



Western Cape
Government

SUSTAINABLE LIVELIHOODS PROGRAMME

NORMS AND STANDARDS FOR THE TARGETED FEEDING PROGRAMME

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ANNEXURES

- A) First Aid Content List
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1. Introduction

The Constitution of the Republic of South Africa (106 of 1996) guarantees every citizen "the right to have access to . . . sufficient food" and that ". . . the State must take reasonable legislative and other measures, within its available resources, to achieve the progressive realization of each of these rights." (Constitution, 1996: 12)

The right to food is a human right recognized under national law and it is government's responsibility to create an enabling environment to ensure its citizens have access to food to feed themselves, either by producing their own food or by buying it. If a home or person does not enjoy this level of access, they are considered food insecure.

The Western Cape Household Food and Nutrition Security Strategic Framework (2016) describes food insecurity as a phenomenon in which people have a lack of stable and continuous access to food to support their nutritional needs to lead a healthy, active lifestyle. It is estimated that 17,4% of households in the Western Cape have inadequate food access while 6,6% are severely affected by the inadequate access to food (going to bed hungry, running out of food, going without food for a whole day and night).

Data further indicates that stunting and under-nutrition is pervasive among children under the age of five years in South Africa while obesity occurs among older children and adults due to the lack of access to food and poor intake of sufficient nutrients. Nutrient deficiencies, excesses or imbalances in a person's food intake results in these forms of malnutrition. This presents a public health concern and there is thus a great need for people to change their diets and for interventions to ensure better access to nutritional food.

However, food access is intricately linked to poverty and it is the most vulnerable in society who are high at risk of being food insecure. No income and lack of resources are basic factors contributing to malnutrition and any intervention or strategy to address food insecurity must take into account the complexities involved. Access to a meal will not on its own address food insecurity. Strategies to give people access to social protection and income-generating opportunities towards self-reliance must go hand-in-hand with strategies taking into account the pricing of food, particularly nutritious food.

The Department of Social Development is mandated to ensure that development services and programmes are provided to enable and empower the poor and vulnerable. More specifically, the Sustainable Livelihoods targeted feeding programme aims to reach the most vulnerable individuals and households in the province to provide the necessary nutritional and developmental support to facilitate the self-provision of nutritious food.



In order to deliver an efficient service, the development and implementation of norms and standards is an important requirement to ensure that the programme is able to effectively deliver on its mandate to improve access to nutritious food to the most vulnerable in society.

The norms and standards for the Sustainable Livelihoods Programme was developed using the existing guidelines and standards from the *Western Cape Food Service Management Implementation Guidelines Standard Operating Procedures* and the *Western Cape Operational Manual for the Provision of Food in Care Facilities for Young Children* and considered broader policies within the national and provincial legislation to inform the scope of the document.

2. Policy framework

The minimum standards for food service sites in communities will be identified within the context of national and provincial government policies and Acts which include:

- The Constitution of the Republic of South Africa Act 108 of 1996
- The Foodstuffs, Cosmetic and Disinfectants Act 54 of 1972
- The Health Act 63 of 1977
- The National Health Act 61 of 2003
- The Occupational Health and Safety Act 85 of 1993
- South African National Standard SANS 10049:2011 (Hygiene Practices in the Food Industry)
- Meat safety Act 40 of 2000
- National Policy for Food Service Management in Public Health Establishments
- The Children's Act 38 of 2005
- Older Persons Act 13 of 2006
- The Non-Profit Organizations Act 71 of 1997
- The Basic Conditions of Employment Act 75 of 1997
- Public Finance Management Act 1 of 1999

3. Objectives

- To enable all food service sites to provide a cost effective, standardized feeding programme of high quality to beneficiaries;
- To provide guidelines to enable beneficiaries to move from dependency to self-reliance;
- To comply with national and provincial legal standards;
- To minimize the risk of food borne illnesses and the spread of diseases.



4. Target Audience

This document is intended to be used by all organizations contracted with the Sustainable Livelihoods Programme in the Department of Social Development.

The main target audiences for these guidelines are:

- All the management and staff members of the contracted organizations involved in the day-to-day running of the feeding sites;
- Sustainable Livelihoods Programme staff members for the purposes of oversight, monitoring and quality control of the service rendered;
- Programme stakeholders and partners.

5. Sustainable Livelihoods: Targeted Feeding Programme summary

Aim

The Sustainable Livelihoods Targeted Feeding Programme aims to provide nutrition and development support to enable and empower beneficiaries towards self-reliance.

Programme Scope

The Department of Social Development allocates funding to partner organizations to prepare and serve 1 cooked meal 5 days per week for a total of 240 days per year. Each feeding site accommodates 68 beneficiaries (SOP 002).

Beneficiaries gain access to the feeding site through a referral system based on set criteria. The beneficiary is only allowed to access the feeding site where he/she is registered and can remain on the programme for a maximum of 1 year during which the beneficiary must be re-assessed by the referral agent to monitor his/her progress to either continue with or exit the programme. Ongoing health checks and assessments must be conducted by health care officers on request by the Department of Social Development (SOP 018 and SOP 019).

Target group

The **most** vulnerable children, youth, adults and elderly in society.

Target group criteria

- Children identified within households experiencing growth and development challenges;
- Children identified within the household of a beneficiary attending the targeted feeding programme;
- 19 – 59 year olds who are not recipients of the Nutrition Therapeutic Programme who have no income over an extended period of time; who are unable to gain access to sufficient food, and/or with a chronic illness and/or disability;
- 60 year olds and above on grants or not who are the breadwinners in the household;
- Households identified experiencing poverty and hardship.



Referral agents

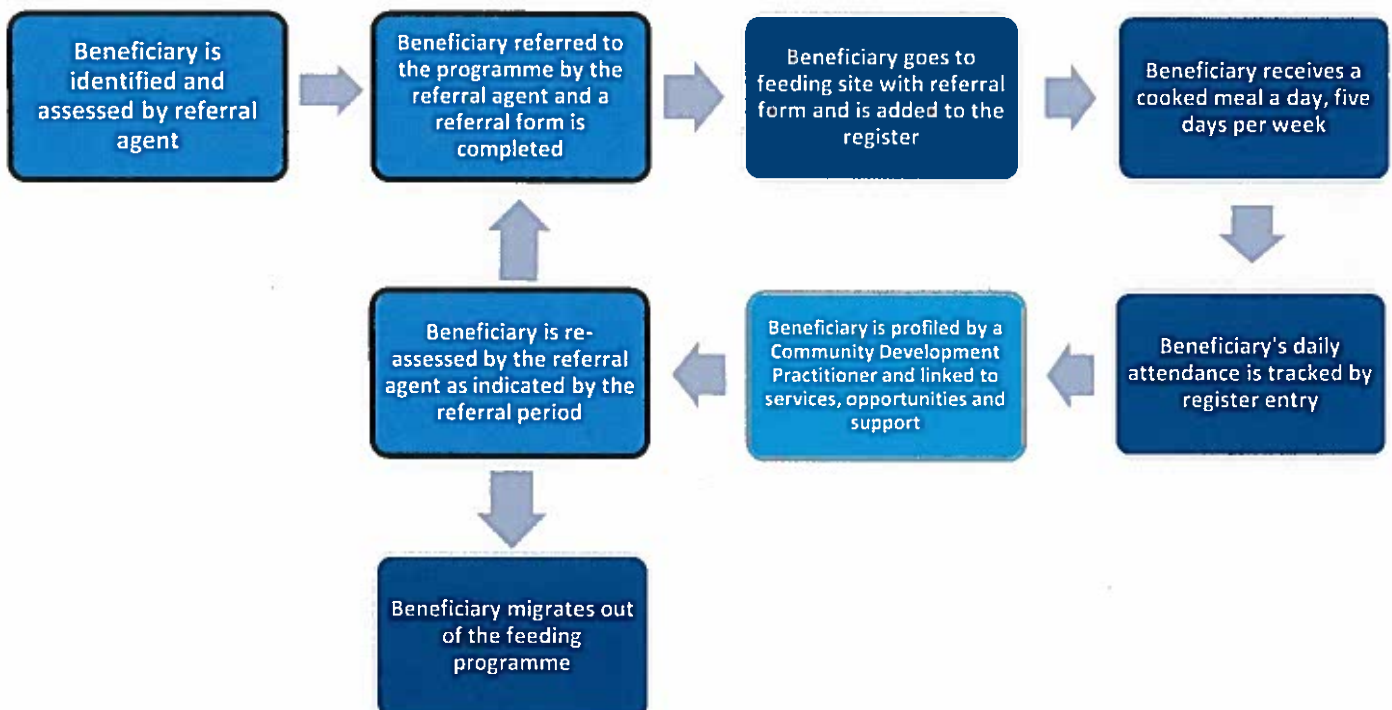
Referral agents are programme collaborators who are tasked with identifying potential beneficiaries who meet the criteria and who are in need of the food service delivered by the Department of Social Development in partnership with non-profit organizations. These beneficiaries are assessed and recommended to partake in the targeted feeding programme.

The referral agents are responsible for assessing the beneficiaries and for completing the referral forms in duplicate. One form is kept with the referral agent and the other is given to the beneficiary to submit to the feeding site. The referral form qualifies a beneficiary to partake in the feeding programme (SOP 018).

Referral agents include:

- Social workers
- Community Development Practitioners
- Health workers such as nurses, dieticians, medical officers
- SASSA officials
- Community-based organizations staff including home community-based workers

Referral Process



- - Applicable to referral agents (DoH, SASSA, DSD officials, CBO)
- - Applicable to contracting organization
- - Applicable to DSD Community Development Practitioners

Roles and responsibilities of key programme partners:

Department of Social Development

The Department of Social Development (DSD), hereafter referred to as “the Department”, through its Sustainable Livelihoods programme is mandated to:

- a) Promote social inclusion and poverty alleviation through providing nutritional support to the most vulnerable in the Province;
- b) Facilitate the implementation of food security and social welfare interventions to the vulnerable individuals and households in the Western Cape.

Roles and responsibilities:

- a) Allocate and expend the budget for the programme in line with Public Finance Management Act;
- b) Identify and select NGO partners to provide beneficiaries with a nutritious meal for five (5) days a week;
- c) Facilitate regional and district stakeholder engagements to obtain support and co-ordination of the programme;
- d) Facilitate skills development, capacity building and capability enhancing opportunities for self-reliance;
- e) Request DoH to conduct health assessments on beneficiaries ;
- f) Promote awareness and auxiliary services that seek to restore and allow for social inclusion;
- g) Develop metrics and tracking mechanism of beneficiaries in the programme.

Department of Health

The Department of Health (DoH) is mandated to implement a targeted supplementary feeding programme, called the Nutrition Therapeutic Programme (NTP) as one component of the Integrated Nutritional Programme. The programme involves the provision of food supplements at primary health clinics (PHCs) to correct nutritional deficiencies in vulnerable groups. Those who do not qualify for this programme, are referred to the targeted feeding programme.

Roles and responsibilities:

- a) Identify primary health care facilities to which feeding sites must be linked.
- b) Conduct health checks and assessments with beneficiaries upon request by DSD officials;
- c) Keep a record of beneficiaries referred to the feeding sites;
- d) Set the prescribed menu(s);
- e) Offer health and nutritional awareness workshops to beneficiaries and community kitchens through Western Cape on Wellness (WOW) programme;



- f) Capacitate key DSD and NPO staff with basic knowledge and skills on key messaging, weight, height, nutrition and the Road to Health booklet.

Department of Agriculture

The national Department of Agriculture, Forestry and Fisheries (DAFF) currently implements programmes that include food garden projects that are implemented by the provincial Department of Agriculture (DoA). These target both rural and urban food security by supporting urban agriculture, community food projects, and household food production.

Roles and Responsibilities:

- a) Assist identified beneficiaries with setting up household and community food projects;
- b) Assist contracted organizations with setting up food projects.

Local/District Municipalities

Local government is the sphere of government closest to the people elected by citizens to represent them and are responsible for ensuring that services are delivered to the community.

Roles and responsibilities:

- a) Provide access to facilities and spaces for food preparation and food distribution premises;
- b) When possible, subsidize or co-fund the programme;
- c) Appoint administrative support staff as part of the Community Work Programme;
- d) Offer beneficiaries access to migration opportunities and services.

6. Menu and meal planning

The menu and meal plan is the basic tool used to plan, budget and monitor the quality of the service provided.

The menu

A standardized menu is provided for all organizations to utilize. The standardized menu makes it easier to cost and forecast orders and spend. The menu has been approved by a qualified dietician/nutrition specialist from the Integrated Nutrition Programme (INP) by the Department of Health. Organizations must submit written requests with reasons to deviate from the provided menu (SOP 002).



The meal plan

Weekly menu	
Day	Meal
Monday	Chicken livers, rice and vegetables
Tuesday	Mince breyani/samp with beans and vegetables
Wednesday	Mince/pilchard spaghetti and vegetables
Thursday	Mince with rice or spaghetti or pap with vegetables
Friday	Chicken and vegetable stew with rice or samp or pap

The department acknowledges the various food preferences by different ethnic and religious groups and will endeavour to respect these groups by taking these preferences into consideration where necessary. The process of profiling our beneficiaries will aid us to respond to the needs of beneficiaries accordingly.

Guidelines for food not allowed for various groups:

Kosher: Pork

Muslim: Pork, alcohol, non-halaal meats and by-products, non-halaal animal-based products

Hindu: Red meat, pork

Rastafarians: Grapes and grape products, meat, eggs, poultry, meat flavoured products, meat/poultry or pork fats, leavened bread

Seventh Day Adventist: Pork

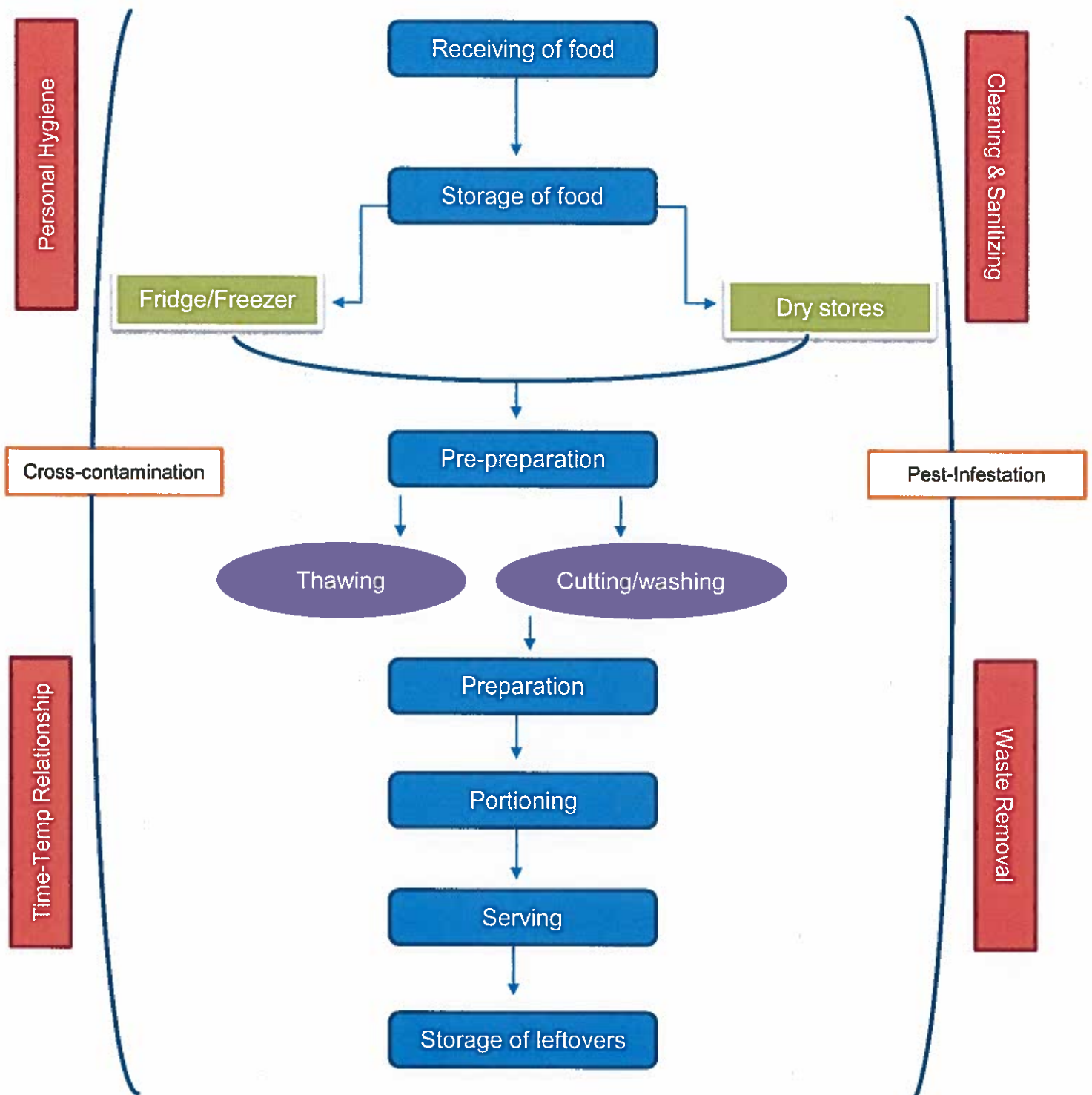
Pregnant/breastfeeding females: Raw, uncooked meat, eggs and fish; tinned tuna, alcohol, caffeine, unpasteurized dairy products

Babies under 1 years: Cow's milk



7. Flow of food through kitchen

Various processes must be put in place to ensure that the food service runs smoothly and effectively to mitigate any potential risk. The graph below illustrates the flow of food through the kitchen and the processes and steps required to ensure the smooth flow of the service. The standard operating procedures provided and adherence thereto will aid the smooth running of the food service.



8. Items required to deliver the food service

Items required to operate a food service site are as follows:

Supplies:

Every food service site must at least use the following supplies:

- Gas/electricity
- Aprons
- Hairnets
- Gloves (oven and disposable)
- White cloths for general cleaning; Green cloths for cleaning dishes
- SABS approved cleaning detergents (all-purpose cleaner, dishwashing liquid/soap, disinfectant, etc.)
- Mop and broom on trolley for inside use only
- Two buckets for inside use

Equipment:

The following equipment must be used at the food service sites:

- Colour coded plastic cutting boards
- Colour coded dishing spoons
- 3 x 50Litre pots (one for protein, one for starch and one for vegetables)
- Refrigerator
- Freezer
- Gas cylinder and/or stove
- Bins for waste (indoor and outdoor)
- A vehicle for deliveries in remote sites (if applicable)

Perishable and non-perishable goods must be purchased regularly from the allocated funds and a sound storage system must be implemented to ensure that foods remain fresh and safe for human consumption (SOP 004).

9. Food Service Facility

The food service is rooted in communities to reach the target group. The location where the organization is based as well as where food is served must be clearly marked with signage outside of the site to ensure that beneficiaries know where to access the service. Furthermore, the correct organization contact details and address must be submitted to the department to update our webpage and to submit the details to our regional offices, provincial call centre, referral agents and programme partners.



The food service site:

- Must have access to clean indoor running water (SOP 008);
- Must make provision for beneficiaries to wash their hands (SOP 011);
- Must have a countertop working surface (SOP 009);
- Must be accessible to all beneficiaries during the agreed times of operation (SOP 002).

10. Financial Management

Funding is allocated to all contracting organizations on the basis of a unit cost per beneficiary and on the amount of beneficiaries per site. The overall budget per organization must be spent according to the following guidelines:

- 50% (or more) towards purchasing food
- 25 % project/staff costs
- 15 % towards gas/electricity and transport
- 10% administration costs (bank fees, telephone, stationery)

Organizations must have adequate resources, staff and equipment to be able to prepare and serve food of high quality.

Organizations must accurately report on the budget spend in all quarterly reports submitted to the Department and comply with the financial management requirements as stipulated in the Transfer Payment Agreement (SOP 001).

11. Human Resource Management

Volunteers

The organization must appoint sufficient volunteers to run the day-to-day operations in the kitchen and at distribution sites and have the capacity to feed 68 beneficiaries per day.

The minimum required amount of volunteers per role is as follows:

- 1 Cook
- 1 Server
- 1 Administration assistant

The organization must appoint a minimum of two people to carry out the operations of the targeted feeding programme. While there are three roles, two people may perform a dual function in the required roles mentioned above e.g. one person can cook and serve food or server can serve and do administrative tasks.



Volunteers must receive a minimum allowance of R1200 per month and work for 3 hours per day 5 days a week on the targeted feeding programme (R20 per hour) to observe the current minimum wage rate. Volunteers are not employees and leave days thus do not apply. Volunteers also do not receive payment for absent days. The organization's human resource management policy on contracting with volunteers must apply and duly comply.

Orientation, training and skills development

Newly appointed staff must undergo an orientation and induction process within the first quarter of employment. They should be orientated and trained on the content of this document and receive training on the organization's workplace policies and procedures.

Staff members must be offered relevant training opportunities by the Department of Health, Department of Agriculture and local municipalities to enhance their skillset and knowledge to improve service delivery. Training of staff should be in accordance with the guidelines of the document and should be reflected in the personnel's individual performance and development plan.



12. The following instructions and procedures must be carried out regularly to maintain the quality of the food service:

Activity	SOP Number	Procedures
Compliance	001	Compliance with applicable legislative requirements
Menu and meal plan	002	Menu and meal planning
Quality Control	003	Receiving deliveries
	004	Storage
	005	Thawing of food
	006	Stock control
	007	Reheating of food
	008	Washing of fruit and vegetables
	009	Cleaning and sanitizing of food surfaces
	010	Food preparation and production
	011	Serving of food
	012	Transporting of food
	013	Handling and storage of waste
	014	Pest control
Occupational Health and Safety	015	Personal hygiene
	016	First aid
	017	Emergencies and evacuation
Migration	018	Beneficiary management
	019	Beneficiary migration



12.1 Compliance with applicable legislative requirements

001 Legislative compliance	
Norm	All organisations operating targeted feeding sites must be duly registered in terms of the applicable legislation.
Scope	All contracting organizations.
Instruction	<p>Monitoring Sustainable Livelihoods officials to monitor the adherence to guidelines during site visits. All relevant certificates should be on display and filed as required.</p> <p>Corrective Action a. Organizations must be informed in writing by officials of cases of non-compliance. b. Further capacity building and training must be offered where needed.</p>
1. In the case of Voluntary Associations, organisations must be registered in terms of Non Profit Organisations Act, Act 71 of 1997.	
In the case of Non-Profit Companies, organisations must be registered as Section 21 Company under the Companies Act, Act 61 of 1973.	
Trusts that have registered with Master of the Supreme Court under the Trust Property Control Act, Act 57 of 1988.	
2. A non-profit organisation (NPO) must be registered with the NPO Directorate in the National Department of Social Development.	
3. Organisations must adhere to the Occupational Health and Safety Act No 85 of 1993.	
4. Organisations must adhere to the Health Act, Act No. 63 of 1977.	
5. Organisations must comply with relevant Fire and Safety By-laws of their respective local authority.	
6. A Health and Safety Clearance Certificate must be issued and renewed regularly.	
7. Organisations must adhere to the Basic Conditions of Employment Act 75 of 1997	

12.2 Menu and meal plan

002 Menu and meal plan	
Norm	To plan, budget and monitor the standardization of the meal provided.
Scope	Applies to the organization managers, Sustainable Livelihoods M&E officials and Department of Health nutrition specialist.
Instruction	Monitoring
1. Train kitchen staff on using the operating procedures and guidelines provided in this document.	Organization manager to monitor the adherence to guidelines/instructions.
2. A standardised menu must be used that has been drawn up by a nutrition specialist from the Department of Health.	Organization and DSD officials to communicate about all deviations in writing.
3. Request for changes to the menu must be communicated in writing to DSD with reasons for the proposed deviation(s).	Sustainable Livelihoods to monitor the adherence to guidelines during site visits.
4. All meals must contain a protein, starch and two vegetables.	
5. The cooked meal must constitute at least a third of the recommended daily allowance of nutrient supply. Use colour-coded dishing spoons to control portion sizes of meals.	
6. The menu must be on display at the kitchen and feeding site and be visible to all beneficiaries.	
7. One meal must be provided daily; five days a week. Closure of kitchens during holidays and public holidays must be communicated to DSD in writing.	
8. The daily meal must be served before 12:00 and exact serving times must be communicated to DSD in writing.	
	Corrective Action
	<p>a. Offer additional training to existing and new kitchen staff.</p> <p>b. DSD officials to submit monitoring feedback to organizations informing them of non-compliance and make recommendations with time frames for corrective action.</p>

12.3. Quality Control

003 Receiving deliveries	
Norm	To ensure that all food is fresh and safe when entering the feeding site kitchen and storage to happen as soon as possible. Applies to organization management and kitchen staff.
Scope	
Instruction	Corrective Action
<p>1. Schedule deliveries to arrive at designated times during operational hours.</p> <p>2. Trained staff must take delivery of goods.</p> <p>3. Compare delivery note with order form.</p> <p>4. Inspect the delivery vehicle for contamination risks:</p> <ul style="list-style-type: none"> • No spillages • Crates for cleanliness • Personal hygiene of delivery staff • Raw and cooked food must be kept separated • Fresh and frozen food kept separated • Milk, fish, poultry and meat separated <p>5. Inspect the quality of goods:</p> <ul style="list-style-type: none"> • No evidence of contamination, spoilage or damage including the condition of the packaging • Check expiry dates • Tin foods must be in good order. No dents, blown, rusted or leaks • Fruit and vegetables must not be bruised or wilted • Perishables must be at an acceptable temperature (Chilled 1 – 4°C; Frozen -12°C) <p>6. Complete delivery log sheet for goods received.</p> <p>7. Remove secondary packaging material (Hessian, bags and boxes).</p> <p>8. Transfer food to storage areas as quickly as possible.</p>	<p>a. Retrain staff not adhering to guidelines.</p> <p>b. Reject the following items:</p> <ul style="list-style-type: none"> • Frozen food with signs of previous thawing • Unacceptable temperatures • Blown, rusted or dented tins • Broken packaging • Expired goods
<p>Keep a log sheet of goods received.</p> <p>Keep all receipts of purchases.</p> <p>Do spot checks on received goods:</p> <ul style="list-style-type: none"> • Temperatures of perishables • Condition of tinned foods • Expiry dates • Quality and size of fruit and vegetables 	

004 Storage	
Norm	To prevent contamination and to retain optimal quality in all food items.
Scope	Applies to kitchen staff and includes the following storage areas: dry store, fridges, freezers and chemical stores/cupboards.
Instruction	Corrective Action
<p>1. Transfer goods to the appropriate storage areas as quickly as possible after receipt:</p> <p>Dry store: Sealed tinned food, condiments, spices, packaging, etc. Ingredients such as flour, cereal, sump, rice, pasta, sugar, and legumes.</p> <p>Fridges: meats, dairy products, chicken, eggs, cooked or prepared foods, chilled foods, vegetables and some fruits such as apples and peaches, meat and chicken for thawing purposes.</p> <p>Freezers: All frozen goods e.g chicken, meats, vegetables.</p> <p>Chemical stores: All chemicals, aprons, head netting and cleaning equipment.</p> <p>2. Handle all items so that it does not damage.</p> <p>3. All storage areas must be clean, tidy and free from refuge and secured from unauthorized access.</p> <p>4. Stack goods on a firm, level surface. The height of stacking should not result in damage in the lower layers.</p> <p>5. Always store raw meat at the bottom of the fridge to avoid contact or dripping on other food.</p> <p>6. The stack should not obstruct ventilation, emergency exits, or emergency equipment.</p> <p>7. All goods must be labelled and the first in first out principle must be practiced on all items. Check expiry dates.</p> <p>8. Chemicals must be stored in a demarcated and locked storage area. Only SABS approved chemicals must be used.</p>	<p>Monitoring</p> <p>Manager/supervisor must manage and monitor the storage of food and chemicals to ensure that food is not damaged or contaminated.</p> <p>Kitchen staff must report and log all faulty equipment, signs of pests, and keep track of all waste and/or expired food stuff.</p>
	<p>a. Retrain staff on procedures if found that they are not adhering to the guidelines.</p> <p>b. Discipline staff appropriately if they do not adhere to guidelines.</p> <p>c. Discard of waste and damaged goods.</p> <p>d. Properly label and store any unlabelled or misplaced goods.</p>

005 Thawing of foods	
Norm	To prevent food borne illness and contamination by thawing food correctly.
Scope	Applies to kitchen staff preparing meals.
Instruction	<p>Monitoring Management/supervisors/kitchen staff must check that thawing takes place correctly.</p> <p>Corrective Action a. Staff must be retrained if thawing is not managed correctly and be disciplined for failing to adhere to the correct guidelines and procedures.</p>
1. Thawing should only take place in a fridge.	
2. Place items to be defrosted in separate pans/containers to prevent cross-contamination.	
3. Thaw raw and cooked food separately.	
4. Thaw on bottom shelves of fridge to avoid droplet or fluid contamination.	
5. Never defrost in hot or cold water, in the sun or at room temperature.	
6. Microwaves must only be used for small quantities e.g 1 x kg of meat.	
7. It is a forbidden practice to refreeze any defrosted item where the product surface temperature has gone above 7°C.	
8. It is recommended that food is taken out of the freezer 24 – 48 hours before preparation.	



006 Stock control	
Norm	To establish a stock control system for effective cost control of stock whereby all stock received and issued for preparation is logged.
Scope	Applies to staff taking stock or working in storage areas.
Instruction	<p>Monitoring</p> <p>Manager/Supervisor to monitor stock control process and do regular spot checks.</p> <p>Check for variances and follow up where necessary.</p>
Corrective Action	<p>a. Re-train and discipline staff appropriately when not adhering to the guidelines.</p> <p>b. Replenish stock and discard of food as necessary.</p>
1. Record every food item on log sheets.	
2. Stock taking must take place weekly before placing orders. Not more than 3 weeks stock must be kept in storage.	
3. Count each and every item. Do not estimate.	
4. Check physical count against log sheets. Recheck discrepancies.	
5. If there are discrepancies, variances must be recorded and the cause(s) determined.	
6. Staff appointed to manage stock control process must be fully literate and numerate.	
7. Ensure that stock areas are locked after every stock take.	

007 Reheating of food

Norm

To prevent food borne illness by ensuring that all foods are reheated to the appropriate temperature.

Scope

Applies to kitchen staff preparing meals. Foods that may be reheated:

- Pre-cooked meals that have been cooled
- Cooked chilled/frozen meals

Instruction

1. Reheat food quickly as food enters danger zones between 5°C and 60°C.
2. If meals are reheated in a microwave make sure that:
 - Food is covered
 - Allow food to rest for 2 mins after heating
 - Beware of cold spots in the food (where bacteria can survive) when using a microwave for reheating
 - Sauces, soups and gravies should be brought to a boil for 3 minutes
3. Food is only allowed to be reheated once.
4. Discard of leftovers after 24 hours.
5. Reheated food should not be mixed with freshly cooked food.
6. Serve reheated food within 3 minutes to prevent bacteria growth.

Monitoring

Management/supervisors/kitchen staff must check that reheating takes place correctly.

Corrective Action

- a. Staff must be retrained if reheating food is not managed correctly and be disciplined for failing to adhere to the correct guidelines and procedures.

008 Washing fruit and vegetables

Norm To prevent or reduce risk of food borne illness by contaminated fruit and vegetables. Applies to kitchen staff preparing meals.		
Scope	Monitoring	Corrective Action
Instruction	Management/supervisors must monitor the state of all the fruit and vegetables and ensure that it is being properly washed, labelled, dated and stored. Kitchen staff must check the quality of fruit and vegetables daily and discard of products if necessary.	a. Staff must be retrained if it is found that they are not following the procedures in this guideline.
1. The food service site must have access to clean, indoor running water.		
2. Five (5) basic steps must be followed when receiving and working with fruit and vegetables (except onions, potatoes and pre-prepared vegetables): <ul style="list-style-type: none"> • Wash under cold running water (use a jug to run water over products to save water) • Put into crate/box • Refrigerate • Wash • Prepare 		
3. Use a chopping board that has been sanitized. Avoid using wooden boards.		
4. Label, date and refrigerate all vegetables and fruit including pre-prepared products.		

009 Cleaning and sanitizing of food contact surfaces, floors and equipment	
Norm	To prevent food borne illness by ensuring that all food contact surfaces are properly cleaned and sanitized.
Scope	Applies to kitchen staff involved in cleaning and sanitizing food contact surfaces and equipment.
Instruction	Corrective Action
<p>1. All equipment must be used and maintained as prescribed by the manufacturer.</p> <p>2. Only SABS chemicals/cleaning agents must be used to clean and sanitize surfaces and floors.</p> <p>3. Practice clean as you go.</p> <p>4. Wear protective clothing when working with chemicals e.g. gloves, masks, plastic apron, etc.</p> <p>5. Wash, rinse, and sanitize food contact surfaces of sinks, tables, shelves, equipment:</p> <ul style="list-style-type: none"> • Before, during and after each use • Between preparing different types of raw animal foods such as eggs, fish, meat and poultry. • Any time contamination is suspected <p>6. Use the 2-bucket system for cleaning contact surfaces and storage areas:</p> <ul style="list-style-type: none"> • Wash surface with warm detergent (one bucket) • Rinse surface with clean water (another bucket) • Sanitize surface using a sanitizing solution in a spray bottle and discard of solution within 24 hours • Allow wet items to air dry • Change water when cold or dirty • Wash buckets immediately after usage and store buckets upside down <p>7. Use different colour coded cloths for different surfaces to avoid cross-contamination. White cloths must be used for cleaning food surfaces and another/other colour(s) must be used for general cleaning.</p>	<p>a. Staff must be retrained if it is found that they are not adhering to the procedures in this guideline.</p>
Monitoring	Management/supervisors must visually inspect food contact surfaces, equipment and utensils to ensure that the surfaces are clean.

8. Cloths must be either disposed of after use or washed in clean soapy water. Reused cloths should be air-dried when not in use.

9. The following procedure should be used when cleaning floors:

- A mop and broom on a trolley must be used for inside cleaning
- Sweep before washing/cleaning
- Floors must be washed at least twice a day, once before the kitchen opens and once when it closes for the day
- Floors must be cleaned as needed during the day in the event of spillages
- Use the 2 bucket system to clean i.e one with detergent and one with clean warm water to rinse
- Wash buckets immediately after use and store upside down
- Mops and brooms must be washed, sanitized and hung out to dry



010 Food preparation and production	
Norm	To prevent or reduce risk of food borne illness by standardizing hygienic procedures during food production.
Scope	Applies to kitchen staff involved in preparing food.
Instruction	Monitoring Management/supervisors must ensure that the correct procedures and hygiene practices are followed. DSD officials to monitor compliance to guidelines during site visits.
Corrective Action	a. Staff must be retrained if it is found that they are not adhering to the procedures in this guideline. b. DSD officials to facilitate the process of obtaining the Certificate of Acceptability (CoA).
1. A current Health and Safety Certificate (CoA) must be issued to the organization and the certificate must be on display at the food preparation/feeding site.	
2. 3 x 50 litre pots must be used to prepare vegetables, proteins and starch separately.	
3. Colour-coded plastic cutting boards must be used to cut and prepare food: <ul style="list-style-type: none"> • Green: Fruits & Vegetables • Yellow: Raw Poultry • Blue: Cooked Food • White: Dairy Products • Tan: Fish & Seafood • Red: Raw Meat 	
4. Food preparation must be done according to the portion size, menu and recipes given.	
5. All cooks must: <ul style="list-style-type: none"> • Be trained to read and follow recipes/menus correctly • Adhere to personal hygiene guidelines 	
6. Thaw the meat/chicken 24 to 48 hours before cooking.	
7. Develop a production schedule for every meal which indicates when food should be prepared to avoid meals running late.	
8. Make sure all surfaces are cleaned and sanitized before, during and after food preparation/production.	
9. The re-use of cooking oil is not allowed.	
10. For soup, fresh soup must be made daily and may only be kept for 24 hours. Leftover soup must be served the following day only and discarded thereafter.	

<p>11. No staff is allowed to:</p> <ul style="list-style-type: none"> • Lick fingers when working with food • Eat meals while cooking or serving clients • Cough or sneeze over food 		
<p>12. When tasting food use a clean teaspoon and saucer. The teaspoon must not be put back into the food after use.</p>		
<p>13. Oven gloves must be used when handling hot utensils/equipment to avoid burning.</p>		



011 Serving of meals	
Norm	To prevent food borne illness by ensuring that all foods are dished and served in an acceptable hygienic manner.
Scope	Applies to kitchen staff dishing and serving food.
Instruction	<p>Monitoring Management/supervisors must check that serving/dishing of food takes place correctly. Registers must be kept to track receipt of meals.</p> <p>Corrective Action a. Staff must be retrained and disciplined if they do not adhere to the correct guidelines and procedures.</p>
1. The premises where food is served must make provision for beneficiaries to wash their hands. This can be a tap with running water or a bucket with soap and a clean towel.	
2. Wash hands before handling food and before putting on gloves.	
3. Disposable gloves, hair nets and aprons to be worn when serving and dishing food.	
4. No coughing, sneezing or eating is allowed during dishing/serving food.	
5. Ensure that all dishing utensils, crockery, and serving dishes are clean and sanitized before serving food.	
6. If beneficiary uses own dish, ensure that dish is clean and sanitized before dishing food in it.	
7. Ensure that food is served at 65°C and that serving takes places within 30 minutes.	
8. Carefully and separately dish special diet meals to avoid cross-contamination.	
9. Any leftovers must be stored in a clean container and refrigerated for not more than 24 hours. Food kept for longer than 24 hours must be discarded of.	
10. Date and label any leftover food.	
11. Keep record of each meal as it is served and to whom it is given.	

012 Transporting of food to remote sites

<p>Norm</p>	<p>To prevent food borne illness and contamination by ensuring that food quality is maintained during transportation</p>	
<p>Scope</p>	<p>Applies to staff who pack and transport food from the kitchen to the remote feeding site</p>	
<p>Instruction</p>	<p>Corrective Action</p>	
<p>1. Maintain the temperature of refrigerated foods at 4°C or below and cooked food at 65°C or above.</p>	<p>a. Staff must be retrained and disciplined if not adhering to the guidelines.</p>	
<p>2. Use only food safe carriers for transporting food approved by the SABS. All food containers must be placed in a suitable food carrier and not make contact with the vehicle.</p>	<p>b. The vehicle must be given an opportunity to correct any standards not met and if not corrected, the service must be temporarily halted while an alternative vehicle/plan is sourced to deliver the food. A break in the food service should not last for longer than 3 days.</p>	
<p>3. Prepare food carrier before use:</p> <ul style="list-style-type: none"> • Ensure that the carrier is clean • Wash, rinse and sanitize interior surfaces • Ensure that the carrier is designed to maintain cold food at 4°C and 65°C for hot food. • Ensure that the container is properly sealed to avoid spillage and exposure to dirt and bacteria outside of the carrier. 	<p>A manager or supervisor must regularly inspect the condition of food carriers, food containers and vehicles during hours of operation.</p> <p>Spot checks must be done to take the temperature of food to ensure that the correct temperatures are adhered to.</p> <p>DSD officials to monitor processes during planned and unplanned site visits.</p>	
<p>4. Store food in containers suitable for transportation. Containers should be:</p> <ul style="list-style-type: none"> • Rigid and sectioned so that foods do not mix. • Tightly closed to retain the proper food temperature • Easy to clean • Approved to hold food only 		
<p>5. The transportation vehicle should adhere to the following:</p> <ul style="list-style-type: none"> • Must be clean, rust-free, and dust proof • Must not be used for transporting any other objects which may contaminate or spoil the food i.e. chemicals, animal blood, etc. • Must not be transported with other persons other than delivery/authorized staff members 		

013 Handling and storage of waste

<p>Norm</p> <p>To prevent food borne illness by managing and storing waste.</p>		
<p>Scope</p> <p>Applies to all kitchen staff.</p>		
<p>Instruction</p>	<p>Monitoring</p> <p>A manager/supervisor must observe that rubbish is stored and disposed of correctly, that each bin has a tightly sealed fitting lid and that there are bins in each working area.</p> <p>DSD officials must use a check list to monitor if the correct products and procedures are on site during site visits.</p>	<p>Corrective Action</p> <ol style="list-style-type: none"> Retrain and /or discipline staff for not adhering to guidelines. Immediately report any damaged or dirty bins to management/municipality officials.
<p>1. Waste containers must be located far as possible from food handling areas and be kept clear from emergency exits.</p>		
<p>2. All waste and rubbish containers must be cleaned and disinfected at least once a week or when necessary.</p>		
<p>3. Liquid and solid as well as hazardous and non-hazardous waste must be disposed of separately.</p>		
<p>4. Rubbish bins must be in a good condition to prevent the entry by pests. They must be sturdy and have a fitted lid.</p>		
<p>5. An indoor rubbish area must be well ventilated.</p>		
<p>6. Mark rubbish containers/bins with the intended content and according to workplace policy regarding different types of rubbish (recycling, glass, plastics, etc.)</p>		

014 Pest control

Norm

To eliminate pest and prevent pests from infesting the food premises in such a way as not to pose a threat to food safety.

Applies to all kitchen staff.

Scope

Instruction

1. Exclusion and restriction of entry
Surfaces must be in a condition as not to harbour pests:
 - All gaps around fittings, walls, floors, and waste water outlets must be sealed.
 - Keep doors closed.
 - Fit windows that open into the food preparation areas with a screen to keep insects out.
 - Cover ventilation ducts and floor drains.
 - Check incoming foods and supplies for signs of pests.
 - Keep areas free of plants.

2. Breeding and harbouring

- Store and remove waste properly and regularly.
- Keep waste and rubbish covered at all times.
- Remove cardboard boxes newspapers etc. that may attract pests.
- Clean up spilled food immediately – especially in storerooms.
- Keep toilets clean and sanitized.
- Food must be stored in sealed containers and off the floor.
- Inspect daily for signs of pests – both inside and outside.
- Fix broken tiles/floors.
- Clean and sanitize food areas regularly.

Signs of pests:

- Droppings
- Unusual, unpleasant smell
- Damaged food packaging
- Gnawed pipes, cables, and fittings
- Live insects
- Eggs
- Feathers

Corrective Action

- a. Retrain and discipline any staff member not following the guidelines.
- b. Discard any contaminated food/products and mark and record accordingly.
- c. Contract with a professional pest control service if the problem persists and becomes unmanageable domestically.

Monitoring

Manager or supervisor to ensure that all procedures are observed and adhered to.

Daily monitoring to be done by kitchen staff and any incidences should be logged and reported to management.

<p>3. Destruction</p> <ul style="list-style-type: none"> • Use zappers to capture and kill flying insects. These must be kept at least 3 meters from food preparation/storage areas. • Pest control must be done by reputable and professional pest control company. • Only use registered and safe chemicals/products. 		
<p>4. Pest control for transporting food:</p> <ul style="list-style-type: none"> • Inspect food carriers for signs of pests • Always clean and sanitize carriers before and after usage • Food carriers must be closed tightly while food is being transported • Food containers must be sealed properly when transporting meals • Ensure that all left over food containers are out of carriers • Air dry carriers to avoid moisture and the growth of bacteria • Do not store food carriers on the floor and keep it closed once air-dried. 		



12.4 OCCUPATIONAL HEALTH AND SAFETY

015 Personal hygiene		
Norm	To prevent food borne illness by ensuring safe food handling practices by all staff. Applies to all kitchen staff/food handling staff	
Scope		
Instruction	Monitoring	Corrective Action
<p>1. Correct clothing/personal appearance</p> <ul style="list-style-type: none"> • All staff handling food must wear a head net, apron and gloves • Personal clothing and shoes worn must be clean • Dirty items must be replaced immediately • Hair must be tied up • No heavy perfume or aftershave must be worn • Heavy make-up must be avoided • Nails must be kept short and clean; do not wear artificial nails or nail polish • Moustaches and beards must be kept clean and neatly trimmed at all times • Hands must be washed regularly with soap <ul style="list-style-type: none"> ◦ Before starting work ◦ During food preparation ◦ When moving from one food area to another ◦ After using the toilet ◦ After sneezing, coughing or using a tissue/handkerchief ◦ After touching hair, face or body ◦ After smoking, eating, drinking or chewing gum ◦ After handling raw food, money or dirt ◦ When hands become contaminated • Wash hands with soap in warm water for at least 30 seconds • Dry hands thoroughly with paper towel <p>2. Jewellery</p> <ul style="list-style-type: none"> • Do not wear any jewellery except a plain wedding band. • No watch or copper/medical bands around the wrist is allowed 	<p>A manager/supervisor must inspect all staff members when they report to work to ensure that guidelines are adhered to.</p> <p>Spot checks must be done regularly to continually monitor safe hygiene practices.</p> <p>DSD to include item in monitoring tool</p>	<ul style="list-style-type: none"> a. Retrain and discipline staff not adhering to the guidelines. b. Discard any food affected.

<ul style="list-style-type: none"> • Medic alert necklaces are allowed if covered with clothing <p>3. Injury/illness</p> <ul style="list-style-type: none"> • Waterproof plasters must be used to cover cuts, scratches or spots • When hands are bandaged, gloves must be worn • No sick/ill food handlers must report to work and be allowed to prepare/work with food as they can pass on harmful bacteria on to food • Workplace policies and procedures must be in place to deal with injuries at the feeding site in accordance with the relevant labour laws. 		
<p>4. General hygiene practices</p> <ul style="list-style-type: none"> • No personal food, items such as cell phones and chewing of gum is allowed in the food preparation area • No smoking is allowed in or near food preparation areas • Kitchen staff must not pick their noses and wipe off sleeve • Scratch or spit • Cough/sneeze over food • Comb, brush or touch hair • Tear packaging with teeth • Test food with fingers or spoon that has not been washed/sanitized between each use 		



016 First aid		
Norm	To establish minimum requirements for first aid at the food preparation and feeding sites.	
Scope	Applies to all staff.	
Instruction	Monitoring	Corrective Action
<p>1. Ensure that at least one staff member is trained as a level 1 first aider per shift to assist in the event of an emergency. The qualification must be renewed every three (3) years. This person's name must be displayed on the first aid kit.</p> <p>2. The food preparation site and feeding site must contain a fully stocked first aid kit (see Annexure A for an example of the contents of a fully stocked kit).</p> <p>3. Label and store the first aid supplies in a container that is located away from food or food contact surfaces.</p> <p>4. The first aid kit must be visible, marked with signage and be accessible at all hours of operation.</p> <p>5. No medication must be kept in the first aid kit and no medication must at any time be dispensed to beneficiaries.</p> <p>6. Monitor stock levels and replenish used or expired items as needed. Replace broken container.</p> <p>7. Record any incidences on a log sheet and report to first aider and management.</p>	<p>Manager/supervisor to check contents of first aid kit regularly.</p> <ul style="list-style-type: none"> • Remove expired items • Replenish stock if and when necessary • Replace seal if broken <p>DSD to include item in monitoring tool.</p>	<ul style="list-style-type: none"> a. Retrain and discipline staff not following procedures. b. Ensure that qualification of first aider is renewed prior to expiry.

017 Emergencies and evacuation

<p>Norm</p>	<p>To ensure that all staff members and clients know how to evacuate the premises during an emergency.</p>	
<p>Scope</p>	<p>Applies to all staff.</p>	
<p>Instruction</p>	<p>Monitoring</p>	<p>Corrective Action</p>
<p>1. The necessary emergency signage must be pasted and visible for all to see indicating exits, emergency equipment and dangerous/hazardous areas.</p>	<p>Manager/supervisor to ensure that drills are done regularly and to document every practice round.</p>	<p>a. Retrain and discipline staff not following the procedures and adhering to the guidelines.</p>
<p>2. Draft an emergency plan and train all staff accordingly. All emergency contact numbers must be pasted on a wall and be visible for everyone to see.</p>	<p>Manager/supervisor to check that emergency equipment is serviced and replaced as and when needed.</p>	<p>b. Replace goods/equipment prior to expiry date.</p>
<p>3. Evacuation must take place immediately when faced with:</p> <ul style="list-style-type: none"> • Fire • Explosion 	<p>DSD to include item in monitoring tool.</p>	
<p>4. A floor plan indicating the evacuation plan with emergency exits, assembly points, and the positions of the first aid kit, fire extinguishers, stove/oven and power points must be pasted on a wall in food preparation area, in toilets, offices and in common dining area (if applicable).</p>		
<p>5. An evacuation drill must take place monthly, logged and all staff must be made familiar with the evacuation plan.</p>		
<p>6. Each premise must have at least one fire extinguisher. The extinguisher must be functional and filled. At least one staff member on duty must be trained on how to use the fire extinguisher.</p>		

7. Draft an evacuation procedure and train all staff accordingly. Steps in the procedure must include:
- Cooks to switch off stove and oven
 - Staff to lock store room
 - Take closest and safest exit
 - Assist persons with special needs
 - Manager/supervisor to take attendance register and notify relevant help
 - Staff to close windows and doors
 - Everyone to move quickly to assembly points and take a roll call. No running is allowed
 - Notify emergency assistants of unaccounted persons
 - Only re-enter the premises when directed by a manager/supervisor



12.5 MIGRATION

018 Beneficiary management	
Norm	To use profiling tools to identify beneficiary challenges and needs. Applies to referral agents, contracting organizations and DSD staff (managers, head office officials, social workers and community development practitioners).
Scope	
Instruction	Corrective Action
<p>1. Referral System</p> <ul style="list-style-type: none"> The referral agent to complete the referral form in duplicate. One form is to be kept by the referral agent and the other given to the beneficiary to submit to the contracting organization. The referral form qualifies the beneficiary to partake in the Sustainable Livelihoods Programme for a maximum of one year. The referral agent must stipulate the time period the beneficiary is eligible to utilize the service rendered as well as the date for re-assessment. The referral agent is responsible to re-assess the beneficiary on or before the expiry date of the referral period. The beneficiary may be referred back to the programme if health/development goals are not met within the stipulated referral period. <p>2. Beneficiary Profiling</p> <ul style="list-style-type: none"> A beneficiary must be profiled within 2 weeks after being referred to the feeding site. Beneficiaries must give consent to be profiled. Parental consent must be sought for the profiling of minors. Profiling must be conducted by qualified staff from DSD regional offices. Non-consent to participate in profiling process must not exclude beneficiaries from the programme. In this instance, further assessment and support must be given. Beneficiary profiles must be kept in a safe, secure place. Information must be treated confidentially. 	<p>Monitoring</p> <p>Referral forms must be submitted to head office with quarterly reports for verification.</p> <p>Referral agents must attend scheduled stakeholder engagements as per the operational plan.</p> <p>Beneficiary profiling forms to be submitted to head office for safekeeping and analysis.</p> <p>Regular engagements with regional staff must take place to efficient manage beneficiary development plans and migration.</p> <p>Beneficiary database must be sent to head office at the end of quarter one and quarter four.</p> <p>Registers must be kept on site with organizations daily and be submitted quarterly to head office for verification.</p> <p>Training must be provided to all persons administering tools and managing data.</p>
	<p>a. Retrain staff who are not following the guidelines.</p> <p>b. Fill capacity gaps where necessary with available internship opportunities.</p> <p>c. Facilitate the provision/assistance of technical devices to organizations with Business Development Directorate.</p> <p>d. Re-engage with relevant stakeholders/referral agents.</p>

<ul style="list-style-type: none"> • The beneficiary profile tool must include: <ul style="list-style-type: none"> ◦ Personal details of the beneficiary ◦ Employment history ◦ Educational and literacy background ◦ Skills and training details ◦ Health and wellness details ◦ Household background • Data collected from beneficiaries must only be used for the purpose it was intended for. 		
<p>3. Beneficiary Database and Register</p> <p><u>Database</u> An up to date electronic beneficiary database must be kept by the organisation operating the food service.</p> <p>The following minimum information must be contained in the consolidated beneficiary database:</p> <ul style="list-style-type: none"> • Name and surname; Identity Number, contact details of beneficiary; date of referral, name of referral agency, etc.; • Record of developmental programmes; • Record of internal and external referrals of beneficiaries. <p><u>Register</u></p> <ul style="list-style-type: none"> • A daily register must be kept on site where meals are served and beneficiaries must sign for each meal received. • If collecting meals on behalf of someone, the person must sign on behalf of the beneficiary. 		



019 Beneficiary migration	
Norm	To assist clients accessing the feeding sites to move from dependency to self-reliance.
Scope	Applies to DSD managers, policy developers and community development practitioners, relevant officials at the Department of Health, relevant officials at the Department of Agriculture.
Instruction	Corrective Action
<p>1. Data Management</p> <ul style="list-style-type: none"> Information gathered from referral forms and beneficiary profiles must be collected and analysed by DSD officials at the Head Office. Technological platforms must be used to collate and manage data. <p>2. Beneficiary Portfolio</p> <ul style="list-style-type: none"> A beneficiary portfolio must be opened. Beneficiaries must work with officials and contracting organizations to develop a personal development plan. The relevant staff must use the portfolio to link beneficiaries to the existing basket of services, opportunities and support (See Annexure C for DSD Basket of Services). The portfolio must be used to monitor and evaluated the progress of beneficiaries. <p>3. Stakeholders</p> <ul style="list-style-type: none"> Regional and local DSD staff must engage with beneficiaries to conduct the relevant assessments needed to link them to services, opportunities and support Beneficiaries must be given access to the Department of Social Development's basket of services. The Department of Health must offer beneficiaries access to health, health education and awareness programmes and health care facilities as needed. The Department of Agriculture must offer beneficiaries access to their food security/food garden programmes. 	<p>Monitoring</p> <p>Programme manager to sign off beneficiary portfolios and reports.</p> <p>DSD Head office officials to meet regularly with regional staff.</p> <p>Formal agreements signed off by partners must be managed by the Sustainable Livelihoods programme manager.</p> <p>Tracking system must be used to monitor beneficiary progress.</p>
	<p>a. Retrain staff as needed.</p> <p>b. Roles and responsibilities to be included in agreements and key performance areas of all staff involved.</p>

Annexure A: Example of First Aid Kit List

Item	Purpose
Two pairs latex gloves	Accidents involving blood or bodily fluids
One pair household gloves	For cleaning after blood spills
Small plastic bowl	To hold water and antiseptic cleaner while cleaning and washing wounds
50ml antiseptic wound cleaner eg. Dettol	For cleaning and washing wounds
100ml household bleach (dilute with 10 litres of water)	For blood spills
One packet gauze swabs	For covering larger wounds and eye injuries
One packet of cotton wool	For cleaning out wounds and covering or compressing wounds
20 waterproof plasters (Bright colours for staff members working with food)	For protecting cuts and scrapes or other breaks in the skin.
Safety pins	To secure bandages, dressings and slings
Micropore (cellotape)	For securing a dressing
75mm bandage	For stopping bleeding, covering wounds or making a sling
One-way resuscitator	To keep airways open
Plastic bags	For refuse disposal
Scissors	For cutting plasters, bandages, and material
Tweezers	For extracting splinters and bee stings
Tissues	For general absorption of fluids

Annexure B: Department of Social Development Basket of Services



DSD Programme	What we do	Services offered
Early Childhood Development and Partial Care Programme	<ul style="list-style-type: none"> ● Promote and give effect to the rights of children in accordance with the Children's Act No 38 of 2005; ● Provide access to facilities for all children including children with disabilities and HIV/Aids; ● Coordinate and oversee the National and Provincial ECD Strategy and related ECD policies; ● Facilitate and coordinate platforms where role players from the ECD sector come together; and ● Monitor ECD norms and standards. 	<ul style="list-style-type: none"> ● registration of partial care facilities; ● registration of age- appropriate ECD centre-based and non-centre based ● programmes which help address the diverse developmental needs of children; ● subsidisation/funding for registered partial care facilities that provide care for poor and vulnerable children; ● subsidisation/funding for services and projects rendered to children by ECD non-profit organisations; ● subsidisation/funding for alternative programmes such as enrichment centres, playgroups, home based care and outreach programmes for children on farms; and ● training of ECD practitioners
Child Care and Protection	<ul style="list-style-type: none"> ● We protect children between the ages of 0-18 years old, along with their families. ● We work in partnership with registered and funded non-governmental organisations (NGOs). ● We register designated Child Protection Organisations (DCPOs). ● We monitor the adherence to the norms and standards, and other legislative requirements of the Children's Act. ● We create networks and share information with NGOs that provide services to children and families. 	<ul style="list-style-type: none"> ● awareness, public education and prevention programmes; ● supportive and developmental programmes for children at risk, e.g. example, risk assessment, therapeutic services, counselling, support groups for children, temporary safe care programmes; adolescent development and behaviour management; ● statutory services such as foster care, adoption and residential care services; and ● programmes aimed at reuniting children who have been placed in alternative care facilities with their families or communities of origin.
Care and Support to Families	<ul style="list-style-type: none"> ● Family members are educated about building and maintaining a healthy home environment that allows for the development of each member of the family. 	<ul style="list-style-type: none"> ● family preservation services such as individual, couple and family counselling, marriage preparation and enrichment and support for families in crisis; ● targeted awareness that links families to available support services; ● parenting and care giving skills to improve proper care and support to children; ● fatherhood education and training programmes that promote family involvement and the importance of being a positive male role mode;

		<ul style="list-style-type: none"> ● facilitation of rehabilitation and reintegration of homeless adults back into society and back into their families; and ● training of social service practitioners.
<p>Youth Programme</p>	<ul style="list-style-type: none"> ● Skills development opportunities (life skills as well as job-related skills training); ● Job linking opportunities at local youth access points; ● Youth Cafés provide a safe environment to meet people, learn, and develop. Visitors can earn rewards, which can be used to buy coffee, internet time and much more. 	<p>Youth Cafés and Youth Hubs offer:</p> <ul style="list-style-type: none"> ● empowerment programmes ● job readiness training ● community development programmes ● wellness programmes ● personal development training ● leadership mentoring ● entrepreneurial training
<p>Services to Persons with Disabilities</p>	<p>The programme facilitates the provision of social welfare services to people with disabilities and their families/caregivers, that promote the following:</p> <ul style="list-style-type: none"> ● the rights of people with disabilities; ● the wellbeing of people with disabilities; and ● services to improve the lives of people with disabilities. 	<ul style="list-style-type: none"> ● social work services; ● awareness and educational programmes; ● supportive and therapeutic services which include counselling, peer support programmes, family/parental support programmes, life skills training and wellness programmes; ● protective workshop services; ● day care programmes for children/youth & adults with disabilities; and ● residential care/alternative care placement services.
<p>Older Persons Programme</p>	<ul style="list-style-type: none"> ● register residential facilities for older persons with a frail care unit and service centres; ● monitor residential facilities and service centres which are owned by NGOs; ● provide assistance to residential facilities with compliance challenges by facilitating the development of intervention plans; ● raise awareness about the abuse and neglect of older persons in partnership with NGOs; ● raise awareness about the rights of older persons in partnership with NGOs; ● manage ongoing collaboration and coordination between the provincial Departments of Health, Human Settlements, Education, Cultural Affairs and Sport, and local authorities; ● coordinate the older persons reference group which provides a platform to engage with the sector and discuss matters impacting the lives of older persons; ● build networks in communities to enhance self-reliance; and 	<ul style="list-style-type: none"> ● Access to frail care, independent and assisted living facilities ● counselling and therapeutic services; ● Addressing elderly abuse

<p>Substance Abuse Programme</p>	<ul style="list-style-type: none"> ● monitor the adherence to norms and standards ● register treatment centres; ● provide prevention, demand and reduction programmes; 	<ul style="list-style-type: none"> ● primary prevention services; ● early intervention; ● treatment centres; ● reintegration and after-care support; ● integrated programmes with the Departments of Education and Health as well as Local Drug Action Committees of Local Authorities; ● coordination with partners, e.g. NGO sector; ● standardising professional and management best practices; and ● facilitating diversion programmes with the Social Crime Prevention Unit as a means of intervention with youth at risk.
<p>Victim Empowerment Programme</p>	<ul style="list-style-type: none"> ● ensuring that victims receive emotional and practical support; ● assisting victims with the management of the trauma; ● ensuring that victims are educated to identify the symptoms of post-traumatic stress; ● referring victims to professional services where necessary; ● providing victims with counselling; ● providing victims with emergency services; ● ensuring that the criminal justice process is dealt with efficiently; ● promoting the rights and responsibilities of victims through advocacy; ● ensuring that victims are aware of their rights; ● ensuring that ongoing victimisation is prevented; and providing a shelter service 	<ul style="list-style-type: none"> ● gender-based violence education programmes; ● life skills training; ● trauma debriefing, management and counselling; ● therapeutic support groups; ● victim offender mediation; ● men and boys gender advocacy forums; ● referrals to professional services where necessary; ● court preparation and support services; ● emergency shelter services that comply with norms and standards; ● promoting the rights and responsibilities through advocacy; and ● ensuring that ongoing victimisation is prevented.



<p>Social Crime Prevention</p>	<ul style="list-style-type: none"> ● Probation services are managed to lower the chances of reoffending and provide prevention programmes to strengthen resilience to crime. This work is done in collaboration with other government departments and NGOs with a special focus on high risk areas. 	<ul style="list-style-type: none"> ● assessment of children and adults in conflict with the law; ● diversion of offenders out of the criminal justice system; ● preliminary inquiries of children in conflict with the law; ● restorative justice to ensure victim participation; ● supervision of children and adults in conflict with the law; ● social background investigations; ● pre-trial and pre-sentence reports; ● expert witnessing to courts; ● reintegration for children in residential care facilities such as child and youth care centres; ● secure care programmes; ● accreditation of diversion programmes of NGOs; and ● reintegration services to ex-parolees.
<p>Social Relief of Distress Programme</p>	<ul style="list-style-type: none"> ● identify, assess and refer households/individuals faced with undue hardship to SASSA in order for them to access social relief benefits; ● refer disaster affected households to SASSA in order for them to access social relief benefits; ● conduct post resettlement assessments to determine whether households/individuals who received social relief benefits due to disasters or on the basis of undue hardship are coping and to advise on appropriate redress interventions; and ● Link poorer households to sustainable livelihoods opportunities. 	<ul style="list-style-type: none"> ● psycho-social support services; ● appropriate welfare services; and ● community development interventions.
<p>Extended Public Works Programme</p>	<ul style="list-style-type: none"> ● provide beneficiaries access to skills and work experience to increase their chances of employability, thus alleviating poverty in the long term. 	<ul style="list-style-type: none"> ● temporary work opportunities; and ● skills development opportunities and job related skills
<p>Institutional Capacity Building Programme</p>	<ul style="list-style-type: none"> ● monitor compliance with The Non-Profit Organisation Act; ● strengthen organisational capacity; ● encourage and enable good governance, public accountability and transparency; and ● network and collaborate with sector partners. 	<ul style="list-style-type: none"> ● NPO registration and guidance on how to retain your registration status; ● access to information relating to good governance practices; ● enhanced support services; ● formal/informal training; ● mentoring and coaching; ● networking opportunities; and ● access to corporate social investment opportunities.

NORMS AND STANDARDS SIGN-OFF			
DESIGNATION	NAME	SIGNATURE	DATE
Director: Community Development	Mr Lionel Arnolds		11/06/2018
Chief Director: Community and Partnership Development	Mr Mzwandile Hewu		2018/06/11

