



**social development**

Department:  
Social Development  
**REPUBLIC OF SOUTH AFRICA**

# **DEPARTMENT OF SOCIAL DEVELOPMENT PUBLIC CONTAINMENT MEASURES FOR COVID-19**

## **1. BACKGROUND**

1. Following President Cyril Ramaphosa's announcement on COVID19 yesterday, minister met with the Department, SASSA National Development Agency and the South African Council for Social Service Professions. The purpose of the meeting was to concretise the Containment plan for the sector through proper implementation of prevention and mitigation strategies to combat the spread of corona virus infections (COVID-19).
2. This plan serves to raise awareness of the presence of the novel COVID 19 Virus globally and its potential effect on employees, families, and community members. The plan also provide guideline on what Provinces must do to ensure continuous service delivery without compromising the health of beneficiaries we serve.
3. The Employee and beneficiaries' health, safety and well-being during this time is paramount. This plan seeks to inform District and Regional Management of measures to be taken to protect the wellbeing of employees and beneficiaries.
4. DSD Sector (DSD, SASSA AND NDA, Social Services Professional Council) as employers need to be proactive in protecting its communities, employees and minimize the impact of COVID 19 to ensure continuity of services. The detail hereby under are some of the proactive steps that must be implemented, which are subject to change as the situation evolves.

## **2. THE DEPARTMENT OF SOCIAL DEVELOPMENT STATUTORY SERVICES REGULATIONS**

The Department of Social Development will:

- Render psycho-social support to infected and affected persons and their families
- Render integration and re-unification of persons who have been isolated or placed under quarantine to prevent stigmatisation.
- Monitor behavioural change of persons declared healthy through random screening
- Early Childhood Development Centres as of 18 March until after Easter will be closed. All ECDs to close same time as schools,

- The Minister of Social Development will engage church leadership (NPOs) registered in terms of the NPO Act 1997, (Act 71 of 1997 as amended) in dialogues to ensure that there is a buy-in for the implementation of this Regulations.
- All relevant stakeholders and the Departmental staff will be restricted from visiting all DSD facilities including Child and Youth Care Centre (CYCCs), Shelters, One Stop Centres, Community Nutrition Development Centres, Treatment Centres should be restricted (banned) as of 16 March until further notice in terms of the directives provided for suspension of visits to correctional services by the President
- All Old Age Homes (Luncheon Clubs for Older Persons) and Non-Profit Organisations providing services be it statutory and non-statutory must apply hygienic protocols prescribed by department of health
- All essential services including SASSA pay-points as declared must implement good hygiene measure recommended by Department of Health/ safety measures protective, clothing and sanitizers be provided to all employees
- All Social Workers at DSD Command Centre will be provided with information and training on COVID-19 to disseminate accurate information to their colleagues and the public.
- DSD will provide psychosocial support services to all affected, infected people and their families.
- DSD will ensure that they cooperate with other Departments and role players to promote better coordination in preventing and responding to cases.
- Since the President has declared COVID 19 a national disaster which means that the Disaster relief fund through the Fundraising Act will be made available. SASSA is considering staggering of payments to avoid large numbers of people at South African Post offices. This is in line with the disaster management plan regulations.
- This plan cover both staff and the public as a strategy to contain the corona Virus in the Social Development Sector.

### **3. PRACTICAL STEPS TO BE IMPLEMENTED BY EACH OFFICE OF THE DEPARTMENT**

#### **3.1. OCCUPATIONAL HEALTH AND SAFETY**

- Place sanitizers at the entrance of every offices i.e. head office, regional, district and local offices.
- Request all persons, including employees, to sanitise their hands before entering the office.
- Provide employees who have face to face interaction with beneficiaries or clients with masks and sanitizers. These include the front line staff in local offices, receptionists etc.
- Security personnel to be issued with masks and disposable gloves.
- Where no sanitizers are available, request beneficiaries visiting the office to first wash their hands. Make sure that all bathrooms/ toilets have soap and running water all the time.

- Cleaning service provider must clean (with disinfectant) high traffic areas at least three times per day.
- Employees is encouraged to wash their hands as often as possible.
- Avoid shaking hands, hugging and kissing.

### **3.2. OBSERVATION ROOM**

- Establish Observation Room must be established in all DSD offices and must appropriately equipped
- Identify a volunteer to manage the Observation Room, preferably an employee who has medical or fist aid knowledge. Liaise with your local Health Department to obtain further guidance in this regard.
- Ensure that only identified and trained Observation Room Attendant/ Assistant come into contact with any employee who present the symptoms of the virus. Consult with your local Health Department regarding guidance on how to handle suspected cases of the virus. This will include guidance on the referral and transportation of these employees to health institutions.
- The Observation Room must only be accessible to the designated employee.

### **3.3. COMMUNICATION**

- Employees are implored not to panic, but cooperate with management in its attempts to contain the virus and prevent the spread.
- Head Office Communications will issue daily updates on COVID 19, but additional messages may be communicated as and when the need arise.
- Communication messages will be posted on notice boards and employees are encouraged to read these to ensure their safety.
- A discussion Forum will be established on the intranet to enable employees to pose questions or share ideas and information. Employees are invited to participate as this forum might provide insight that can preserve lives.
- All employees are requested to provide their mobile numbers to facilitate communicate in case on an emergency.
- Different Units are requested to create WhatsApp Groups to ensure effective dissemination of information in case of an emergency.

### **3.4. BUSINESS CONTINUITY**

- All Managers and Supervisors must identify critical functions within their areas of responsibility and identify additional staff and train them to ensure continuity in service provision in case the incumbents of the posts have to be quarantined.
- ICT must conduct an audit of the available ICT enablers i.e. laptop and 3G cards. These will be made available to employees who are expected to perform official duties while in quarantine.
- The Skype Facility must be made available to all members of the Senior Managers to enable them to conduct meetings where necessary.

### 3.5. LEAVE ARRANGEMENTS

- The existing leave policy does make provision for special leave in cases where an employee has to be isolated. No employee (infected or suspected to be infected) should be denied leave.

### 3.6. SUSPENDED FUNCTIONS

- Community dialogues, outreach and visits are suspended
- Customer services for NPOs at the national office in Pretoria will not exceed five clients at a time
- Meetings with more than 100 people are suspended.
- Managers are requested to use and share the skype facilities to enable communication between offices. Alternatively, teleconferencing should be used for meetings.

## 4. DSD SECTOR DETAILED PLAN

### THEMES AND ACTIVITIES

WORK STREAM/OUTPUT	KEY ACTIONS	RESPONSIBILITY	TIME LINE	BUDGET	FEEDBACK/UPDATE
PSYCHOSOCIAL SERVICES	Provinces to establish psychosocial support teams per district <ul style="list-style-type: none"> <li>• The teams must be comprised of social workers, child and youth care workers and social auxiliary worker as per norms and standard (1: 30)</li> <li>• The psychosocial support services will be provided in the quarantine centres per district ( 44 districts and 8 metros)</li> </ul>	National DSD, DG HOD District Managers	By the 20 March 2020	Overtime budget from provinces	
	Provide trauma services for the infected and affected citizens	National DSD, DG	Immediately	R1.5million	
	Command centre to provide comprehensive psychosocial services <ul style="list-style-type: none"> <li>• Provide psychosocial support services</li> <li>• Provision of the online (telephone, sms and skype) services</li> <li>• Debriefing of the social services professionals</li> </ul>	DDG Welfare, DSD	Immediately  Weekly debriefing sessions	R26million (existing budget)	
	Marketing of the command centre as a tool for educating our communities <ul style="list-style-type: none"> <li>• Awareness and education campaign through print , and</li> </ul>	GCIS and DSD sector Communication	31 March 2020	R15million	

	social media platform to inform citizens on the services of Corona				
	<p>Identification of the replacement teams to deal with risk in the command centres</p> <ul style="list-style-type: none"> <li>Additional capacity from within DSD to be identified to replace the affected command centre staff when needed</li> </ul>	National DSD	Immediately	Overtime budget R500 000	
	<p>Provide psychosocial services to infected and affected families</p> <ul style="list-style-type: none"> <li>Families and communities that have individuals who are infected and affected are provided with counselling</li> </ul>	Provincial DSD , HODs	Immediately	Overtime budget R....	
	<p>Provision of the in-service training</p> <ul style="list-style-type: none"> <li>All service providers and social workers will be provided with training on corona virus infection and its impact</li> </ul>	DOH, DSD District Manager	Starting on the 31 March 2020	R1 ,5million	
	Procurement of protective clothing for social services practitioners providing psychosocial services especially at the quarantine sites	National DSD , ADG	31 March 2020	R10million for all nine Provinces	
AFTER CARE AND REUNIFICATION SERVICES	All families that are affected will be identified continuously through the services provided at the quarantine centres	DOH, DSD	Immediately		•
	<p>Provide after care and reunification services as prescribed</p> <ul style="list-style-type: none"> <li>Continuous support of the cases</li> <li>Linking them with other services</li> <li>Addressing conflict within families</li> <li>Deal with issues of stigma</li> </ul>	National DSD	Immediately	Overtime for social workers R 500 000 per Province	•
FACILITIES <ul style="list-style-type: none"> <li>ECD</li> </ul>	All ECD were instructed to close their facilities from the 18 <sup>th</sup> of March 2020 until after Easter holidays	National DSD Provincial DSD	18 March to 14 April 2020	N/A	A circular was issued to all relevant stakeholders
	Provincial alternative plans will be developed and communicated to national	Provincial DSD, HODS	18 march 2020	R440 per child	

	<p><b>(These measure outlined will be applicable in both private and public facilities)</b></p> <ul style="list-style-type: none"> <li>• Social worker will assess families and advice on Social Relief of Distress ( SRD) for the poor and vulnerable families</li> </ul>				
Older Person's homes and launch-on clubs	No visitors to the all our facilities for a period of 30 days	District Managers	18 March 2020	N/A	
Substance Abuse Treatment Centres khuseleka Centre and Shelter CYCC	Intake and admission to be separated until the test are conducted	Districts Managers	18 March 2020	N/A	
<b>(These measure outlined will be applicable in both private and public facilities)</b>	Establishment of effective referral mechanism	HODs	20 March 2020	N/A	
CNDC & Drop in Centres	All beneficiaries to be grouped into small groups of 10 clients or beneficiaries to minimize the spread of the virus	National DSD Provincial DSD District Managers	20 March 2020	N/A	
	Proper communication to all the communities will be implemented <ul style="list-style-type: none"> <li>• Weekly communication with the affected districts and centres</li> </ul>	National Communication Provincial Communications	20 march 2020	N/A	
	Distribution of food to households using community care workers and meals on wheels' service providers <ul style="list-style-type: none"> <li>• Procurement of service provider's additional activities in the provision of food</li> </ul>	National DSD Provincial DSD District Managers	24 March 2020	Funding of NPOs R500 000 for nine Provinces	
SASSA GRANT PAYMENTS	The approach is to stagger the grants recipients to limit the spread of the corona virus	SASSA head office Regional Offices	18 March 2020	N/A	

	Communication to the all grant paying centres (media statement)	SASSA head office Regional Offices	18 March 2020	Part of the communication plan	
	Extend service points to communities (implementation of the mobile pay point)	SASSA head office Regional Offices	18 march 2020	Use of existing mobile	
INTERFAITH LEADERSHIP	Minister to conduct session with the different interfaith leaders <ul style="list-style-type: none"> <li>Joint briefing session with DOH</li> <li>Additional briefing of the remainder of the interfaith leaders through a forum that has been established</li> </ul>	Ministry	20 March 2020  By 31 March 2020	N/A  R 200 000	
TRADITIONAL LEADERSHIP	Minister to conduct session with the different traditional leaders <ul style="list-style-type: none"> <li>Interaction with traditional leaders using existing forum</li> </ul>	DSD and COGTA	By 31 march 2020	N/A	
NON-PROFIT ORGANISATION (NPO )	DSD Sector to communicate with all registered NPOs informing them on the government plan on Corona virus and its implications for the citizens	National DSD Provincial DSD HODs	By the 31 march 2020	R300 000	
EDUCATION AND AWARENESS	DSD sector to support COGTA and provide education and awareness specifically on the DSD services <ul style="list-style-type: none"> <li>Provision door to door awareness campaign</li> </ul>	National DSD Provincial DSD District Managers	31 March 2020	Part of the communication budget	•
DISASTER RELIEF	Use of the disaster relief funds for extra requirements that will be identified	National DSD	18 March 2020	R50million	•
COMMUNICATION PLAN	DSD will develop a compressive plan on education, awareness and information dissemination	National DSD	20 March 2020	R15million	•

## 5. DSD SECTOR INTERNAL PLAN

WORK STREAM/OUPUT	KEY ACTIONS	RESPONSIBILITY	TIME LINE	BUDGET	FEEDBACK/UPDATE
<b>OCCUPATIONAL HEALTH AND SAFETY</b> <b>(Containment of the corona virus)</b>	<ul style="list-style-type: none"> <li>• Place sanitizers at the main entrance (reception) of National and nine provincial departments</li> <li>• Place sanitizers in each floor and in each of the boardroom both at national Provinces, District and local offices</li> <li>• Request all persons, including employees, to sanitise their hands before entering the office.</li> <li>• Provide employees who have face to face interaction with beneficiaries or clients with masks and sanitizers. These include the front line staff in local offices, receptionists etc.</li> <li>• Security personnel to be issued with masks and disposable gloves in all our offices</li> <li>• Where no sanitizers are available, request beneficiaries visiting the office to first wash their hands. Make sure that all bathrooms/ toilets have soap and running water at all time.</li> <li>• Cleaning service provider must clean (with disinfectant) high traffic areas at least three times per day.</li> <li>• Employees are encouraged to wash their hands as often as possible.</li> <li>• Avoid shaking hands, hugging and kissing.</li> <li>• Building capacity for security personnel in dealing with staff and clients</li> </ul>	National DSD, SASSA & NDA Provincial DSD District managers and local office managers	18 March 2020	R500 000 for Head offices (DSD)  SASSA R500 000  NDA R500 000	
<b>OBSERVATION ROOM</b>	<ul style="list-style-type: none"> <li>• Establish Observation Room at HRSC, NDA and National SASSA offices as well as equip with necessary equipment</li> <li>• Identify a volunteer to manage the Observation Room, preferably an employee who has medical or first aid knowledge.</li> </ul>	National DSD , SASSA and NDA	18 march 2020	R300 000	HRSC has allocated a well-equipped observation room



	<ul style="list-style-type: none"> <li>• Liaise with your local Health Department to obtain further guidance in this regard.</li> <li>• Ensure that only identified and trained Observation Room Attendant/ Assistant come into contact with any employee who present the symptoms of the virus. Consult with your local Health Department regarding guidance on how to handle suspected cases of the virus. This will include guidance on the referral and transportation of these employees to health institutions.</li> <li>• The Observation Room must only be accessible to the designated employee.</li> </ul>				
<p><b>COMMUNICATION</b></p> <p><b>(Education Information and Awareness)</b></p>	<ul style="list-style-type: none"> <li>• Employees are implored not to panic, but cooperate with management in its attempts to contain the virus and prevent the spread.</li> <li>• Head Office Communications will issue daily updates on COVID 19, but additional messages may be communicated as and when the need arise.</li> <li>• Communication messages will be posted on notice boards and employees are encouraged to read these to ensure their safety.</li> <li>• A discussion Forum will be established on the intranet to enable employees to pose questions or share ideas and information.</li> <li>• Employees are invited to participate as this forum might provide insight that can preserve lives.</li> <li>• All employees are requested to provide their mobile numbers to facilitate communicate in case of an emergency.</li> <li>• Different Units are requested to create WhatsApp Groups to ensure effective dissemination of information in case of an emergency.</li> <li>• Use of DSD, SASSA and NDA social media platform to disseminate information</li> <li>•</li> </ul>	National DSD , SASSA and NDA	17 march 2020	Part of the R15million budget	

<b>BUSINESS CONTINUITY</b>	<ul style="list-style-type: none"> <li>All Managers and Supervisors must identify critical functions within their areas of responsibility and identify additional staff and train them to ensure continuity in service provision in case the incumbents of the posts have to be quarantined.</li> <li>ICT must conduct an audit of the available ICT enablers i.e. laptop and 3G cards. These will be made available to employees who are expected to perform official duties while in quarantine.</li> <li>The Skype Facility must be made available to all members of the Senior Managers to enable them to conduct meetings where necessary.</li> </ul>	National DSD , SASSA and NDA	18 March 2020  01 April 2020	Using allocated Budgets	
<b>LEAVE ARRANGEMENTS</b>	The existing leave policy does make provision for special leave in cases where an employee has to be isolated. No employee (infected or suspected to be infected) should be denied leave.	National DSD, SASSA and NDA Human Resources	18 March 2020	N/A	
<b>SUSPENDED FUNCTIONS</b>	<p>Community dialogues, outreach and visits are suspended</p> <p>Customer services for NPOs will not exceed five clients at a time</p> <p>Meetings with more than 100 people are suspended.</p> <p>Managers are requested to use and share the skype facilities to enable communication between offices. Alternatively, teleconferencing should be used for meetings.</p>	National DSD , SASSA and NDA	18 March 2020	N/A	