

# WCG COVID-19 Readiness

**Alert Level 3**

Adapting to the “new normal”



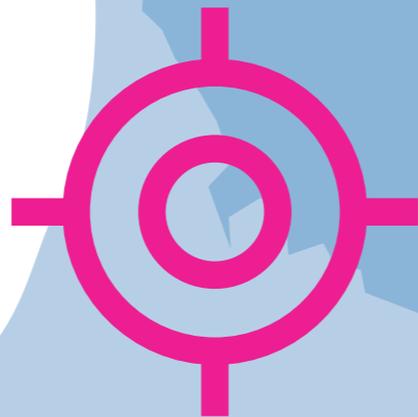
Western Cape  
Government

**Keep Safe. Save Lives.**  
For more visit: [coronavirus.westerncape.gov.za](https://coronavirus.westerncape.gov.za)



## We have developed a targeted hotspot strategy to slow the spread of Covid-19

The Western Cape has adopted a targeted hotspot strategy that goes beyond district level. This strategy allows more of the economy to open, preventing a severe humanitarian crisis from unfolding at the same time as the virus, while simultaneously intervening rigorously to slow its spread.



Using specialised data, we are able to focus the entire impact of our government on specific areas where the virus is spreading, to slow it down and protect vulnerable people.



The coronavirus is going to be around for some time, and we need to adapt to the “new normal”. This requires that every single person, family, community, business (big, and small) plays their part to slow the spread. When we keep ourselves safe, we keep other vulnerable people, who might get very sick, safe too.

# So far:



## R725.5 million

was committed towards COVID-19 related expenditure across the Western Cape Government.



Our dedicated Coronavirus Provincial Hotline has received a total of

**28 500 calls**  
since 16 March 2020.

On average, it receives

**500 calls a day.**

Our WCG Call Centre went from receiving

**400** calls on average  
a day,

to **14 000** calls a day

as the humanitarian impact of the lockdown was felt.



Projections show that over

**200 000 jobs**

are going to be lost in the Western Cape alone due to the lockdown and "Alert Level 4" restrictions, even with the gradual lifting of restrictions over time. The situation will be even worse if we stay on Alert Level 4, and businesses are forced to stay closed.

What follows is a summary of our preparedness to move to Alert Level 3.



# HOSPITAL CAPACITY

We are well underway with the conversion of the Cape Town International Convention Centre into a temporary hospital facility - **that will provide 850 additional beds at the peak of the pandemic.**



This facility will include 4 wards, and a mixed staffing model of temporary appointments, temporary re-deployments, agency staff, and volunteers.



It is estimated that **200 admissions and 200 discharges** will be managed per day during the COVID-19 peak.



We will open additional temporary hospitals along the R300 in the Metro, in Khayelitsha and in the Cape Winelands, that collectively provide an additional **616 beds**.

By de-escalating non-essential operations at our healthcare facilities, we have made available

**2 162 general care beds**

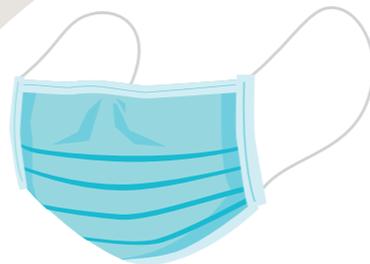
(includes 658 through expansion) and

**150 ICU beds**

that exist in central and regional hospitals across the province.



**18 testing and triage centres**, of which **12 are already operational**, have opened to provide additional support at hospitals.



We have ordered **R350 487 835.00 million** worth of **PPE** so that our healthcare workers have the protection they need to care for every sick person.

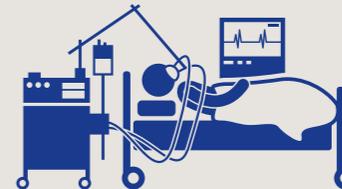
We aim to procure **R550 million worth of PPE** over the course of the pandemic.

**3888 Community Health Workers**

are operating across our province, with a **further 464** due to start work soon.

**We have recruited 1 645 volunteers** to support our healthcare workers during the peak.

We have **432 ventilators** and have ordered an **additional 100 ventilators** to be used at the peak, and use our current piped medical gas for high-flow oxygen treatment.



We have **19 quarantine and isolation facilities** available offering **2 365 beds**.

We are activating an **additional 9 facilities** which will realise an **additional 2 292 beds**.



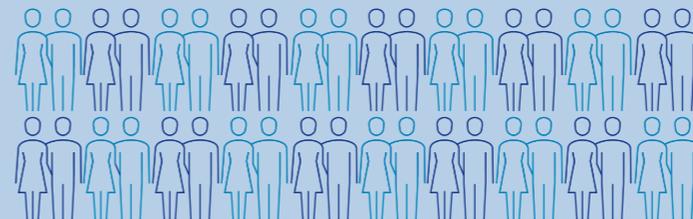
# TESTING AND SCREENING

The number of tests conducted from 1 April to 18 May

has increased by **1 182%.**

This represents a testing ratio of  
the highest in the country.

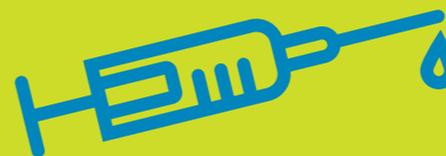
**1 347.27 per 100 000.**



We have screened

**473 348 people,**

and referred **12 095** people  
for testing using our targeted hotspot approach.



In the public sector, we have provided

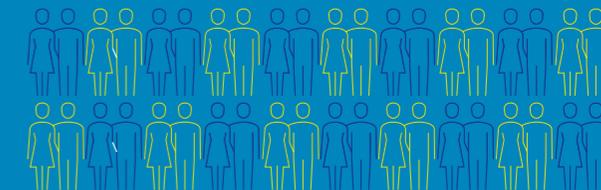
**86 129 flu vaccinations**  
to date.

**65 670 vaccinations**  
to vulnerable groups and  
**20 459 vaccinations**  
to healthcare workers.

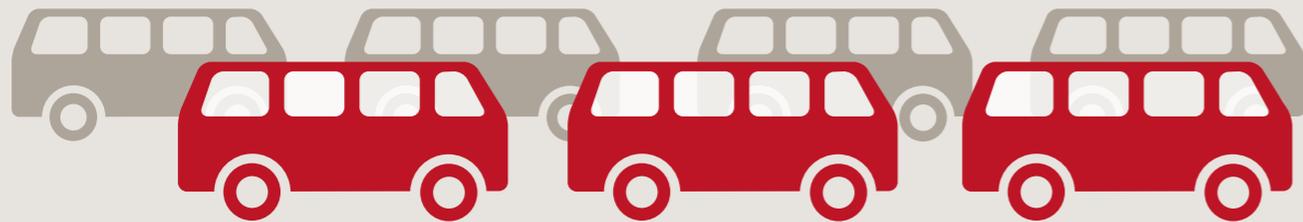


**62 200 people**

have been assisted with screening using  
our **online screening tool.**



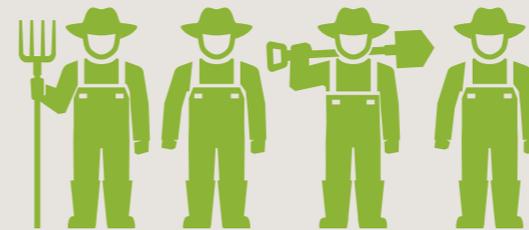
# ESSENTIAL SERVICES SUPPORT



Our **Red Dot Transport Service**, through **100 minibus taxis**, will transport healthcare workers home when their shift ends at 19:00.

The Red Dot Transport Service will also **safely transport those who test positive for COVID-19** to facilities if they cannot isolate safely at home and others to quarantine facilities.

We have approved protocols for the **transport of essential seasonal workers** in the agriculture sector from the Western Cape to other provinces. The guidelines stipulate which documentation should accompany every essential worker and the health and safety requirements for owners and drivers of minibus taxis.



We have met with key stakeholders in the **agricultural sector**, including Agri Western Cape, Hortgro, VinPro, the African Farmers Association of South Africa, SATI and the Prestige Workers Forum to ensure a joint-up approach to fighting the pandemic.



**100 000 cloth masks** have been distributed to agri-workers across the province.

**35 198 face masks** have been distributed to agri-workers in the Witzenberg region, specifically.

We have also facilitated a donation of **1000 litres of hand sanitiser** produced by the repurposed Distell's Monis Production Plant.



A partnership with Distell has enabled us to allocate **150 litres of hand sanitiser** to the Cape Winelands District Municipality.

Communication material for agricultural communities have been created and have assisted in amplifying messages in rural communities through radio.

# BUSINESS SUPPORT



The COVID-19 Content Centre for business was launched to support businesses to ensure business continuity during COVID-19, from understanding the regulations to opening safely, from accessing funding, to learning from best practice.

[www.supportbusiness.co.za](http://www.supportbusiness.co.za) / [supportbusiness@wesgro.co.za](mailto:supportbusiness@wesgro.co.za)

• We have assisted in preparing businesses for the “new normal” through COVID-19 health guidelines on how they can prevent the spread of COVID-19 in the workplace, and what to do if an employee displays symptoms or tests positive. <https://coronavirus.westerncape.gov.za/>

• We have produced information material such as posters and decals for employers to utilise in the workplace to remind people about health guidelines.  
• [coronavirus.westerncape.gov.za/resources](https://coronavirus.westerncape.gov.za/resources)

A dedicated **online PPE marketplace** was launched with the City of Cape Town and Wesgro, in partnership with FNB/RMB, to assist businesses to obtain the necessary PPE to protect employees.

It provides a single place for small and large PPE manufacturers to promote their product ranges, and for businesses to secure masks and other PPE. [www.supportbusiness.co.za/marketplace](http://www.supportbusiness.co.za/marketplace)



!!!  
An online form was made available to the public to submit any complaints against businesses not complying with COVID-19 health and safety guidelines. **coronavirus.westerncape.gov.za/covid-19-business-safety-complaint-form**

**#GoDigitalWC** weekly webinar series was launched to bring leading experts in digital technology and business transformation to present ideas and advice for SMMEs on how to adapt and innovate during the COVID-19 crisis.



**JUMP** smartphone app for entrepreneurs was launched to assist existing and potential business owners in the Western Cape to get all the resources they need to start, scale and grow their companies. [bizjump.co.za](http://bizjump.co.za)

We have made available a large number of free digital skills training courses online through the **I-CAN Learn** platform.



We called for digital and technology experts to volunteer for the Tech Volunteer programme which aimed to match experts with businesses who need digital expertise. We are currently in the process of matching businesses with the relevant tech experts.

.....  
To help businesses navigate and access support funds available to them, together with Wesgro and the City of Cape Town, we launched the COVID-19 support finder. [www.supportbusiness.co.za/covid-19-support-finder](http://www.supportbusiness.co.za/covid-19-support-finder)

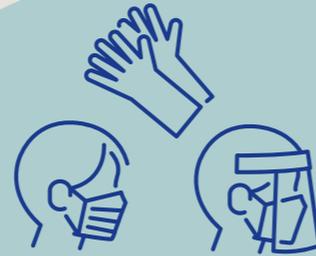
# SAFE TRANSPORT



In addition to the **Red Dot Transport Service**, we have launched a new USSD “quick code” system enabling public transport users to send free feedback using their cell phones.

To date, **355 responses** have been completed. The code enables the Department to establish whether public transport operators to comply with regulations and best practice.

Public and transport operator education in partnership with bus operators and taxi associations has been taking place, establishing an effective system for monitoring COVID-19 hygiene in public transport interchanges.



PPE has been distributed to public transport operators, as well as support provided to others to access a supply of PPE.



A donation of **10 000 litres** of hand sanitiser was facilitated from Distell to the MBT industry, along with 500, 500ml units of hand sanitiser from SA Taxi Finance and from DMC Source to the MBT industry.

# PUBLIC AWARENESS



Nearly **1 million users** have visited our dedicated coronavirus website, currently being zero-rated.

We developed an **online dashboard** that provides transparent data on the number of COVID-19 cases, recoveries, deaths and number of tests. This data is going to be shared down to ward level.



We have run ads on social distancing, good hygiene, and what to do when sick, in over **3500 radio slots**

on over 29 regional and community radio stations in all 3 languages of the Western Cape.

Facebook ads on all key behaviour change messages have reached over **3 million individual users**.



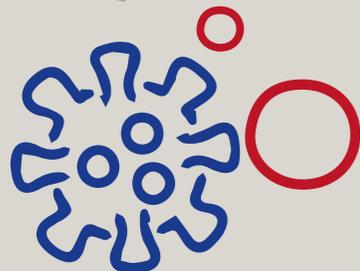
Over **1.8 million pamphlets** have been delivered across the Western Cape. In Dunoon alone, some 12 000 pamphlets were distributed by our Department of Human Settlements.



We have established a Faith Based Organisation network to ensure that we are able to share information with these organisations.



# DISASTER MANAGEMENT



Our Disaster Management Joint Operations Centre operates 24/7 a day, focusing on COVID-19 prevention and mitigation. So far, it has:

- assisted in repatriating more than **6 000** foreigners from Cape Town
- managed the dedicated **Provincial Hotline** since mid-March assisting residents who believe they might have COVID-19
- mapped critical infrastructure, including health facilities, isolation and quarantine sites, feeding points etc.
- assisted in the planning for quarantining and isolation

The Centre also coordinates preparations for major **escalation scenarios** that might occur during a disaster.

# SUPPORTING MUNICIPALITIES

We ensure that the **delivery of basic services** in all municipalities continue, by:



ensuring that frontline and essential workers are operational



improving basic water supply in high density informal settlements

All district municipalities have embarked on programmes to clean public open spaces.



A **R16.2 million** Local Government Support Grant was distributed to municipalities aimed at augmenting and supporting the current humanitarian initiatives.



Support has been provided to homeless people in municipalities across the province.

# LAW ENFORCEMENT

All law enforcement has been under the joint command of the South African Police Service and the SANDF, including Metro Police:



In hotspot areas, we are working with all law enforcement role-payers to ensure compliance. This has included **integrated roadblocks, vehicles checks, and deployments.**



## 500 LEAP officers

have been deployed to the SAPS clusters, and they were involved in over **1 300 operations** during this reporting period.

We have taken a stand **against police brutality** and inefficiencies to ensure proper accountability during this time.



We are working with the City of Cape Town and all municipalities to deploy accredited **Neighbourhood Watch** members as disaster risk management volunteers to assist in tasks such as queue management. Trained peace officers and Chrysalis Academy graduates have also been deployed.

# ENVIRONMENT AND WASTE MANAGEMENT



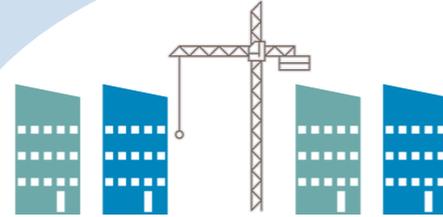
We have developed a Protocol to deal with **waste from households** with COVID-19 cases that includes measures to ensure greater protection of waste workers and households from infected waste.



All municipal waste workers are provided with **appropriate PPE**.

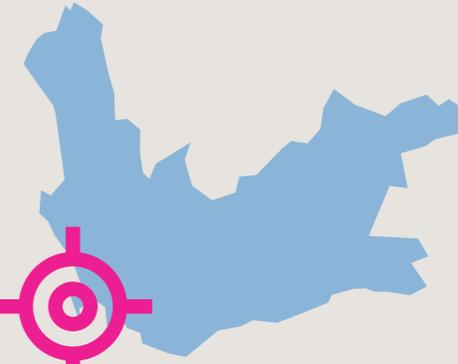
A **relief programme for waste pickers**, in the form of food vouchers, has been rolled out with the support of National Government.

The province has four **licensed health care risk waste treatment plants** including two incinerators where this waste is taken. In addition, there are **71 operational waste disposal facilities** across the province, of which 1 is a high hazardous waste disposal facility.



We have engaged our stakeholders in the Spatial Planning and Land Use Management Sector and also in the Environmental Sector to assist in the municipal domain and private sector. This should facilitate processes for Planning and Environmental applications, **to enable post-lockdown property development and construction activities.**

# VULNERABLE COMMUNITIES



We have identified land and existing pipeline projects in close proximity to hotspot areas in order to plan and **fast track assistance for communities** in hotspot areas.



We have identified high density, high risk informal settlement areas and have commenced planning to **assist these areas**.

- This includes Dunoon, Kosovo and IThemba.

We have assisted municipalities and the Department of Water and Sanitation to identify areas of **water shortages** across the province.

- 615 water tanks have been delivered.
- 14 water tankers are in use.

The City of Cape Town has at its own cost purchased and installed **93 water tanks**.

# HUMANITARIAN SUPPORT



Municipalities across the Western Cape have provided humanitarian relief to vulnerable residents.

## Over 1.2 million meals

have been provided to children across the province through our emergency school feeding programme.

## 134 515 food parcels and nearly 200 000 daily cooked meals

have been provided to beneficiaries in the province by a combination of civil society organisations, faith-based organisations, private donors, SASSA, the Solidarity Fund, the Provincial and National Departments of Social Development, the Western Cape Education Department, municipalities and businesses.



**20 shelters for survivors of Gender-Based Violence** are currently being funded.

**110 old age homes** have been given additional PPE.

The Department of Social Development funds

## 27 shelters with 1 499 bed spaces,

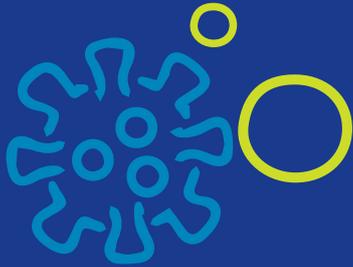
providing **three daily meals, social workers and social auxiliary workers.**



- The Department is also working with NGOs to provide extra mattresses, food, and care packs to the poor. For the lockdown period, an additional family shelter was established to provide accommodation for up to 120 family members.

Our humanitarian support will become unsustainable over time on our current budgets, as more people lose their jobs. We simply cannot ignore the impact of this on the health of people, especially vulnerable people, into the future.

This is why, given our robust health care system preparation and rigorous intervention in hotspots, we must open more of our economy over time.



**Keep Safe. Save Lives.**

For more visit: [coronavirus.westerncape.gov.za](https://coronavirus.westerncape.gov.za)



Western Cape  
Government