



BELLAVISTA School

COVID 19 OHAS Protocol January 2022

ANNEXURE A GAZETTE NO. 43257

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Revised issue of this protocol: 2 August 2021 (Gazette 44922)

Revised issue of this protocol: 3 January 2022 (Level One announced November 2021)

PRINCIPLES

This protocol includes the measures Bellavista School is actively taking to avoid the spread of COVID19 in our community and on our campus. All stakeholders are instructed to follow all these rules diligently in order to sustain a healthy and safe workplace in this unique environment, as required by the applicable South African legislation. It is important that we all respond responsibly and transparently to the regulations and rules as depicted in the protocol. This COVID19 protocol document is susceptible to changes with the introduction of additional governmental guidelines or should circumstances in the workplace change. Updates are last taken from the August 2021 revision of school SOPs, which remain in place.

This protocol will remain in force for as long as the declaration of the national disaster published in *Government Gazette* 43096 on 15 March 2020 and renewed on the 15th of each month remains in force.

Bellavista School places the issue of school safety at the top of the agenda of all stakeholders. The overall purpose of this policy is to ensure that the school is safe for all and that effective measures are employed to address the risks posed by COVID19. The objective of this document is to plan for and react to the crisis that the COVID19 has created. This protocol outlines the required actions of Bellavista School's employees and visitors and/or clients in order to protect themselves and their co-workers from a COVID19 infection and its possible spread. A list of all the required actions are depicted in this document. These will be assessed and the protocol updated if necessary.

We note that school administrators and teachers are not solely responsible for ensuring adequate hygiene and physical distancing measures, but that caregivers and the children themselves also have personal responsibilities to contribute to the reduction in overall community transmission. The front line of defence is the family and in the home. We rely on parents to monitor their children and family members before they leave home and when they return.

In the event of a COVID related school closure, online learning will continue for all children to allow opportunity to navigate attendance and health risk in relation to the COVID19 virus.

Communication with the school community is vital.

Because of the temperature and health screening procedures and the sanitisation measures being taken, the school should be one of the safest and healthiest environments for children and allow them to continue to return to some semblance of normal during these abnormal times.

This protocol applies to all Bellavista School employees and associated parties who physically work on the campus and all visitors/clients to Bellavista School's premises.

Bellavista School has compiled a COVID19 Workplace Plan which shall, where applicable, be read in conjunction with this policy. All representatives are instructed to familiarise themselves with the COVID19 Workplace Plan and all Annexures thereto in order to ensure the appropriate performance of their duties.

Related documents to be read in conjunction with this protocol include:

Bellavista Workplace School Plan June 2020
Bellavista Warrant Letter (N/A 2022)
Bellavista PPE Register
Bellavista Screening Register
Bellavista Appointment of a Compliance Officer
Bellavista COVID19 Checklist

Bellavista Detailed Inspection Sheet
Bellavista Use of Company Vehicles
Form 2 permit template (N/A 2022)
Bellavista Declaration of Compliance
Bellavista Employee Declaration
Bellavista Visitors requirement
Bellavista Waste Disposal Guidelines
[Bellavista Assessment/ Therapy Room Protocol]

1. Risk assessment:

- 1.1 The Company has appointed Gwendoline Scott as the Compliance Officer. All staff are expected to make a daily risk assessment in their venue or area of work and report any matter of concern to the Compliance Officer.
 - 1.1.1 A daily analysis on COVID19 at the office must be done and a written record of the risk analyses must be kept by the representative appointed by the Compliance Officer. The analysis should consist of, at least, the following:
 - The identification of all possible hazards and risks
 - an analysis of the nature of the risks
 - steps to be taken to eliminate or control these risks
 - 1.1.2 Measures necessary to control those risks must be identified and implemented.
 - 1.1.3 The COVID Compliance Officer of Bellavista School will report weekly before close of business every Thursday.
 - 1.1.4 This report will be made available to all internal staff on the Bellavista Ed-admin domain weekly.
- 1.2 Identification of exposure levels: in the school setting we see imperatives for hygiene and physical distancing measures within three major focal points of transmission viz.
 - 1.2.1 before school
 - 1.2.2 to and from school
 - 1.2.3 at school
- 1.3 Identification of “high contact” activities
- 1.4 Under level 1-3 lockdown, all staff are expected at work and no permits are required. Staff with high comorbidities and/or with persons at high risk in the home can make application to do their work from home IF it is possible that such work is possible

remotely while balance of school is on site. Should it not be possible, the staff member must take special leave.

- 1.5 Identification of vulnerable workers and children and consider special arrangements for their protection, including protection against unfair discrimination or victimisation, on a case by case basis.
 - 1.5.1 Any staff member or student who may be vulnerable to COVID19 needs to be identified and brought to the attention of the Executive Principal.
 - 1.5.2 The following conditions may put a person at a higher risk –
 - Persons who are unvaccinated
 - People with chronic lung disease or moderate to severe asthma
 - People with serious heart conditions
 - People who are immunocompromised. Many conditions can cause a person to be immunocompromised including cancer treatment, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, smoking, prolonged use of corticosteroids and other immune weakening medications
 - People with severe obesity (BMI of 40 or higher)
 - People with diabetes
 - People with chronic kidney disease undergoing dialysis
 - People with liver disease
 - People over the age of 60

2. Engineering controls

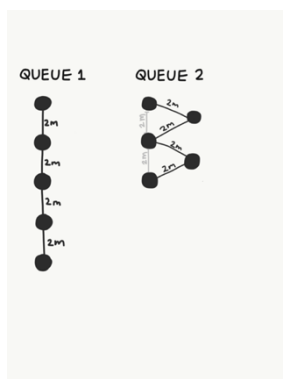
2.1 Ventilation

- 2.1.1 Windows and doors must be in working order
- 2.1.2 Room windows should be widely opened at every opportunity
- 2.1.3 Leave slightly open during the day for airflow and cross ventilation
- 2.1.4 Where air conditioners are used, filters must be of high standard and replaced regularly.

2.2 Physical barriers

- 2.2.1 Erect Perspex shields at Reception and in assessment and therapy rooms
- 2.2.2 Section off areas/ zones for movement in the school

2.2.3 Space any line up or queue spots with stickers, for example:



2.3 For necessary meetings with parents, a perimeter room will be used. ZOOM is preferred.

2.4 Hand sanitiser pumps/ wipes to be placed strategically across the school.

3. Administrative controls

- 3.1. The school appointed guards should be informed of the overall plan and trained to assist visitors without letting them enter (unless asked to allow specified persons to enter).
- 3.2. A visitor's register (physical or on the app) is to be implemented as of 11 May 2020, and applies to all persons entering the school except the enrolled child and staff.
- 3.3. Where possible, visitors should be met outside near the gate and not allowed in the buildings.
 - 3.3.1. All deliveries are to be left outside the gate unless a prior arrangement has been made by a staff member. Any such arrangement needs to be communicated to security timeously.
- 3.4. All parents, staff and visitors are to fill in a form provided by the school (per the school app or physical sheet) with regard to the current health – "Health Declaration" – of the person concerned including a questionnaire to identify the symptoms of COVID19.
- 3.5. Entrance for the start of the school day will be staggered across several entry points. The times for start of day will be reviewed and updated regularly to ensure optimal use of the school day time.
- 3.6. Stickers on the corridors will mark the distance in the entrance queues initially, until the children are well coached.
- 3.7. Procedure for guards or any staff member monitoring the gates:
 - 3.7.1. All children are to be dropped off and collected outside the gates.
 - 3.7.2. Parents may not enter the school unless authorised to do so in advance by a member of staff who has notified security.
 - 3.7.3. Parents may only pick up / drop off learners at designated gates.
 - 3.7.4. No child is permitted to leave in an Uber or other taxi service.

- 3.7.5. Only visitors whose names have been given to security in advance may enter the premises under strict conditions (see Bellavista Visitors' Guidelines)
 - 3.7.6. No persons may enter the premises unless they are wearing a mask (no buffs). These masks are to be worn all the time while on the premises (advise visitors in advance).
 - 3.7.7. Taking one's own and all family members temperatures first thing in the morning is strongly encouraged.
 - 3.7.8. All persons entering the premises are to have their temperature taken. Anyone with a temperature of 38 degrees and above may not enter.
 - 3.7.8.1. Adults: taken at the gate on entry
 - 3.7.8.2. Children: taken in class at 08h00
 - 3.7.9. All persons entering the premises must sanitise their hands.
- 3.8. Monitor and plan for absenteeism
- 3.8.1. Review the usual absenteeism patterns- children and staff.
 - 3.8.2. Attendance will be taken daily:
 - Staff on Ed-admin will log attendance daily via the LMS
 - Support staff will check in for a daily roll call
 - Class teachers will log attendance (virtual or physical) per the Edana app
 - 3.8.3. Children and staff to stay home when sick.
 - 3.8.4. Identification of critical job functions and positions and plans for alternative coverage by cross-training staff will be implemented.
- 3.9. Require sick children and staff to stay home/go home if becoming sick.
- 3.9.1. Should any child show any symptoms of COVID19 during school hours the parents are to be contacted immediately.
 - 3.9.2. Children and staff who become sick at school or arrive at school sick (showing any of the symptoms of COVID19) are sent home as soon as possible. Care should be taken to transport them safely, without risk to the person transporting them.
 - 3.9.3. Keep sick children and staff, particularly those with symptoms or respiratory illness separate from well children and staff before they leave.
 - 3.9.4. Anyone who shows possible symptoms of COVID19 while at school should be escorted by the managing staff member to the grass area outside the pavilion on Wingfield Avenue until collected.
- 3.10. Minimise contact in peak periods:
- 3.10.1. Rotation and shift work should be considered continuously.

- 3.10.2. Work-at-home strategies should be explored and exploited wherever possible.
- 3.10.3. The monitoring of social distancing is to be given high priority.
- 3.10.4. Parents dropping off children should drop them at a designated entrance and should maintain social distancing when waiting outside the gates to collect at the end of the day.
- 3.10.5. Allow 1m 'head to head' space between desks to reduce transmission caused by coughing, talking and sneezing.
- 3.10.6. Limit the extent to which children mix with children from other grades.
- 3.10.7. Avoid multiple classes going to the bathroom at once.
- 3.10.8. Snacks and lunches prepared for the children and staff members are to be sent with them.
- 3.10.9. Children/ staff are not to exchange food or snacks. Birthday treats can be issued, handled only by the teacher.
- 3.10.10. Social distancing to be practised while eating at 1,5m outdoors.
- 3.10.11. Gatherings indoors of <50 should be kept to less than 50% of venue capacity.
- 3.10.12. Gatherings outdoors of <1000 are allowable with all protocols in place.
- 3.11. Communication and information strategies will:
 - 3.11.1. include strategies for sharing information about the virus and also vaccinations with staff, children and their families.
 - 3.11.2. include information about steps being taken by the school to prepare, and how additional information will be shared; the COVID COMMS channel of communication is the established method for this.
 - 3.11.3. Contact details for the departments of Health, Education and Social development, via the <https://sacoronavirus.co.za/> official website is available on the landing page of the school's website.
- 3.12. Bellavista's school psychologists, drama therapist and social worker will support staff, children and their families emotionally through the next months, particularly around the socio-emotional effect of the lockdown and fear/ anxiety around the pandemic. Referrals for short term (<four sessions) will be made from the Executive Principal. Parents must support and give consent to the intervention.
- 3.13. The role of health and safety committees and representatives continues as usual, including close communication to the Disaster Management Team.
- 3.14. Reporting of incidents for regulatory purposes continues per the OHAS policy and procedures of the school.
- 3.15. Reporting is prepared weekly, stored internally and loaded to Ed-admin.

- 3.16. The school will review all policies in order of priority to ensure alignment with this protocol and prescribed regulations around which it is developed.
- 3.17. Any apparent stigmatisation will be addressed via the children's Code of Expected Behaviour and Staff Disciplinary Code.
- 3.18. The school budget is amended to shift funds from non-essential to respond to the demands of COVID19.
- 3.19. The maintenance budget will be utilised to create a conducive learning environment in the short to medium term, bar critical servicing and repairs.
- 3.20. All contracts for the hire and use of school facilities by external parties are resumed with expectation that these parties comply with all protocols.
- 3.21. The school tuckshop is suspended.

4. Healthy and safe work practices: considerations for quarantine of close contacts within the December 2020_January 2022 testing strategy for COVID19

DIFFERENCES BETWEEN QUARANTINE AND ISOLATION

Quarantine - Restricting activities and/or separating people who are not ill but may have been exposed to COVID19. This can take place at home or in a designated facility for 10 days. If your quarantine starts at noon on day 1, then it would end at noon on the last day.

Isolation - Separating or keeping away from others people who are ill with symptoms of COVID19 and/or have tested positive. This can take place at a health facility for those who require hospitalisation due to severe symptoms or complications. This can take place at home or in a designated facility for 10 days, for mild and asymptomatic cases.

The isolation and quarantine period is 10 days.

4.1. Who are close contacts?

- Being within one metre of a COVID19 case
- Being with a COVID19 case for more than 15 minutes
- Direct physical contact with a COVID19 case e.g., hug or handshake
- Providing direct care for patients with COVID19 disease without using proper personal protective equipment (PPE)
- Family members living together
- Direct caregivers or providers of medical treatment and care services
- Healthcare workers who perform diagnostic and treatment activities that emit aerosol

- Persons who have had close contact in an office, classroom, or similar locations
- Persons sharing meals, entertaining, and providing catering and entertainment services in a closed environment
- Healthcare workers and family members visiting someone with COVID19 or other people in close contact with COVID19 cases
- Persons riding in a vehicle and within one metre of a COVID19 case or an asymptomatic infected person including companions (e.g. family members, colleagues and friends), and other passengers
- Other persons assessed by onsite investigators meeting criteria for close contact
- If any staff member or a family member has a raised temperature or shows any signs of the symptoms of COVID19 they must remain home in isolation and advise the school. If the child is with fever: **seek medical assistance.**

4.2. Considerations for Quarantine/ Isolation of Close Contacts

Note: while this was reviewed in December 2021, the announced changes were retracted and the current regulations remain as indicated below.

4.2.1. Testing

- The testing strategy requires that all **close contacts of a laboratory tested positive COVID19 identification** be tested for COVID19. This means, a close contact will be tested even if he/she does not show any COVID19 symptoms.
- The school can and will require any member of staff or child who presents symptomatically to take a PCR test for COVID19.
- If a staff member or child contracts COVID19, a test is not required for return to school after 10 days from positive test but a surgical mask (N95) should be worn on return to school to the point of 21 days from the date of diagnosis.
- If a person is a close contact and is under quarantine and then has **additional exposure** to another person with COVID19, the quarantine restarts with the last day of contact with this additional person, i.e., date of additional close contact with a person who has COVID19 + 10 days = end of quarantine.
- If the close contact lives with someone who has COVID19 and cannot avoid close contact, that person must isolate at home while the person is sick, and quarantine for **10 days after the person who has COVID19 has met the criteria to end home isolation**, i.e. date the person with COVID19 ends home isolation + 10 days = end of quarantine.

4.2.2. If the close contact tests positive:

- isolate for a period of 10 days, and as such meet the criteria for de-isolation.
- 4.2.3 If the close contact tests negative:
- he/she is required to still continue to staying at home (quarantine), apart from others in order to prevent the spread of the virus, if they are still within the 10-day period following the point of contact **regardless of testing that returns negative**. This is because the time from exposure to COVID19 to the moment when symptoms begin is, on average, 5 – 6 days and can range from 1 – 14 days
 - in addition to quarantine, interventions such as physical distancing of at least 1 metre, wearing of mask, combined with frequent hand hygiene and respiratory etiquette are indicated at home.
 - if the individual tested negative and completes the 10-day quarantine period and does not develop COVID19 symptoms, he/she is advised to continue maintaining a physical distance; wash hands often with soap and water for at least 20 seconds especially after being in a public place; cover mouth and nose with a mask when around others; continue monitoring for any signs and symptoms of COVID19 up to 14 days.
- 4.3. Any person making a joke or false statement about COVID19 should be counselled and cautioned.
- 4.4. All adults to avoid telling stories of their own experiences or quarantine but provide time for the children to share their stories outside of the large group.
- 4.5. Should a member of staff or a parents know of/ receive report of any confirmed case of COVID19 in the Bellavista School community (child or parent), that person must **immediately** contact the Executive Principal per telephone call *and* in writing via secretary@bellavistaschool.co.za , marking the subject line as **ALERT**.
- 4.6. No rumour or speculation around such information will be tolerated, in order to avoid stigmatisation and panic/ anxiety.
- 4.7. **If a confirmed case (child or adult) has entered the school:**
- 4.7.1. Reporting for purposes of public health, contact tracing, screening, testing and surveillance is mandatory. NICD: 0800 029 999
 - 4.7.2. The Executive Principal or her designate will contact and inform local health officials (NICD DoE DoH) who will do the risk assessment and advise if a cluster of >3 cases occur.
 - 4.7.3. Dismiss children and most staff for a number of days.
 - 4.7.4. School will not be suspended for suspected cases, only for lab test confirmed cases.
 - 4.7.5. Clean and disinfect thoroughly.

- 4.7.6. Close off areas used by the individual/s with COVID-19.
- 4.7.7. Open outside doors and windows to increase air circulation in the area.
- 4.7.8. If possible, wait up to 24 hours before beginning cleaning and disinfection.
- 4.7.9. Cleaning staff should clean and disinfect all areas used by the ill person focusing especially on frequently touched surfaces.
- 4.7.10. PPE items, if reusable, should be soaked in a 1:49 bleach solution for 30 minutes before use if contact has been made with a confirmed case.
- 4.7.11. Should a case be detected where the person infected had been in a room with an air conditioning unit that is used the filter of the unit is to be replaced.
- 4.7.12. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection. Sinto, containing chlorine, is recommended for use in these circumstances. Diluted household bleach is also recommended if appropriate for the surfaces to be disinfected. The manufacturer's instructions for application and ventilation are to be followed. Household bleach must never be mixed with ammonia or any other cleanser. The mixture recommended for the bleach is 1 tablespoon per litre of water.
- 4.7.13. Carpet and soft materials will be cleaned.

5. Education and Training: teach and reinforce healthy hygiene practices:

- 5.1. Train staff and children on healthy hygiene practices so they can teach these to the children and keep themselves safe.
- 5.2. Ensure handwashing strategies include washing with soap and water for at least twenty seconds, especially after going to the bathroom, before eating, and after blowing one's nose, coughing or sneezing. If soap and water are not available and hands are not visibly dirty, use an alcohol-based hand sanitiser that contains at least 70% alcohol (when using sanitiser hands should be rubbed for 30 seconds until they are dry).
- 5.3. Children and staff to sanitise hands before entering a classroom.
- 5.4. All at school to practise social distancing of 1- 1,5m metres at all times.
- 5.5. No hugging or handshakes.
- 5.6. All staff to observe, monitor and correct any deficiencies noticed in the plan.
- 5.7. Place signage appropriately to remind children and staff to wash hands for at least 20 seconds frequently through the day.
- 5.8. Encourage children to remind other children to wash hands.
- 5.9. Supply disposal bins for PPE's and other material.
- 5.10. Staff should be provided with hand wipes and hand sanitiser to keep on their desks.
- 5.11. Lockers can be used but emptied daily.

- 5.12. School buses are to be sanitised before each trip and the *Guidelines for Use of Company Vehicles* as printed and placed in each vehicle must be adhered to.

6. Intensify cleaning and disinfection

- 6.1 The school trained cleaners and Bellavista Staff in the new cleaning policy. <https://alison.com/course/coronavirus-what-you-need-to-know> certificate course is available in English, Afrikaans, isiZulu, SeSotho and isiXhosa.
- 6.2 “High touch” surfaces and objects that are frequently touched will be cleaned twice daily. This may include cleaning objects/surfaces not ordinarily cleaned daily, e.g., doorknobs, light switches, tap handles, countertops, handrails and hallways etc.
- 6.3 Classrooms and therapy room furniture to be cleaned & disinfected daily.
- 6.4 Toilets and rest rooms are to be cleaned and disinfected as many times as is practical during the day, no less than twice.
- 6.5 Unless guided by the cleaning experts otherwise, the school is recommended to use the following:
- continue using Ecozym for daily cleaning in the bathrooms.
 - Prosan Q to be used for weekly deep clean of the bathrooms.
- 6.6 Sintol, which contains chlorine
- 6.7 Dustbins should be open to avoid touching of handles or tops.
- 6.8 All dustbins to have plastic liners.
- 6.9 Lost clothing to be washed in a washing machine set on the high temperature setting before being stored. Other items are to be disinfected before being stored.
- 6.10 Play and sport equipment, games and musical instruments to be cleaned/disinfected daily unless an incident occurs that warrants immediate cleaning. This includes in the classrooms as well as the Issie Senses room, OT Gross Motor room, Play Therapy room, Music room, D & T room and Art room.
- 6.11 Staff and children to wipe their own electronic equipment, including mobile phones and tablet devices.

7. Personal Protection Equipment

- 7.1 Clean masks are required for every child and adult on the property. No buffs.
- 7.2 A register of PPE procured and issued will be kept: *Bellavista PPE Register*
- 7.3 Ensure adequate supplies are available, e.g., soap, paper towels, hand sanitiser, tissues & PPE's to support healthy hygiene practices, and including: masks; gloves; facial shields; aprons.
- 7.4 All clothing should be washed daily.

8. Shared responsibility

Parents are made aware of the symptoms of COVID19 and acknowledge in writing that they will:

- 8.1 Take their child's temperature daily - am. and pm. (complete on app each morning) and report any suspicious symptoms within their family or community immediately;
- 8.2 enforce good hygiene practices such as washing and sanitising of hands, coughing or sneezing into a tissue or bent elbow;
- 8.3 ensure that the child leaves home with a face mask;
- 8.4 ensure that their child's masks, shoes and clothing are washed daily;
- 8.5 transport their child/ren to school personally and preferably not in lift clubs where these can be avoided;
- 8.6 Provide a lunch pack that is healthy and right sized to be just enough for what is needed in a day;
- 8.7 Provide clearly labelled bottles of water daily.
- 8.8 Drop off each morning at the designated time.
- 8.9 Collect their child immediately after school.
- 8.10 Adhere to all Regulations and Guidelines provided by the School and Government.

9. Provision of safe transport for employees.

- 9.1. All staff will be briefed on conditions for safe travel.
- 9.2. Where possible, staff must use private vehicles.
- 9.3. Where public transport is the only option, staff should travel outside of rush hour where possible and comply with all COVID19 protocols on site.

10. Emotional Wellbeing of Employees and Children

- 10.1. Employees and children will be monitored for persistent fear, worry and anxiety; persistent sadness, hopelessness and other overwhelming emotions; withdrawal from others; loss of interest in personal appearance and unusual lack of energy; disproportionate expression of rage and anger; chronic absenteeism; use of drugs or alcohol.
- 10.2. Where appropriate, referral will be made to a school based psychologist or social worker who can assess and support or refer to further assistance.

11. Sport and Co-curricular Activities: *pending updated gazette*

Per Gazette No. 44922 issued 1 August 2021

- 11.1 The following conditions apply:

- 11.1.1 Indoor venues must not be occupied for the activity at more than 50% of the venue capacity and <1000 persons
- 11.1.2 Any cocurricular activity is limited to 2000 people outdoors up to the capacity of 50% of that venue
- 11.1.3 Spectators allowed for specific events at the discretion of the school
- 11.1.4 Face masks are mandatory at all times except when training
- 11.1.5 Staff, coaches and learners must have access to hand sanitizer
- 11.1.6 There should be soap and water hand washing facilities open
- 11.1.7 If indoors, ventilation procedures apply as above
- 11.1.8 Social distancing measures apply
- 11.1.9 Water bottles may not be shared.
- 11.1.10 All sport equipment must be sanitized before and after the training session
- 11.1.11 The school must have a register of all children with contact details (Ed-admin) available.

Compiled by A Wilder and A Scott 13 May 2020

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Presented to staff 25 May 2020

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Revised 2 January 2021

Revised 9 January 2021 A Scott

Revised 23 April 2021 A Scott

Revised 14 May 2021 OHAS team

Revised 18 June 2021 A Scott

Revised 2 August 2021 A Scott

Revised 3 January 2022 A Scott

• National Department of Health: <http://www.health.gov.za> • National Institute for Communicable Diseases: <https://www.nicd.ac.za> • National Institute for Occupational Health: <http://www.nioh.ac.za> • World Health Organization: <https://www.who.int> • Department of Basic Education: <https://www.education.gov.za> • National Health Laboratory Service: <https://www.nhls.ac.za> • COVID-19 Online Resource & News Portal: www.sacoronavirus.co.za • NICD Toll-Free Emergency Hotline for COVID-19: 0800 029 999 • WhatsApp Support Line for COVID-19: Send HI to 0600 123 456

Provincial Communicable Disease Control Directorate:

Gauteng – Chika Asomugha – chika.asomugha@gauteng.gov.za – 082 330 1490

Caroline Kesebilwe – caroline.kesebilwe@gauteng.gov.za – 083 490 8165

NICD: 0800 029 999