

FESTIVE SEASON PREPAREDNESS PLAN

FOR 2020/21



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

INTRODUCTION

The Festive Season brings increased risk of incidents that could affect public safety as well as the delivery of services by the City due to increased visitors, increased internal movement of residents for leisure purposes, and increased leisure activities such as events and festivities during this period. This year, such activities will bring additional risk due to the COVID-19 pandemic and the plan accordingly seeks to manage these additional risks.

The purpose of the Festive Season Preparedness Plan is to identify possible public safety and service delivery risks, and to mitigate against these risks through appropriate operational and resource planning.

Implementation of the Plan will be done by means of a transversal management structure that includes the following:

- a) Continuation of the Disaster Coordination Team, which is a multi-disciplinary forum established for purposes of coordinating the operational response of City departments to the COVID-19 pandemic
- b) Establishment of the Festive Season Coordination Committee, which is a City-wide coordination structure
- c) The establishment of temporary local coordination structures (joint operations centres) for purposes of promoting and ensuring safety on beaches, providing adequate emergency service resources, dissemination of public safety information and sustained cleanliness of public amenities.

This strategy is supported by the Festive Season plans of various line functions which includes the following specific interventions and arrangements:

1. SAFETY AND SECURITY

1.1 Festive Season Policing Plan

2260 operational members from the Metro Police, Traffic Services and Law Enforcement will be deployed in accordance to the combined Festive Season preparedness plan of the three policing departments.

The plan identifies the operational focus areas, priority deployment areas, agreement on Joint Operational Centres, staff resources, media liaison,

special instructions and other important objectives that these three departments will share during this period.

Joined operational focus areas will include the prevention of land invasions, safety at beaches and other recreational destinations as well as the management of protest actions. All policing services will be delivered with due cognisance of the prevailing threat posed by COVID-19.

1.2 Fire & Rescue Service: Festive and Summer Season Contingency Plan

The City's 900 professional firefighters can be called upon for major incidents. A minimum of between 200 and 240 of these firefighters will be on duty per shift and available on a 24-hour basis at the 32 fire stations across the city. 120 seasonal firefighters (specially trained wildland firefighting crews) will be deployed at designated fire stations as from 1 December 2020 to the end of April 2021 to assist the full-time firefighting staff with veld fires and veld-fire management and prevention methods. In addition, 29 learner firefighters are expected to graduate end October and will be available to assist with fires and other incidents.

The Department will have access to helicopters, which will be at its disposal from 1 December through to April 2021. Rescue Diving units equipped with rubber ducks and jet skis are fully operational and will be available during this period.

The Department will also strive to increase its inspections and awareness campaigns at organised festive season events and venues to ensure compliance with fire safety regulations. As always, the Department will work closely with Table Mountain National Park and their volunteer wildfire services, Working on Fire and qualified Disaster Risk Management volunteers during this time.

With regard to COVID-19, safety protocols have been put in place to ensure continued service delivery over the festive/summer period.

1.3 Disaster Risk Management

The Disaster Risk Management Centre (DRMC) will coordinate major incidents or disasters in accordance with the Municipal Disaster Management Plan, and applicable risk specific plans, and if need be, the Disaster Co-ordinating Team (DCT) comprising of multiple role players, can be activated to assemble (or utilise Skype) in the Disaster Operations Centre (DOC) in Goodwood at short notice, to oversee and manage the emergency incident/ disaster at hand.

The applicable regulations to manage the COVID-19 pandemic will determine the Disaster Risk Management's Centre's operational and deployment plan.

On high risk days, DRMC personnel, volunteers and resources will be deployed across the metropolitan area at beaches, swimming pools and tourist destinations to assist with crowd management and first aid assistance.

The Disaster Operation Centre (DOC) will monitor all scheduled activities/events and will keep the Festive Season Coordinating Committee informed.

It is important that families in the City of Cape Town implement a Family Preparedness Plan to assist them in the event of having to deal with a major disaster or emergency situation. The Disaster Risk Management Centre has prepared a family plan that considers three important aspects. This includes preparing a family disaster supply kit. Further information on this Family Preparedness Plan can be obtained at the following website:

http://resource.capetown.gov.za/cityassets/Media%20Centre%20Assets/1718GD250_A4_DRM_Family_Disaster_preparedness_English_draft%201.pdf

1.4 Public Emergency Communication Centre

As the first port of call for any emergency, the PECC provides a 24-hour call taking service for all life-and/or-property threatening incidents.

As always, the 67 call agents will be on duty in a four shift system. On any given day, a minimum of 14 call agents will be on duty. Depending on the situation or event, additional staff will be brought in to cover the influx of calls. The call centre is supported by various teams that include administration, finance, technical and quality assurance.

Education and awareness activities will continue as per the Centre's annual plan. In addition, the PECC will also form part of the Summer campaign and any other ad hoc campaigns as requested. The PECC will also form part of the Festive Season Committee.

For any emergency: 021 480 7700 from a cell phone and 107 from a Telkom landline

1.5 Neighbourhood watch support

The Directorate will ensure the 24-hour availability of a community safety liaison officer throughout the Festive Season who can assist neighbourhood

watches with additional equipment in the event of emergencies e.g. an extended community search for a missing person, assisting with the mitigation of a disaster or other serious event. For this purpose, the Directorate will ensure the availability of selected items, which can be delivered to the scene of an emergency on short notice. This will include hand-held spotlights, flood lights, fire extinguishers, reflective safety bibs, limited reach radio communications equipment, spades, PPE, etc.

The section will continue to observe COVID-19 protocols and where necessary assist neighbourhood watches to do the same.

1.6 Conduct and discipline

The Directorate's Investigation Unit will be at full strength during this period to ensure that any complaints received from the public are dealt with swiftly and decisively. The Directorate expects its members' conduct to be above reproach and it will therefore endeavor to ensure that a high level of discipline is maintained in all its Departments. Members of the public can submit complaints via the City's toll-free 24/7 fraud hotline: 0800 323 130.

1.7 Workplace trauma management within the Safety and Security Directorate

The trauma counselling service will ensure the continuation of adequate support to all Directorate officials during this period. The service is available on a 24-hour basis. Strict COVID-19 protocols will be observed.

Trauma services entail access to Trauma Defusing, Trauma Debriefing, Bereavement counselling, as well as support for work related Psychosocial difficulties.

The service can be accessed via 107, the respective line manager or the various control rooms. The aim of the service is to offer immediate support, mitigating the onset of post-traumatic stress and preparing the member for further counselling if required.

1.8 Film and Events Permitting Office Festive Season Plan

The Film and Events Permitting Office will focus on the following main areas in terms of the Festive Season Readiness Plan:

- a) film and event co-ordination processes which will be undertaken through, inter alia, multi-disciplinary Events Operational Co-ordination Committee meetings, film co-ordination meetings; planning meetings, etc.

- b) the permitting of events and film-related activities across the city,
- c) engagement with various internal and external role-players and stakeholders regarding the hosting of safe and compliant events and filming across the city,
- d) co-operation with relevant departments, role-players and SAPS regarding the facilitation, coordination and monitoring of events and film activities across the city, and
- e) ensure implementation of the Standard Operating Procedures (SOPs) developed to establish protocols and COVID-19 mitigation measures for Film Production and Event Production in the City.

2. COMMUNITY SERVICES AND HEALTH

2.1 City Health Plan

During the period 1 November 2020 to 31 March 2021 the City Health Department will sustain its routine operational functions with an increased focus on the monitoring of:

- drinking and recreational water in conjunction with Scientific Services,
- food, accommodation and entertainment premises,
- public ablution facilities,
- events and festive season food markets.
- enforcement of tobacco legislation
- monitoring of premises where activities that may contribute to the spread of COVID-19 occur.

Staffing

Existing human resources will be managed to ensure that service delivery as per the City Health Business Plan continues over the festive season. All facilities, with the exception of some satellite clinics, will remain operational for the normal working hours and days as staff leave is planned to ensure continued operation. The Department will ensure that the required level of staffing is in place to respond to any peaks that may occur during the pandemic.

Clients are encouraged to utilise the Appointment System to avoid queuing. However sick children and those needing emergency care do not require appointments and all children presenting with diarrheal disease are fast-tracked at all facilities.

All routine care will be provided to walk in patients. This includes, among others:

- Acute ailments
- Family planning and emergency contraceptive
- Cervical smears
- Basic antenatal care
- Immunisation
- Sick children care
- Non Communicable Diseases (NCD), including Chronic Diseases of Lifestyle
- TB/HIV care (including ART)

Health Education & Promotion

During the summer season, the numbers of educational initiatives aimed at addressing diseases which increase in the summer season are intensified. Outreaches this year will focus on proper hand-washing and sanitising, wearing of masks and physical distancing as well as the promotion of breast and cup feeding. Due to the COVID-19 pandemic, the footprint of City Health initiatives held in the run-up to World Aids Day will be amended. The Health Resource Centre will operate with skeleton staff for the period 27 December to 1 January 2021, however the unit will be able to print health promotional material during this time if required.

Surge Season Plan

The festive season coincides with the diarrheal diseases season where increases in diarrheal cases are seen during January/February and peaks over March/April. Each year, a detailed intervention plan for the Cape Metro area is developed which permits continuous improvements based on lessons learnt from the previous festive season experience.

From November each district will:

- produce a localised plan that addresses specific details for its context,
- develop a framework within the community based activities to ensure that they are cohesively marshalled, regulated and reported on,
- adhere to Standard Operating Procedures for facilities and referral mechanisms between different level of facilities per geographical area,
- meet on a regular basis to discuss data on the number of children under the age of five years presenting with diarrhea at primary health care facilities and take the appropriate action.

Outbreak Response

City Health staff will maintain a heightened level of vigilance with respect to the COVID-19 pandemic. The following additional staff members have been appointed on a two-year contract to assist in managing the Health response.

Staffing category	Number
Clinical medical officer	22
Pharmacist	9
Post Basic Pharmacist Assistant	30
Clinical nurse practitioner	40
Enrolled nursing assistant	60
Enrolled nurse	49
Professional nurse	58
Senior worker	57

The current processes will remain in the relevant areas with support from the District & Provincial Communicable Diseases Control (CDC) coordinators and teams, specialists and the National Institute for Infectious Diseases (NICD). Communication will occur as required. Based on the potential for further peaks in how the pandemic progresses on an epidemiological basis and depending on utilization, some overflow sites may be decommissioned.

Substance Abuse Treatment/Matrix Services

Substance abuse counselling and treatment continues uninterrupted at the eight Matrix sites as the festive season presents various challenges for recovering substance abusers and their families.

Emergency Curative Services for Adults

In accordance with legal mandates the City is not responsible for emergency curative services for adults or the provision of ambulance services. These services are performed by the Provincial Health Authority. Any emergencies that do arrive at City Health facilities will be stabilised & referred to the appropriate centres.

2.2 Recreation and Parks: Season Readiness Plan

The City services 47 beaches along its 307 km coastline. It also offers 35 swimming pools and 13 holiday resorts. Safety at the City's beaches will remain a top priority with the deployment of lifeguards throughout the Festive Season.

The Season Preparedness Plan highlights the strategies in place for safety at swimming pools and beaches during the upcoming summer season. It provides details on environmental education, managing the City's Blue

Flag programme, coordinating filming and events on beaches, managing pollution on beaches, dealing with stranding and/or carcass removal, managing shark safety, recreation programmes and ensuring adequate compliance and enforcement.

2.3 Social Development and Early Childhood Development

2.3.1 Street People Programme

The Social Development and Early Childhood Development Department's Street People Unit has put the following in place for street people in terms of the Festive Season Plan:

- Contact the City's 107 emergency call centre from a land line for all street people related complaints/requests for support.
- Contact 021 480 7700 from a cellphone or landline for street people assistance
- The Street People team will be on stand-by to assist with any Street People related matters.
- The standby team will arrange for placement of individuals who agree to be placed, in shelters and at the City's safe spaces
- All complaint/requests for assistance related to children would be referred to the relevant contact persons at the Provincial Department of Social Development.

2.3.2 Identikit Project

The Department will support the promotion of child safety by providing linkages to organisations to assist with interventions in the event of neglected or lost children on beaches as identified by Disaster Risk Management. To this end, it will once again implement its Identikit Project, which proved to be highly successful in recent years.

3. INFORMAL SETTLEMENTS, WATER AND WASTE SERVICES

3.1 Festive Season Beaches, Scenic Routes and Central Business Areas Cleansing Plan

This programme is designed to implement extra top up cleaning services covering all central business areas, scenic routes and beaches throughout the Metro in order to effectively deal with the increased demand on services during this period.

Provision has been made for the appointment of temporary staff on EPWP contracts to compliment the permanent staff, especially over the peak period of the high season. A total of 1 225 temporary staff members (workers, supervisors and clerks) will be deployed in the identified areas and will provide the required additional capacity during this period.

4 TRANSPORT

4.1 MyCiTi Festive Season arrangements

Adjustments to the MyCiTi services during December 2020 and January 2021 to accommodate changes in passenger travel demand will be introduced. This includes the availability of additional buses and the extension of operating hours, taking into account the curfew that is effective between midnight and 04:00.