

COVID

Are we as safe in our villages as we think?

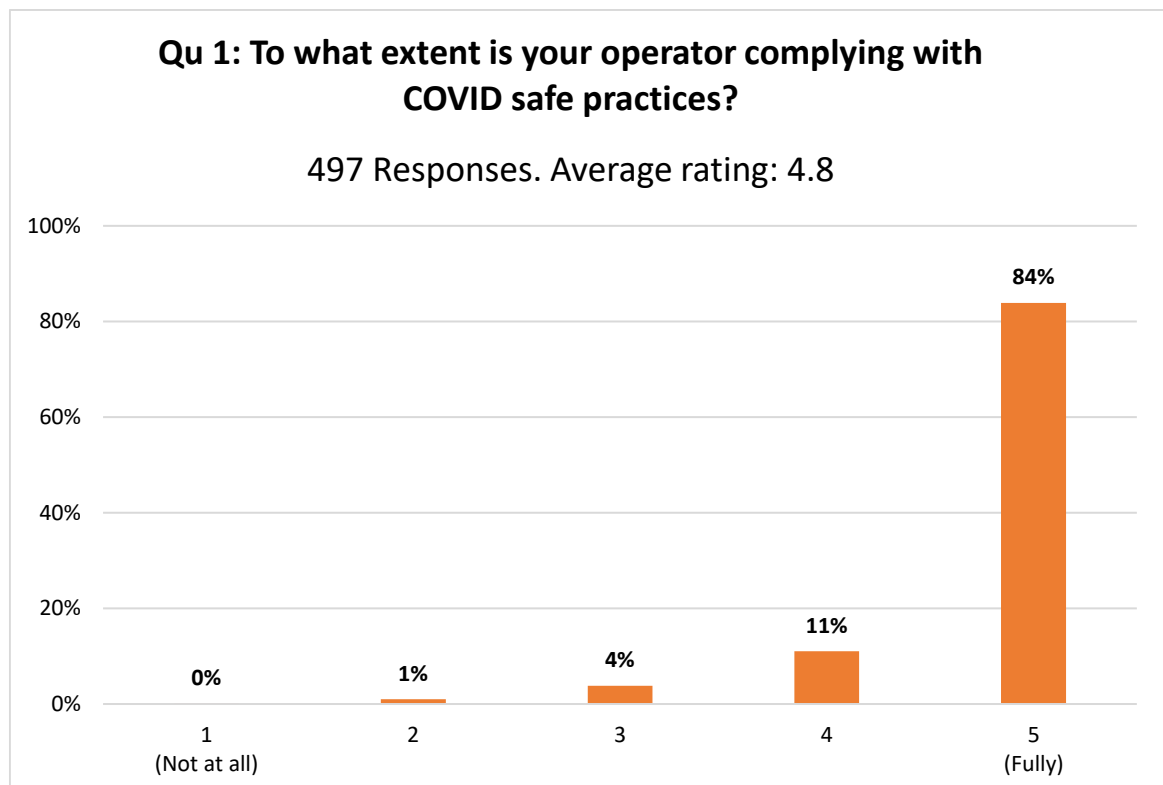
Overall, retirement villages have done well throughout the COVID crisis.

Operators and residents' responses to risks posed by the virus and to the Chief Health Officers restrictions have, with some exceptions, been good. As a result, we have had reason to feel our villages are good places to live in during a pandemic. Of course, some of us feel the restrictions harder than others, and some object to losing freedoms.

Nevertheless, RRVV is aware of anecdotal evidence suggesting that compliance with the restrictions slipped during the recent lockdown. To better understand the situation, we conducted a short online survey from 25 August to 2 September 2021.

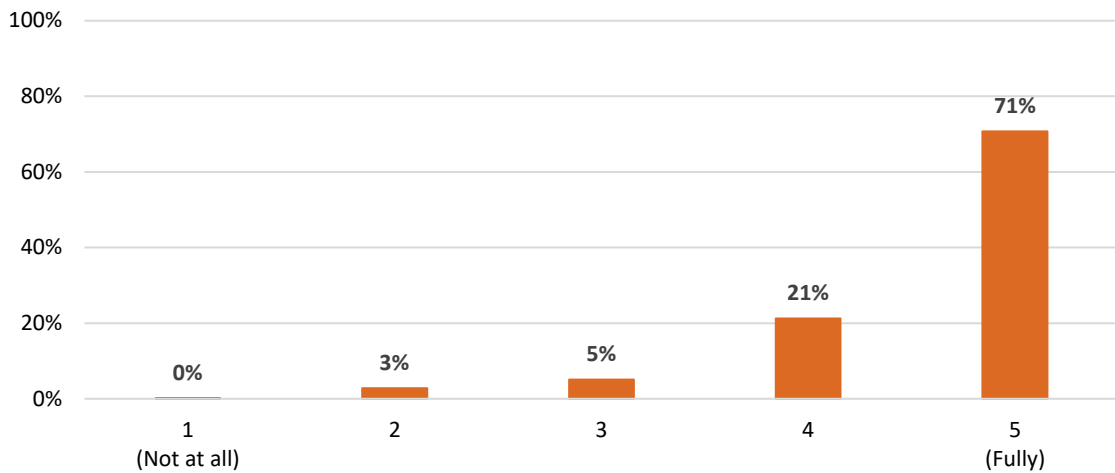
We emailed members who have provided us with an email address a link to a four-question questionnaire on village COVID safe practices. We also supplied an opportunity to comment.

Five hundred and five members responded. We present the results below.



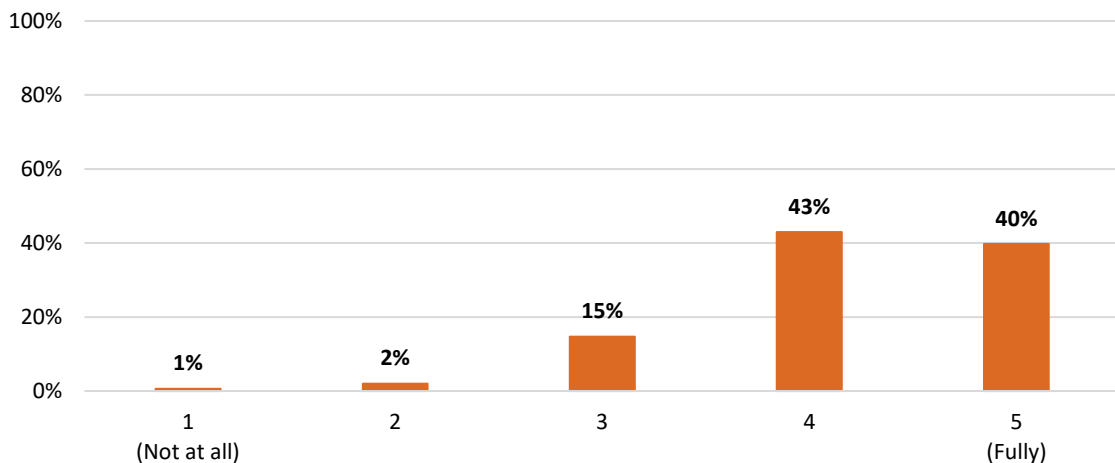
Qu 2: To what extent are your operator's employees and contractors complying with COVID safe practices?

495 Responses. Average rating: 4.6



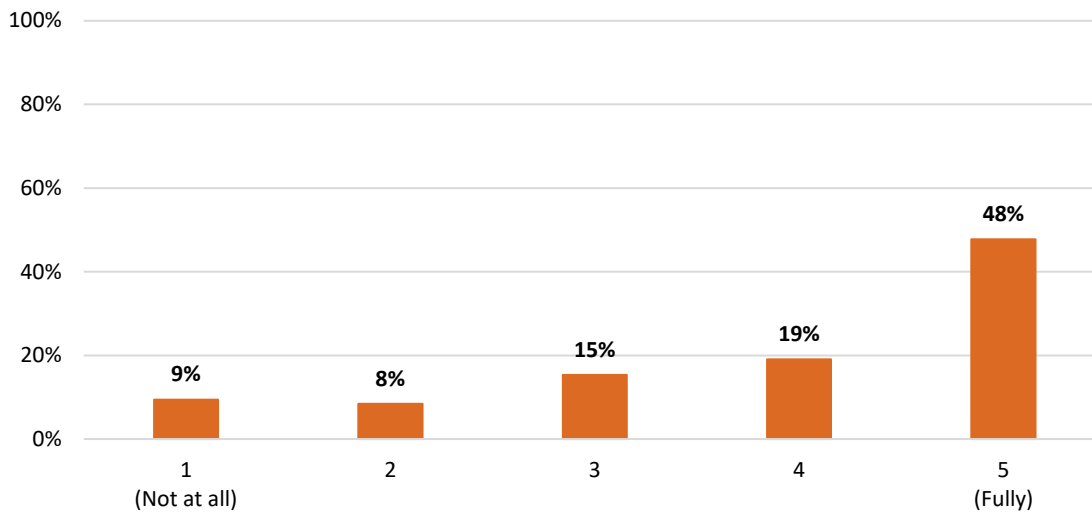
Qu 3: To what extent are your fellow residents complying with COVID safe practices?

496 Responses. Average rating: 4.2



Qu 4: To what extent does your operator care about the effect of a lockdown on your mental health?

488 Responses. Average rating: 3.9



Two hundred and thirty respondents also supplied comments in the space provided. We reviewed all the comments.

We do not have similar COVID safe practices information from earlier lockdowns, so we cannot make the direct comparisons that would allow us to comment on the suggestion that compliance with the restrictions had slipped.

The results presented above and the write-in comments allow us to make the following findings on resident assessment of village compliance:

1. The overwhelming majority of operators fully follow COVID safe practices
2. Most operators' employees and contractors fully follow COVID safe practices
3. Only 40% of residents fully follow COVID safe practices.

Residents' answers to the question on the extent of operator care about mental health, and the write-in responses suggest they want operators to do more to help us keep our spirits up.

RRVV trusts the Chief Health Officer's recommendations. So, we believe that the extent of less than full compliance revealed by the survey suggests that some of our villages are not as safe as they could be. Operators must accept responsibility for their failings, but much of the required corrective action is up to us.

The write-in comments highlight where we might improve compliance: visiting other units, mask-wearing, social distancing, and following the carers exemption rules.