

FESTIVE SEASON PREPAREDNESS PLAN

FOR 2019/20



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

INTRODUCTION

The Festive Season period, commencing in November 2019 and running well into the New Year, brings increased risks to public safety and service delivery. This is due to increased visitors, increased internal movement of residents for leisure purposes, and increased leisure activities such as events and festivities during this period.

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

Measures that will be instituted include the establishment of a City-wide coordination structure (Festive Season Coordination Committee) as well as temporary local coordination structures (joint operations centres) for purposes of promoting and ensuring safety in public spaces, business districts, etc; 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:

SAFETY AND SECURITY

1.1 Festive Season Policing Plan

1477 operational members from the Metro Police, Traffic Service and Law Enforcement departments will be deployed in accordance with the combined Festive Season preparedness plan of the three 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.

The delivery of policing services will be concentrated on the following areas during the Festive Season period:

- Informal settlements
- Urban renewal areas within City of Cape Town
- Tourist attractions
- All beaches
- Identified hotspot crime areas
- Primary and Secondary routes: N2, N1, R300.N7, M3, M5
- Trains and train stations
- Open Spaces

Officers will prioritise crime prevention, traffic enforcement and by-law enforcement. As has become custom, a major focal point will be the confiscation of alcohol from City beaches and other public open spaces, as the introduction and consumption of alcohol in public spaces is prohibited. There is also a close link between alcohol use and risks to public safety, whether in recreational spaces, in the home or on the roads.

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 30 (soon to be 32) fire stations across the city. 120 seasonal firefighters (specially trained wildland firefighting crews) will be deployed at designated fire stations as from early December 2019 to the end of April 2020 to assist the full-time firefighting staff with veld fires and veld-fire management and prevention methods.

In addition, 51 learner firefighters graduated at the end of October and are available to assist with fires and other incidents. 29 more recruits commenced their training on 1 October, and can be called upon to assist if necessary.

The Department will have access to the services of helicopters which will be at its disposal from 1 December for a period of five months. Rescue Diving units have undergone training, and four rescue rubber ducks and jet skis with diving crews are available to assist NSRI and SAPS with water rescue/dive incidents.

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 affiliated services such as the Nature Conservation Corporation (NCC), Volunteer Wildfire Services (VWS), Working on Fire and qualified Disaster Risk Management volunteers during this time.

Water saving will be a constant consideration in service delivery and the department will implement specific arrangements to this effect.

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 Coordinating Team (DCT) comprising of multiple role players, can be activated to assemble in the Disaster Operations Centre (DOC) in Goodwood at short notice, to oversee and manage the emergency incident/disaster at hand.

The recent water crisis experienced in the Cape Town Metropolitan area and the greater Western Cape has resulted in essential steps being taken and the relevancy of these steps are being reviewed on a regular basis in view of the recent rain falls.

Further information on the water situation can be obtained at the following website:

<http://www.capetown.gov.za/Departments/Water%20and%20Sanitation%20Department>

In addition, on high risk days, DRMC personnel, volunteers and resources will be deployed across the metropolitan area at beaches, swimming pools and tourist destinations to offer crowd control and first aid assistance.

The Disaster Operations 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 in the event of having to deal with a disaster or emergency situation. The City of Cape Town's Disaster Risk Management Centre has prepared the format for such a plan to be used by families that considers three important aspects, that includes the preparing of a 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

The DRMC is also conducting ongoing education and awareness outreach sessions around the risk of fires in informal settlements and wildland fires in the build-up to the dry summer season.

1.4 Public Emergency Communication Centre

As the first port of call for any emergency, the PECC provides a 24-hour call center.

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 campaign as requested.

Residents are requested to save the PECC number on their cellphones, in the event of an emergency.

The number to dial from a cellphone is 021 480 7700 and 107 from a 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 etc.

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 from its members that their conduct at all times be above question 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.

1.8 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 coordination processes which will be undertaken through, inter alia, multi-disciplinary Events Operational Coordination Committee meetings, film coordination 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 events and filming across the city; and
- d) Cooperation with relevant departments, role-players and SAPS regarding the facilitation, coordination and monitoring of events and film activities across the city.

2. COMMUNITY SERVICES AND HEALTH

2.1 City Health Plan

During the period 1 November 2019 to 31 March 2020, 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,
- large events,
- festive season food markets,
- enforcement of tobacco legislation

Staffing

Existing human resources will be managed to ensure that service delivery as per the City Health Business Plan continues over the festive season. Should emergency conditions warrant the deployment of staff outside of normal working hours, City Health requirements as it relates to the granting of TOIL and overtime will be complied with. All facilities will remain operational with the exception of weekends and public holidays as staff leave is planned to ensure continued operation.

Clients are encouraged to utilise the Appointment System to avoid queuing.

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

- Acute ailments
- Family Planning
- Immunisation
- Sick children Care
- Non Communicable Diseases (NCD), including Chronic Diseases of Lifestyle, care
- TB/HIV care (including ART)

Health education and promotion

During the summer season, the numbers of educational initiatives aimed at addressing diseases which increase in the summer season are intensified. Outreaches around hand-washing, personal hygiene, and the promotion of breast and cup feeding increases. Across the City large initiatives are held in the run-up to World Aids Day which focuses on HIV/Aids education. This links with the general increase in alcohol use during the festive period which may exacerbate unsafe sexual practices. There is ongoing health education in communities on the dangers of tobacco use and clients are provided with links to resources to help cease smoking. The Health Resource Centre will operate with skeleton staff for the period 27 December 2019 to 1 January 2020, however the unit is able to print health promotion material should a disease outbreak occur during this time.

Chronic medication

Some service providers close during the festive season and City Health therefore pre-orders sufficient medication to cover the closure period,

ordering a minimum of an eight week supply of medication and nutritional products to ensure no stock outs of medication during the festive season.

During the month of November, clients using chronic medication prescribed by City Health are encouraged to collect up to three months' supply of medication to ensure that they have adequate supply over the festive season. This is especially important for clients who are travelling out of the City of Cape Town area over this period.

Diarrheal diseases 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,
- 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 appropriate action.

Outbreak response

City Health staff will maintain a heightened level of vigilance with respect to potential communicable disease outbreaks. Staff members are primed to prevent, treat and control any such outbreaks with existing policies, protocols and referral pathways.

Any local outbreaks will be managed in the relevant areas with support from the District & provincial Communicable Diseases Control (CDC) coordinators and teams, local specialists and National Institute for Infectious Diseases (NICD) staff as required. Wide spread outbreaks and epidemics will trigger a broader response with the involvement of a number of stakeholders including Province & City Disaster Risk management (DRM) & CDC Coordinators & teams, NICD staff, academics, hospital staff, and communication specialists among others as required.

Substance abuse treatment/Matrix services

Substance abuse counselling and treatment continues uninterrupted at the seven 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 Preparedness Plan

Cape Town has an extensive 307km coastline. The City's Recreation and Parks Department manages 85% of this coast (approximately 260km), stretching from Silwerstroomstrand on the West Coast, to Kogel Bay on the eastern border of False Bay. The remaining 47km fall under the jurisdiction of the Table Mountain National Park.

Ten of the City's beaches were awarded Blue Flag Status until the end of April 2020. These are Bikini Beach in Gordons Bay; Camps Bay; Clifton's Fourth beach; Fish Hoek; Llandudno; Melkbosstrand; Mnandi; Muizenberg; Silwerstroomstrand and Strandfontein. Seaforth beach secured pilot Blue Flag status.

The number of beach visitors can reach up to 1.5 million people during peak months between October - March each year. On most days in December and January, the numbers can be more than 100 000 people per day.

The City will have 321 seasonal beach lifeguards spread around the coastline, under the supervision of 13 senior lifeguards.

The department's key messages over the summer season are:

- Don't drink and swim
- Don't leave children unsupervised
- Only swim between the flags
- Beware of rip currents

The following seasonal swimming pools are open until 13 April 2020: Athlone, Bonteheuwel, Eastridge, Emthonjeni, Goodwood, Hanover Park, Kensington, Langa, Manenberg, Mnandi, Muizenberg, Observatory, Parow North, Wesfleur, Westridge.

The following seasonal swimming pools will be open to the public once maintenance work has been completed: Bellville South, Khayelitsha,

Morningstar, Browns Farm, Delft, Lentegeur, Parow Valley, Ruyterwacht, Trafalgar Park, Vulindlela, Wynberg.

Seasonal swimming pools are open until 13 April 2020. The Blue Downs, Long Street, Retreat and Strand indoor swimming pools including Sea Point Pavilion are currently open throughout the year.

A total of 238 seasonal swimming pool lifeguards have been appointed for the season under the supervision of 39 senior lifeguards.

The City also offers 13 Holiday Resorts, 197 community centres, 3 526 community parks, 12 regional parks and 151 sports fields (among others) that are managed by the Recreation and Parks Department with a host of activities planned during the festive season and summer months in general for the benefit of communities.

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 make arrangements for placement of homeless persons in shelters and at the Culemborg Safe Space for Street People, for those who agree to be placed.

2.3.2 Identikit Project

The Department will support the promotion of child safety, provide linkages to organisations to assist with interventions in the event of neglected or lost children on some of Cape Town's 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.

The project will be implemented at 15 beaches, namely Muizenberg, Fish Hoek, Strandfontein, Gordon's Bay, Strand, Monwabisi, Harmony Park, Mnandi, Big Bay, Sea Point and surrounding area, Silwerstroom, Camps Bay, Lagoon Beach, Melkbosstrand, Milnerton Beach.

It will run over 16 days: 14, 15, 16, 21, 22, 25, 26, 28, 29 and 30 December 2019. 1, 2, 4, 5, 11 and 12 January 2020.

All children who arrive at the aforementioned beaches on the specified dates will be registered and issued with an identification tag/armband so that they may be reunited with their family in the event that they get lost on the beach.

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 1 924 temporary staff members (workers and worker leaders) 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

The City will adjust the operational hours of the MyCiTi bus service during December 2019 and January 2020 in accordance with the demand for the service during the festive season. The changes will be communicated to commuters in due course; and will be reflected on the new MyCiTi app and on the MyCiTi website.

4.2 Road Traffic Management

The Directorate will direct its communication (including travel options) through the Transport Information Centre and through social media as it receives revised public transport time tables and notices of road closures and other traffic management interventions it is made aware of.