

## Feedback: Provincial COVID-19 Steercom meeting – 6 December 2021

### Officials with co-morbidities

It was reported that only one official with co-morbidities applied for remote working, which was approved. A circular was issued on 3 November 2021, i.e., *Circular 46 of 2021*, which deals with staff with co-morbidities. Members who have co-morbidities may apply for remote working arrangements with all the supporting documents from a health practitioner and submit to the manager. The manager must undertake a risk assessment and present the application, together with a recommendation, to the Independent Risk Assessment Committee. Members with co-morbidities are advised to engage their office managers with any concerns.

### Readiness assessment report

The readiness assessment report (*attached*) has been provided after the District Management Officer made the final adjustments. The employer welcomed the PSA's observation in Paarl regarding the screening questionnaire that poses a risk of non-compliance. The employer engaged the office manager to resolve the matter and mitigating strategies are in place to address the matter. The PSA requested that the employer should investigate that the health questionnaire is done electronically via a *Google* app. The employer indicated that it will investigate this option.

### COVID-19 vaccinations and youth forum

It was advised that credible information, including testimonies regarding COVID-19 vaccinations, be shared with the youth to educate them about the advantages of vaccinating. The Provincial Manager encouraged office managers to utilise morning briefing sessions to encourage those who have not vaccinated yet.

*The PSA wishes all members who are infected and/or affected by the COVID-19 pandemic a speedy recovery.*

GENERAL MANAGER



District	Office name	Ttal staff complime	Staff expected	% of staff of duty
Overberg	Caledon	10	10	100%
Overberg	Bredasdorp	4	4	100%
Cape Metro	Mitchell's Plain MO	22	18	100%
Cape Metro	Bellville	48	48	100%
Cape Metro	Cape Town	75	75	100%



Cape Metro	Wynberg	37 on Establishment (2 officials reporting at other offices as per arrangement)	35	100%
Overberg	Swellendam	3	3	100%
Overberg	Grabouw	4	4	100%
Cape Metro	Khayelitsha	31	31	100%
Cape Metro	Nyanga	21	21	100%
Cape Winelands	Ceres	5	5	100%



Cape Winelands	Stellenbosh	7	7	100%
Cape Winelands	Robertson	4	4	100%
Cape Winelands	Worcester	15	15	100%
Cape Winelands	Paarl	31	31	100%
Cape Winelands	Somerset West	15	15	100%
West Coast	Malmesbury	15	15	100%



West Coast	Vredendal	7	7	100%
West Coast	Vredenburg	5	5	100%
West Coast	Citrusdal	3	3	100%
West Coast	Atlantis	4	4	100%
Garden Route	George	23	23	100%
Garden Route	Mossel Bay	6	6	100%
Garden Route	Oudtshoorn	11	11	100%



Garden Route	Plettenberg Bay	5	5	100%
Central Karoo	Beaufort West	12	12	100%
Central Karoo	Laingsburg	3	3	100%
Central Karoo	Prince Albert	3	3	100%



Officials with Comorbidities plus officials over 60 ( only those working at home)	Staff arrangements	Front office floor space (m2)
5- comorbidities / 0 working from home	100.00%	Estimated 150 m2
0	100.00%	125m2
0	100.00%	152m2
5 - comorbidity / 0 working from home	Agreed working arrangements in existence	Ground Floor - 414 sq First Floor - 340 sq
0	100.00%	4165 (6 floors, services are rendered on the ground and first floor)



4 - comorbidity / 0 working from home	100.00%	OFFICE = 936m2 COLLECTION HUB = 111 m2
0	100.00%	3,6m -Client space ,4,6m the Front office space
1 comorbidity / 0 working from home	100.00%	Estimated 78 m2
6 comorbidity / 0 working from home	100.00%	900(m2)
0	100.00%	120m2
0	100.00%	8 m2 meter new space 16 m2 old space



2-comorbiditty / 0 working from home	Individual work arrangement entered into	350 SQUARE METRES
0	NA	20 m2
3-comorbiditty / 0 working from home	Individual work arrangement entered into	50 m2
6- comorbidities / 0 working from home	Staff with individual work arrangements	190m2
8 - comorbidity / 0 working from home	100.00%	450 m2
2 - comorbidities / 0 working from home	1x 60 year old working at back office - no client contact I	40 m2



1- comorbidities / 0 working from home	use of back office and cashier and limiting exposure to clients at a time	16m2
3-Comorbidiies / 0 working from home	Individual work arrangement entered into for staff with comorbidities,	60m2
1- comorbidities / 0 working from home	use of back office and cashier and limiting exposure to clients at a time	35m2
1 comorbidities / 0 working from home	use of back office and cashier and limiting exposure to clients at a time	30m2
0	100.00%	1331m <sup>2</sup>
0	100.00%	140m <sup>2</sup>
0	100%	261m <sup>2</sup>



0	100.00%	168m <sup>2</sup>
0	100.00%	162m <sup>2</sup>
0	100.00%	45m <sup>2</sup>
0	100.00%	122m <sup>2</sup>



Client capacity intake (50% of floor space) - nr of clients on floor at a time	Total number of counters available within the office ( per floor) i.e. Meeter greeter = X All service counters = X
Maximum 30 clients in office due to space constraints, limited to 15 during loadshedding due to extractor fan challenges	Meeter Greeter: x1 Photobooth: x2 Modernization counters: x5 BMD: x2
8	meeter greeter x1, BMD x1 , Collections x1, Applicationsx1 photobooth x1 Cashier x1
19	1x Meeter Greeter, 3X Photo Booth and 8X counters.
Ground floor = 37 1st Floor = 52	Ground Floor: 20 counters (2 Meeter greeter, 3 photo booth and 15 front counters) First Floor: 11 counters ( 2 Information counter and 9 front counters)
50% nr of and clients on floor at time Ground floor 50% = 45 clients sited First floor 50% = 50 clients sited	<b><u>Ground floor</u></b>  <b><u>Meter greeter = 3</u></b> <b><u>Collections = 4</u></b> <b><u>Applications = 11</u></b> <b><u>Photobooth = 2</u></b>  <b><u>First floor</u></b>  <b><u>Meeter greeter = 1</u></b> <b><u>Applications(Grade 12) = 2</u></b> <b><u>Photobooth = 2</u></b>



Current staff compliment : 35 , (Average leaves : 5 per day, different types of leave). 50 clients inside the office at a time. Collection HUB : 3 officials placed and 20 clients inside at a time = during LEVEL 1	OFFICE Meter greeter = 2 All service counters = 19 Photobooth = 2 COLLECTION HUB Meter greeter = 1 All service counters = 5
4 at a time. Although you don't received that amount of clients at the same time	Only 1 Counter
Maximum 9 clients in office due to space constraints	Meeter Greeter: x1 Photobooth: x1 Modernization counters: x2 BMD: x1
Maximum of 45 clients allowed in the office at any given time	2 xMeter greeter, 5x counters, 2x collection, 2x Photo booth; 1Xcashier BMD: 7 counter plus 1xCashier 1XPrinting 1XMarriages
50% of the office space is occupied. Clients are kept apart by isolating the chairs in the middle. All clients must be seated. One client is allowed at the counter at a time.	Meeter greeter = 1, Photo booth = 1, service counters = 5 (modernization and BMD)
Max 6 old space Max 3 New space	3 in old office and 3 at new office



20	1 CASHIER = 8 COUNTERS 1 COUNTER 1 1 COUNTER 3, 1 COUNTER 5 , 1 COUNTER 7 1 PHOTOBOOTH 1 MEETER GREETER 1 SUPERVISOR OFFICE AND 1 BACK OFFICE
Max 8	1 Meeter Greeter 1 Photoboth 1 FLO 1 BMD 1 collection cashier new space
20	1 x meter greeter 1 x photo booth 1 x cashiers booth 1 x FLO applications 1 x FLO collections 2 x All services (BMD)
Max 35	Meeter greeter = 1 Photo booth = 2 Modernization counters: applications = 4 Collections = 4 BMD Counters = 2 Cashier = 1 Total = 14
50	10
10	Meeter Greeter x 1 All service counter X 6



	5	Meeter Greeter = 1 All Services counters = 2
	16	4X Information and all services
	10	2 COUNTERS USE DAILY FOR ALL SERVICES
10		1 Meeter Greeter 1 Photoboth 1 FLO 1 BMD 1 collection cashier new space
Ground Floor = 35 First Floor 6 Second Floor 2		Total number = 15 Meeter Greeter x 2 Photo Booth x 2 FLO x 2 Collection x 4 IRE x 1 BMD x 3 Switchboard x 1
6		Total number = 7 Meeter Greeter x 1 Photo Booth x 1 IRE x 1 BMD x 1 FLO x 1 Collection x 2
15		Total number = 8 Meeter Greeter x 1 Photo Booth x 1 FLO x 1 Collection x 2 IRE x 1 BMD x 1



4	Total = 7 Meeter Greeter x 1 Photobooth x 1 IRE x 1 FLO x 1 Collection x 2 BMD x 1
10	Total number = 8 Meeter Greeter x 1 Photo Booth x 1 Cashier x 1 BMD x 2 FLO x 1 Collection x 2
2	3
2	Total = 4 Photobooth/FLO x 1 Collection/BMD x 1 BMD x 1 IRE x 1



Number of counters in use considering 1,5 meters protocol	Alternative service spaces identified (example i.e. Marriage Registration services rendered from an office, cashier booth etc.)	Adherence/ Maint protocols (Y	
		Office	Staff
Meeter Greeter, Photobooth x1, Modernization x3, BMD x2	Marriage Room, Baby Room, Cashier Room	Yes	Yes
BMD, Applications, Photo booth, Cashier , Meeter Greeter	No extra space available If physical barriers can be provided to divide workstations	Yes	Yes
1X Meeter Greeter, X 2 Photo Booths and X4 counters.	Marriages are conducted in the marriage room	Yes	Yes
Ground floor: Meeter greeter 1 Official, photo booths 2 Officials, 8 Officials First floor: Information counter 1 Official, 5 Officials at front counters	Ground floor: 2 Officials at photo booth First floor: 1 Official at marriage room and 1 Official at photo booth	Yes	Yes
<u><b>Ground floor</b></u>  <u><b>Meter greeter = 2</b></u> <u><b>Collections = 3</b></u> <u><b>Applications = 6</b></u> <u><b>Photobooth = 2</b></u>  <u><b>First floor</b></u>  <u><b>Meeter greeter = 1</b></u> <u><b>Applications(Grade 12) = 1</b></u> <u><b>Photobooth = 1</b></u>	1. Marriages are conducted in the marriage room on the first floor  2. For Grade 12 SIC project the following counters have been reserved:  Counter 26 Photoboth 24  3. Alternative space has been created for birth registration on	Yes	Yes



The counters are 1 - 1.5m apart, therefore all counters can be used if staff available. Meter greeter is a challenge as 2 officials work in small space.	N/A	Yes	Yes
1 Counter	No Alternative Space available for Marriage registration etc.	Yes	Yes
Meeter Greeter, Photobooth x1, Modernization x1, BMD x1	Office Manager/Marriage Room, Cashier Room	Yes	Yes
12 counters total - 7Xsmart card and collection and 7XBMD	Mariage is solemnized in Boardroom,Death and Birth on first floor with observation of required space in between the clients and officials	Yes	Yes
5 counters, including BMD = 2 and Modernization = 3	Death and Marriage Registration have separate offices	Yes	Yes
3 counters in total 2 counters in use and 1 counter inbetween	there is enough space to maintane 1.5 social distance for all 4 staff and clients at the office	Yes	Yes



MEETER GREETER, COUNTERS 1, 3,5,7 AND 1 PHOTOBOOTH	1 BACK OFFICE AND 1 CASHIER AND 1 SUPERVISOR OFFICE	Yes	Yes
all listed counters in use but officials are less than no of counters with officials manning more than 1 counter	there is enough space to maintain 1.5 social distance for all 8 staff and clients at the office 1 Back Office and 1 Cashier 1 Storage room	Yes	Yes
6	Marriage room and 4 offices available in back office if required	Yes	Yes
11	IMS services rendered from 2 offices, Death registration rendered from an office, Marriage registration rendered from an office & LRB services rendered from an office.	Yes	Yes
5	Switchboard used for birth registration (within 30 days) to accommodate a Commobidity official/s	Yes	Yes
Meeter Greeter x 1 All service counter X 4	No	Yes	Yes



2 Counters are being used daily and 1 extra counter for when the client volumes are high.	IRE = 1 The meeter greeter counter are also equipt with a BMD computer to assist with BMD applications.Back office are being processed at an additional office.	Yes	Yes
Information counter x 1,All services	none	Yes	Yes
2 Counters are being used daily and 1 extra counter for when the client volumes are high.	MARRIAGE ROOM AND CASHIER BOOT USE FOR ALTERNATIVE SERVICES	Yes	Yes
all listed counters in use but officials are less than no of counters with officials manning mor than 1 counter	Back office can be used	Yes	Yes
7	1x Back office for Birth Registration and printing	Yes	Yes
4	Marriage Room used by the Official with comorbidities	Yes	Yes
7	Marriage Room x 1 (converted to BMD counter 2) Collection counter x 1 (moved to 2nd photobooth space) Ladismith office x 2 (Mondays to Tuesdays) Mobile solution x 1 (for birth	Yes	Yes



5	N/A	Yes	Yes
5	Marriage from outside office, immigration from separate office	Yes	Yes
2	N/A	Yes	Yes
3	N/A	Yes	Yes



ain COVID 19 es/No)
Clients
Yes
Yes
Yes
Yes
Yes



Yes
Yes
Yes
Yes
Yes
Yes



Yes
Yes
Yes
Yes
Yes
Yes



yes
Yes
yes
Yes
Yes
Yes
Yes



Yes
Yes
Yes
Yes



**Additional measures implemented to mitigate risks associated with increased staff and clients accessing the office**

\* 1x 60 year old moved to Admin - back office functions, when at front counters only with strict protocol measures in place such as 1.5 m distance from client, sanitizers available for client & official, counter partially partitioned, extractor fans are permanently on, gloves available for official at each counter and masks are worn compulsory and available for rotation of used masks.

Sanitize frequently ,maintain social distance at all times

Sanitize frequently ,maintain social distance at all times

Intensified cleaning regime

14 Staff with comorbidities working from back office or at counter spaces with limited contact with clients

Challenges outside queues - with maintaining social distance due to high volume - established partnership with SAPS to assist.

Management managing the floorwalkers ensure compliance inside the office. Social distance strictly maintained inside the office at all times.

Intensified cleaning regime

Some workstation counters closed to create a space of 1m-2m

8 x 60 years and above and officials with comorbidities have been removed from direct interaction with the public

2 x Archive, 3x Supervisors - only override functions, 2 counters with limited interaction, 1x cleaner with comorbidities - reduced working hours to avoid congested traffic .

Other staff with comorbidities: They have been placed in areas where there is less with no direct contact with the public.



Intensified cleaning regime 4 staff members with comorbidities deployed at back office Security officers in place, Floor walkers who checks and manage the queues.
Intensified cleaning regime
Intensified cleaning regime. One client permitted to seat in 3 bench seater.
Intensified cleaning regime All Covid -19 protocols adhered to and strictly maintained Staff with comorbidities placed at no/low contact areas
Intensified cleaning regime Strict enforcement of current COVID protocols
Intensified cleaning regime and compliance to all precautionary measures



Intensified cleaning with disinfecting of the chairs and front office areas done every hour than the 2 hours

One client permitted to seat in 3 bench seater ( 20 Clients permitted inside)

750 ml bottle Sanitisers handed to staff when empty

Phased in approach will be applied

Social distance between the clients ,they must wear mask, check temperature and sanitizing of clients 8 clients permitted inside

Intensified cleaning regime

Staff with co-morbidities placed in back office, switch board and cashiers booth(shielded).

IMS uses back entrance to the office

Phased in approach will be applied

Queues split into 4 queues

Staff with Comorbidities placed at the Back Office to do processing

Phased in approach will be applied

Intensified cleaning regime - Cleaber to clean all surfaces/Counters every 2 hours (daily)

All clients and staff are screened before being allowed to enter the building.

Doors are periodically opened to maintain fresh air in the building.

Phased in approach will be applied



Posters are pasted to indicate where clients must stand for a specific service. Self made direction posters were pasted in order for the clients to be directed where to park. Maintain social distancing and still adhere to all Covid 19 regulations. Clients will remain to queue outside, due to office space. Official with co-morbidity are stationed at Cashier, back office and minimal contact with clients.

Everyone is screened before entering the office, an access register is maintained,  
Intensified cleaning regime

adherence to all covid pre cautionary measures

Staff with comorbidities - back office limited contact with clients  
Separate services i.e. Birth registration  
Floor walking and queue management in place  
Enforce wearing of PPE's mask, face shields, gloves and sanitisers issued to all staff.

1 x Official with comorbidities placed at back office  
Officials encouraged not to have too much movement in the office to comply with social distancing requirements

6 x AC with commodities deployed as follows:  
1 working at back office  
5 working at front office  
Comorbidity officials only deployed in the office and not to mobile venues.



Due to office space, clients will remain on the outside queue
Frontline officials with comorbidities will be released as required ,RITO will be on call rotated daily
Intensified cleaning regime
Intensified cleaning regime