COVID COMMUNICATION NO. 14

Dear Residents

URGENT AND IMPORTANT NEWS

It is with great regret that I have to inform you that Sister Joy received a call from a Department of Health staff member yesterday afternoon to advise her that one of the Resthaven Residents has tested positive for COVID 19. We believe that this situation calls for absolute transparency and we therefore share the following with you:

Len Coupe is the positive case. He is in an advanced stage of Dementia. Len has been walking at all times of the day and even as far as Rotary where he got lost and couldn't find his way back to Resthaven - but without a mask as he does not understand the rule around wearing masks. Len was taken off the Estate by his daughter a number of times in March for medical appointments with the most recent one being to his eye specialist on the 20th April. The truth is that we have no way of knowing where/how Len might have contracted the virus.

Actions we have taken thus far

Len was taken to Ampath by his daughter immediately after being informed yesterday, to be retested and we await these results – this can take up to 72 hours.

I contacted the Department of Health Sister whose team conducted the COVID tests on the Estate two weeks ago to ask how this was possible given that she had confirmed to me that all 226 tests had been negative – it would seem that there are sometimes false negatives and false positive results. She committed to try and isolate all of the Randjes tests – in particular those conducted on the Resthaven Residents and Staff – and get back to me but I have heard nothing further as yet.

The Resthaven facility was placed on hard lockdown from 15h00 yesterday and all doors have been locked with all necessary precautions in place to ensure that the fire escape doors can be opened immediately in the event of a fire. The only access into Resthaven will be via the main front door and this entrance will be manned by a Security Guard from 06h00 until 20h00 every day. The Guard's job is to ensure that the Resthaven Residents do not leave the building until it is considered safe to do so – and that only authorised staff members enter/leave Resthaven. Any deliveries of groceries/medication to Resthaven must be dropped off at the door and Sr Joy

will have these collected and disinfected by the staff before being delivered to the respective Resident.

The entire Resthaven facility will undergo a 'ULV fogging' (Ultra low volume) exercise today whereby disinfectant solution is pumped through a high-pressure nozzle throughout the premises, eliminating any existing traces of all known bacteria and viruses as well as acting as a precautionary measure for the facility. This will include all the rooms/dining room/offices/kitchen/lounges etc. The fogging will be focussed on frequently touched surfaces as well as the general working and living spaces on the premises. The Residents will be moved around during this process without compromising the hard lockdown.

Phillipine, our Estate Nurse, will be able to function on the Estate as her Resthaven office will be shut and sealed from the Resthaven corridor side once the office has been fogged. She will use the glass doors onto the lawn area as her access/egress point. She will also be wearing a full body overall with mask/gloves/goggles when she is making any Estate visits.

Sister Joy will not be able to assist Phillipine on the Estate for a while as:

- We have to rule out the possibility that she may have been exposed to the virus through her dealings with Len, by having her retested and;
- She has to focus all of her attention on Resthaven right now.

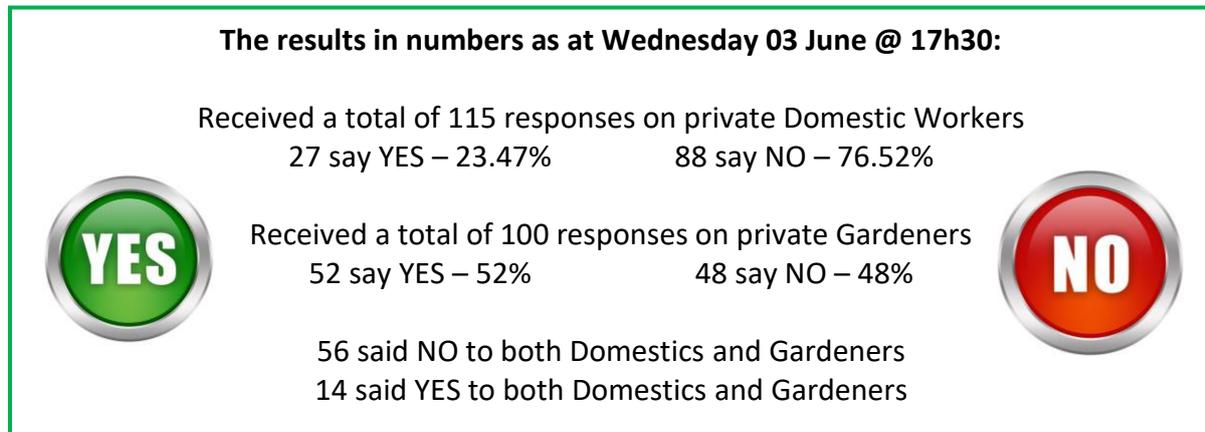
All Resthaven Residents will be taking their meals in their rooms until further notice and meals will be served in polystyrene containers with plastic utensils to mitigate the risk of contamination presented by the normal washing up process.

Several Estate Residents have been making use of the Spaza and the takeaway meals dispensed from Resthaven and we do not believe that they are at risk through these activities as they take place outside of the Residents dining room area. However, we ask that you please pay even more attention than before to the 2 meter social distancing rule and wearing of masks when you do queue for your goods. Liana's staff have been extremely well trained on the COVID safety measures and she will of course re-enforce these measures daily. We will also be erecting a secure screen across the area to separate the Residents dining room from the serving area.

It is critical that we all stay calm. This is something that was inevitable, despite the many measures we have put in place to avoid it. We must deal with it in our normal measured and professional way. Please do not participate in or pay heed to unsubstantiated rumours and gossip - we will keep you updated as we have more facts.

Survey Results - Private Domestic Workers and Gardeners Returning to Randjes

Thank you to all Residents who responded to this survey. Your responses were compelling and thoughtful and we have heard all of you. We had planned to share the results on Friday but given the news we have just shared above about the positive COVID case, we needed to communicate as a matter of urgency. Let's start with the numbers:



It was heart-warming to see that almost all of you have continued to pay your domestic workers and/or gardeners while they have not been able to work and that you are prepared to keep doing this for the foreseeable future.

It is clear that the vast majority of Residents who responded do not want to have any private Domestic Workers return to the Randjes homes for very valid and understandable reasons. Gardeners are, by and large, seen as less of a risk as they don't enter your homes.

Although we completely understand all the sincere motivations put forward by those of you who want your Domestic Workers or your Gardeners to come back to Randjes, and knowing that the Level 3 regulations say they may return to work, we are not comfortable for this to happen just yet. The employers of these workers are not living in stand-alone homes in a suburb and we believe that Government has passed these regulations with any thought being given to retirement homes or communities. Randjes is a closed community of elderly and highly vulnerable people and that means that as Management we have to make decisions that are for the benefit of the entire community – irrespective of how unpopular this will make me/us. Bringing many more workers onto the Estate at this time would be irresponsible.

We do have a solution!

It is important to remember that Prestige staff have been operating on the Estate as essential workers since the lockdown was implemented on the 27th March and landscaping companies like Servest, were recognised as essential workers under Level 4.

Both Prestige and Servest have spare capacity – either due to all our communal facilities being closed due to the lockdown or because it is winter and our communal gardens need less time and attention than in summer. So.....

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Domestics

A team of 5 of our on-site Prestige cleaning ladies have been assigned to provide the cleaning services to all Residents who have indicated that they need them. This includes the cleaning services of all the Rotary Park rental units for those Residents who would like them to do so. Beauty will draw up a schedule from the responses we have and get her ladies to start with these homes first.

- 1 hour sessions will be provided for bedsitters and 1 bedroom units.
- 1.5 hour sessions for 2 bedroom units.
- 2 hour sessions for 3 bedroom units

Life Right residents must provide the cleaner with all necessary cleaning materials and equipment.

Cleaning will only take place Mondays to Fridays and during working hours 08h00-15h30.

The ladies cannot be used privately/after hours/weekends during this period. No payment is to be made to the cleaners as these duties will form part of the Prestige/Randjes contract.

All sessions will be on a bi-weekly basis and take place on a strictly scheduled basis. The schedule will be managed by Beauty and will be shared the moment it is finalised. The cleaning services will begin on Monday 8th June.

The team will perform the following cleaning duties:

- ✓ Washing/vacuuming of floors and carpets
- ✓ Wiping/dusting of all visible surfaces
- ✓ Deep clean of the toilet/basin/shower and shower floors

The ladies will not:

- × Wash your clothing or linen – please use the laundry for this or your own washing machine if you have one
- × Wash dishes
- × Wash windows – these are done twice a year by Prestige



COVID Safety

- The cleaners will wear masks and goggles at all times while in your homes.
- We have arranged that they travel to work in their civilian clothing and will change into 1 of 2 uniforms kept at Randjes. These will be washed every day, so they have a fresh new uniform at the start of each day.
- The ladies will wash their hands with soap and hot water thoroughly on arrival in your home and again when they leave.
- You need to supply hand sanitiser which they will use regularly in your home.
- It is critical that you maintain 2 meters social distancing from the cleaner at all times – and if this is difficult to do in the smaller homes then please sit on your patio or balcony or in your garden if necessary. We need to keep you and the ladies as safe as possible.

We absolutely know that this is not the same as having your beloved domestic helpers back and having them do many of the things that they have been doing for you to make your lives easier – but we believe that keeping your homes clean and hygienic is the priority at this time and we are sure that you will agree with this.

Gardeners

Sydney and his team of 9 gardeners have now completed the initial big clean-up of our communal gardens, mowed all the lawns and cleared all debris from the electric fence, drains etc. Given that the winter months mean less mowing and more maintenance of our gardens, we will be using the 10 man team to take care of all the gardens on the Estate for the next two months or so.

Sydney will be given the list of the Residents who have indicated they would like their gardeners back and he will allocate his gardeners accordingly.

Each gardener will spend 1 hour on a private garden every Wednesday to start with. If we need to increase this by one more day we will do so.

The work will be aimed at tidying and cleaning up the gardens – so that our Estate continues to look beautiful and well maintained.

Again, we ask that you please stick to the 1 hour time slot you will be allocated and that you do not overwhelm Sydney with requests for additional work. He will know when/where to allocate slightly more time.

All the gardeners will wear masks at all times and we ask that you maintain the 2 meter social distancing when they are in your garden – this is very easy to do as you just need to stay inside.

We trust that these solutions will be seen as fair and reasonable at this very challenging time in our lives.

Warm regards



Gail