

2 March 2021

COVID COMMUNICATION NO. 01 of 2021

Dear Residents,

The announcement by President Cyril Ramaphosa on the evening of Sunday 28 February that South Africa is moving to Level 1 Lockdown restrictions is a welcome one and one that requires all citizens to act with greater responsibility to ensure lives are saved and economic activity takes place safely.

It requires all of us to act responsibly to protect ourselves, our loved ones and our fellow residents from becoming infected and possibly falling ill. Personal responsibility is paramount now in avoiding hospitalizations and saving lives. Covid-19 is still with us and we cannot rule out the possibility of a third wave.

One of the most important restrictions to be lifted under Level 1 is the lifting of the ban on family visits to our Residents in Fleming House and Resthaven. Therefore, with effect from Monday 8 March 2021 we will re-open visiting to our care facilities. Please take note of the following important information:

- We still cannot allow visitors into the Fleming House or Resthaven facilities themselves and by the same token we cannot therefore allow the Residents of these facilities to now start socializing either on or off the Estate.
- Visits to our care centers must be planned and pre-arranged (as per current Gov. requirements) via email ONLY with Matron Jayne on jayne@randjesestate.co.za or Sister Janine on fleming@randjesestate.co.za
- A schedule of visitors is given to our Security Team every morning and if you are not on the list for that day security cannot grant you access to the Estate – so pre-arranging your visits, in advance, via email, is crucial so we can ensure that you have a seamless experience at our entrance.
- **Important** - Matron Jayne and Sister Janine cannot take calls or reply to WhatsApps to arrange visits or to change visiting times – this is just too disruptive to their daily responsibilities and duties.

Frail Care – family members/friends from outside the Estate are now permitted to visit their loved ones through the glass on the Frail Care patio – according to their pre-arranged time and day. The wearing of masks and staying at least 2 meters away from each other is not negotiable.

Residents from the Estate are welcome to visit their friends in Frail Care on Tuesdays and Thursdays – between 08h30 and 11h30. The afternoons need to be kept open for family members who can only visit in the afternoons due to work hours. Please make arrangements via email as above. These visits are restricted to 30 minutes per visit. **Unfortunately friends from the Estate may not visit on weekends at this stage as we are unable to monitor these visits and weekends are when most families visit their loved ones.**

Mid-care – family members from outside the Estate may visit their loved ones on their patios if they have one. The wearing of masks and staying at least 2 meters away from each other is not negotiable. Mid-care Residents without their own patio will be able to receive their family members at the Mid-care dining room extension and will visit through the windows. There will be signage indicating where to go for your visits and seating will be provided. *We ask that you please do not move or use the patio table and chairs under the covered patio as these are used daily by our Mid-care Residents.*

Windows will be open to allow better communication but we must ask that visitors do not insert any part of their bodies through the windows. These visits must be pre-arranged via email as mentioned above.

Residents from the Estate are welcome to visit their friends in Mid-care on Tuesdays and Thursdays – between 08h30 and 11h30. The afternoons need to be kept open for family members who can only visit in the afternoons due to work hours. Please make arrangements via email as above. These visits are restricted to 30 minutes per visit. **Unfortunately friends from the Estate may not visit on weekends at this stage as we are unable to monitor these visits and weekends are when most families visit their loved ones.**

Resthaven – family members may visit with their loved ones on the outside patio at Resthaven. Residents and visitors must wear masks during the visits. These visits must be pre-arranged with Sister Joy via email on resthaven@randjesestate.co.za or on 011 887 7319 to avoid there being too many visitors on the patio at one time. The garden area can also be used as long as the 2 meter social distancing and mask wearing is adhered to by all parties at all times.

Residents from the Estate are welcome to visit their friends in Resthaven on Tuesdays and Thursdays – between 2pm and 4pm. These visits must be pre-arranged between the Estate Resident and the Resthaven Resident. The visits will be restricted to a maximum of 30 minutes per visit. If there are visitors from outside the Estate on the patio when you wish to visit your Resthaven friend, you will be required to use the garden area for your visit. **Unfortunately friends from the Estate may not visit on weekends at this stage as we are unable to monitor these visits and weekends are when most families visit their loved ones.**

Visitors to Independent Estate Residents

Family members and friends visiting our independent Residents have not been restricted under level 3 except for the 6pm curfew that we had in place. This curfew will no longer apply from Thursday 4 March. We urge our Residents and their family members and friends to remain vigilant and to continue to adhere to all of the Covid-19 rules and safety precautions. Taking personal responsibility is crucial.

We thank you in advance for your co-operation and compliance with the rules for visiting your loved ones and friends in Frail, Mid-care and Resthaven.

Let's do whatever it takes to stay safe and to keep each other safe.

Warmest regards

Gail Kruger
General Manager

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