

EASTERN CAPE WOMEN'S SHELTER & ONE STOP CENTRES IN CONJUNCTION WITH EASTERN CAPE DEPARTMENT OF SOCIAL DEVELOPMENT: VICTIM EMPOWERMENT PROGRAMME

CORONAVIRUS PROTOCOLS AND SOP'S

This protocol is devised to guide funded and non-funded Shelters and One Stop Centres in the Eastern Cape in service delivery to victims of crime and violence during the lockdown period, from midnight on 26 March until 16 April 2020. President Cyril Ramaphosa announced on 23 March 2020 that South Africa was declared a National State of Disaster on 15 March 2020 in response to COVID-19 as per Government Gazette No 43096. The Disaster Management Act No 57 of 2002 and the Amendment Act 16 of 2015 is applicable. Regulations No 43148, 43168 & 43199

SOQ'S	SOP'S
<p>Covid-19 Protocols</p>	<ol style="list-style-type: none"> 1. Precautionary measures with special focus on high standards of hygiene in shelters/ One Stop Centres should be implemented. 2. All persons referred to shelters will be screened by the referring Department or Organisation for COVID-19. 3. All persons referred to shelters/ One Stop Centres will be screened before admission or entering of shelter property. Screening criteria will include shelter admission policy as well as additional COVID-19 screening will be applicable. Aspects to be covered in COVID- 19 screening will include: <ol style="list-style-type: none"> 3.1. Travelled abroad within the past 30 days 3.2. Contact with persons who have travelled abroad in the past 30 days 3.3. Contact with a person who have been diagnosed as positive with the COVID- 19 virus. 3.4. Any flu symptoms. 3.5. Indicate which of the following symptoms are you experiencing: coughing, fever, difficulty breathing, shortness of breath. 4. 2 meter distances between beds must be maintained as far possible. 5. Shelter facilities comprising out of a home will only allow one family per room.

EASTERN CAPE WOMEN'S SHELTER & ONE STOP CENTRES IN CONJUNCTION WITH EASTERN CAPE DEPARTMENT OF SOCIAL DEVELOPMENT: VICTIM EMPOWERMENT PROGRAMME

	<ol style="list-style-type: none"> 6. All shelters admitting persons must ensure Self-quarantine/isolation space that is separate from the current persons in the shelter. 7. All new admissions will be placed in isolation for 14 days apart from the present persons in the shelter. 8. Suspension of all visits by family members and service providers to shelter facilities. 9. Restriction of movement for staff and clients. Rather access online services and deliveries to avoid exposure. 10. GBV shelters should not be used as disaster management facilities.
<p>Admission of clients – protection of clients and staff</p>	<ol style="list-style-type: none"> 1. Admissions will only be done as per admission criteria, COVID-19 screening clearance, availability of space to meet the COVID- 19 precautions and based on National policy of institutional care as last resort. 2. No walk-ins/ visits will be permitted as per National directive. 3. Referrals will only be accepted from stakeholders such as SAPS, Department of Justice and Constitutional Development, National Prosecuting Authority, Department of Health, Department of Social Development and NPO's. 4. No homeless people will be admitted at GBV shelters. 5. All GBV Command Centre referrals will be directed to DSD district offices for allocation to generic social workers for screening and risk assessments to be completed. 6. Admission application will be done by generic social workers for shelter admission once screening and risk assessment is completed. This needs to be addressed as a priority within psycho-social support services provided.
<p>COVID- 19 Awareness</p>	<ol style="list-style-type: none"> 1. Continuous updating and education of staff and persons within the shelter to promote awareness and safety precautions in shelter facility. 2. Distribute information pertaining to hygiene and safety.

EASTERN CAPE WOMEN'S SHELTER & ONE STOP CENTRES IN CONJUNCTION WITH EASTERN CAPE DEPARTMENT OF SOCIAL DEVELOPMENT: VICTIM EMPOWERMENT PROGRAMME

	<ol style="list-style-type: none"> 3. Display information on washing of hands at each basin in facility. 4. Training of staff to assist them with risk identification. 5. Creating self-awareness amongst staff to implement self-protective measures within their own and private environment.
<p>Implementation of Protective initiatives</p>	<ol style="list-style-type: none"> 1. All people entering premises of Shelters and One Stop Centres are to sanitise their hands when entering the premises. Should sanitiser not be available people should be able to wash their hands at the entry point. Soap, Dettol, Savlon, bleach are all possible items that can be used for sanitising. Should soap be used washing of hands need to be done for at least 30 seconds with the attached instructions. 2. Sanitisers need to be placed at strategic points within the facilities for example entrance to rooms, kitchen, TV area, exit or entrances. 3. Routine hand washes to be implemented every 30 minutes. 4. The Health Department do not advise gloves as this is not being sanitised frequently. Gloves should only be worn for a specific task such as dispensing medication and destroyed after completion of the task. 5. Disposable aprons should be used within the kitchen as well as by housemothers when entering the facility and should be disposed of when leaving. 6. Masks are used to prevent people from spreading the virus. 7. It is required for people entering the premises so as to protect the persons in the shelter. 8. Staff handling food, medication, equipment and resources are to wear their masks. 9. Cloth masks are to be washed on a daily basis. 10. Distancing of persons in dining room and TV room is required. At least 1.5 m spacing is required between people during group related activities such as eating or watching TV. 11. Social distancing to be implemented in work space such as offices and interviewing protocols need to be revisited to ensure distance maintained between interviewers and clients.

EASTERN CAPE WOMEN'S SHELTER & ONE STOP CENTRES IN CONJUNCTION WITH EASTERN CAPE DEPARTMENT OF SOCIAL DEVELOPMENT: VICTIM EMPOWERMENT PROGRAMME

	<ol style="list-style-type: none"> 12. Vulnerable persons to be identified amongst clients and staff and additional protective measures to be implemented to secure safety of identified persons. 13. Store all excessive material such as carpets, table cloths, etc. to promote ease of cleaning and sanitising of equipment and environment. 14. Frequent cleaning and sanitising of equipment, kitchen utensils, resources and facility – at least twice per day. 15. Promote well ventilated areas for activities and outside activities.
<p>Medical Services</p>	<ol style="list-style-type: none"> 1. Only emergency medical care services will be provided during this period. Persons will access local health facilities for such care. 2. Networking with local clinics for the testing and referral for medical services. 3. Facilities to maintain contact and close co-operation with local health facility. 4. Serious symptoms are a pre-requisite for COVID-19 testing. Isolation is first step and after symptoms escalate referral to Department of Health is required. 5. All shelters to have isolation room separated from the rest of the rooms. This require separate eating area as well as separate bathroom facilities. 6. Medical expenses and protective items, VEP funding can be used where underspending of funds occurred. Shelters to request deviation from VE Programme. Approval will be granted by district VE Programme via email.
<p>Institutional programmes and Psychosocial services within shelters/ One Stop Centres</p>	<ol style="list-style-type: none"> 1. Institutional daily activities and programmes will continue for internal persons only and no external persons will be participating in the programme during this period. 2. Continue as needed and as far as safely possible – minimal contact to be practised at all times.

EASTERN CAPE WOMEN'S SHELTER & ONE STOP CENTRES IN CONJUNCTION WITH EASTERN CAPE DEPARTMENT OF SOCIAL DEVELOPMENT: VICTIM EMPOWERMENT PROGRAMME

	<ol style="list-style-type: none"> 3. No contracted services such as psychologists, occupational therapists or other related service providers will be permitted during this period. Contact will be made telephonically where the need arises. 4. Social Workers to continue case management on services rendered to clients. 5. Alternative interviewing to be observed – applying distancing in offices, using of telephones for interviewing, open- air group work activities to be applied and no confined spaces. 6. Maintain ethical principles and standards while applying creative service delivery intervention. 7. Rotating staff roster. 8. Clients and staff to adhere to lock-down regulations.
<p>Service organisations: Trauma debriefing and other services</p>	<ol style="list-style-type: none"> 1. Contact to be made with Gender Based Violence Command Centre via: Emergency Number: 080 428 428 WhatsApp: *120*7867# SMS: "help" to 31531 Skype: "Helpme GBV" 2. DSD Psycho-social teams are operational on standby and will be accessible to the GBV command centre. 3. Non – essential services and NPO services will mostly be rendered by social service practitioners working from home and ethical practices must be adhered to. 4. Confidentiality of beneficiary information and the content of case files need to be secured.
<p>Minimise risk for workers in essential services</p>	<ol style="list-style-type: none"> 1. Separate accommodation/section to be available for essential staff. 2. Frequent shift changes to prevent burnout. 3. Staff roosters to be available.

EASTERN CAPE WOMEN'S SHELTER & ONE STOP CENTRES IN CONJUNCTION WITH EASTERN CAPE DEPARTMENT OF SOCIAL DEVELOPMENT: VICTIM EMPOWERMENT PROGRAMME

	<ol style="list-style-type: none"> 4. Standby services to be implemented where required with skeleton staff on site available. 5. Promote using transport that adheres to the Lock down regulations.
Bed space	<ol style="list-style-type: none"> 1. Promote a balance between shelter space and number of clients in shelter facility while taking cognisance of the distancing policy to be implemented.
Transporting of clients to Shelters	<ol style="list-style-type: none"> 1. Referring organisation or Department will ensure transporting the victim to the shelter for admission after screening and risk assessment completion by both referring organisation and Shelter / One Stop facility Social Worker or Centre Manager.
Office monitoring and assessment	<ol style="list-style-type: none"> 1. Daily screening of staff. 2. Promoting hygiene and self- care in terms of drinking water and vitamin supplements. 3. Availing warm water to be taken half hourly. 4. Employees displaying symptoms to seek medical treatment from a medical professional. 5. Share updated information with staff. 6. Advice staff to connect to Corona Whatss App number: 0600123456 by sending message Hi to the number.
Communication	<ol style="list-style-type: none"> 1. The use of electronic media is advised wherever possible and practical.
Aftercare	<ol style="list-style-type: none"> 1. Home visits are high risk visits when dealing with GBV. Alternative place visits are normally applied when dealing with GBV. No visits will take place during this period. 2. Telephonic contact is advised on condition that approval for telephonic contact was obtained from clients when dealing with high risk clients. Re-admissions will follow same procedure as for first time admissions.
Travelling permits	<ol style="list-style-type: none"> 1. Disaster Management Act and regulations are applicable. 2. Annexure C to be completed and issued to staff for essential service delivery recognition. 3. Staff to travel with identity documents/ driver's license.

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OF SOCIAL DEVELOPMENT: VICTIM EMPOWERMENT PROGRAMME**

Extension of exit dates	<ol style="list-style-type: none">1. The right to exit and freedom of choice to exit will be applied before Friday, 27 March 2020 after risk consideration and Covid-19 considerations.2. No persons will be allowed to exit during lock down period and all exit dates are hereby extended.
Submission of Monthly reports and registers	<ol style="list-style-type: none">1. All monthly reports to be submitted via normal offices no later than 30 March 2020.2. All relevant registers and portfolio of evidence to be scanned and emailed.

Ms C Moonieyan
EC National Shelter Movement

Date: _____

Ms Z Mteto
Director: Victim Empowerment Programme

Date: _____

Ms S.N Hugo
CHIEF DIRECTOR: Specialist Social Services

Date: _____

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