

# JONGGA

ISSUE 25

magazine



Inform



Inspire



Innovate

# THIS ISSUE

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## The next generation of leadership issue

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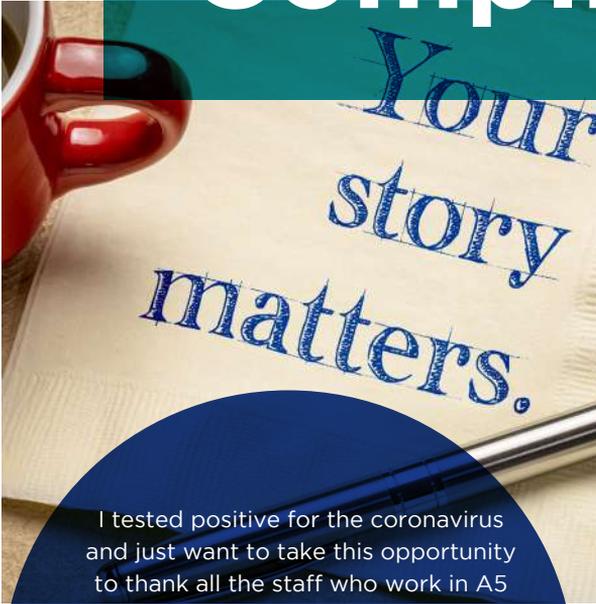
**JONGA**  
MAGAZINE



## On the Cover

We welcome our new  
HOD & the next generation  
of leadership

# Compliments



I tested positive for the coronavirus and just want to take this opportunity to thank all the staff who work in A5 ICU. Everyone who has been helping me, encouraging me and supporting me through this difficult time. I hope Government acknowledge all that you're doing. May God grant you wisdom and good health. Thank you for everything, much appreciated.

**Natasha Gertze (Goodwin)**

Aan almal wat ek ontmoet het en my gehelp versorg het – waar begin 'n mens? Eerste keer wat ek in so 'n skoon hospitaal kom. Dankie aan julle wat dit skoon maak. Dankie aan die administrasie wat sorg dat al ons inligting reg is en almal by die deur wat die koronavirus 'screens' doen, dankie dat julle uitkyk aan ons, julle werk is belangrik.

Dankie vir almal in Swellendam hospitaal. Dis wonderlik hoe elkeen saam kan werk as 'n span. Suster Green en Suster Swart by kliniek, dankie vir my 'n ogie uit hou deur my hele swangerskap.

## **Groete Tamara du Toit**

Let wel: Ek wens só die 'email' kan by President Ramaphosa kom, dat hy vir julle bietjie meer gee, julle verdien dit! Chin up, trek veiligheidsgordel van God aan, en continue fighting the fight! Lief vir julle almal sommer baie

Dear Sir/Madam

Although we only had contact with your neonatal care and social work staff for three days, we can attest to their abilities and amazing attitudes. You cannot always stop and take care for the customer, but you can take two seconds to explain you will get back to them – so thank you.

Thank you to all the staff for the wonderful care they gave the little one that has been placed in our care. Massive thank you to Mrs Gabriels without whose dedication and hard work, we would not be as blessed as we are now. We know that this pandemic has and will still put a lot of pressure on the hospital. We applaud all of you for your efforts in keeping the standards high and being a beacon of wellness for the community. Thank you.

**Johan & Michelle Retief**





## Message from Minister

**T**hese past two months have been a roller-coaster. We started the year with zero COVID-19 infections and in less than 60 days we're now above 30 000 infections with more than 700 deaths and more than 100 people fighting for their lives in the ICU. This is surreal, but we are encouraged by the number of recoveries. This has been a challenging time for me, the department, the province and the country. We have been working around the clock to discover innovative ways of flattening this curve. We have prepared our facilities for massive testing, got our contact teams in place, recruited extra personnel, secured isolation and quarantine facilities and started with the construction of field hospitals both in the metro and rural districts.

The surge in numbers has emanated from various clusters; one being the essential services such as the retail industry. This inspired me to instigate campaigns to address the challenges faced by retail industry, including a shopping etiquette drive, in which I visited many shopping centres to educate shop owners, shop workers and shoppers about correct shopping. I partnered with the

City of Cape Town to distribute masks to shoppers.

To curtail the spread in our communities, I am holding stakeholder engagements with different sub-structures to inform them about the virus and tailor-made COVID-19 related plans for their sub-structures.

The WHO declared 2020 as the Year of the Nurse and Midwife. COVID-19 has proven to us that nurses are indeed the backbone of the health system. I cannot thank all our frontline staff members enough for all the sacrifices they have made. They have shown bravado in the face of this pandemic. At the same time, I would like to pass my deepest condolences to all the frontline staff who have lost their lives due to COVID-19. I pray their families will be comforted in this difficult time.

I would also like to welcome the new Head of Health, Dr Keith Cloete who started in April; indeed, it was a baptism by fire for him. He had to hit the ground running. Furthermore, I welcome Dr Saadiq Kariem who has taken the role of Chief of Operations from the 01 May 2020. I am looking forward to working with him.

Lastly, I thank all the department's staff for all their commitment and dedication especially at such a time.



## Message from HoD

It is my privilege to write to you for the first time in my new role as HOD. I started this journey on 1 April officially and I am roughly at the “first 100 days” mark.

Looking back, the past few months have been a stressful and uncertain time, as our province navigates the path during the Coronavirus pandemic. I do understand that for many people this has been a time of anxiety, uncertainty, long hours and rapid change.

In many ways I think that our culture journey as an organization has prepared us for this tough time. Our investments in the resilience and change readiness of staff are now being drawn upon. Many staff members have accepted calls outside their normal work environments and are doing exceptional work.

From our side we have tried to put things in place to promote staff safety, wellbeing and support. As Senior management, we have also tried to remain true to our commitment to the practice of reflection and learning - even during these times.

However, I am very aware of the toll these times are taking on staff members as individuals and on their families. I do realise the difficult predicament of parents with young children, people with co-morbidities and elderly family members, to name but a few. The saddest points in the last months have been the passing of some of our brothers and sisters who have given their lives in serving the health of others. My thoughts and prayers are with those colleagues and families.

I urge everyone to be supportive of one another; to remain willing to listen and help one another. Our strength is in our commitment to one another. Only by standing together and supporting each other will we get through this pandemic and play our parts with distinction. You are in my thoughts each day.

**Should you wish to connect with me directly, please make use of HOD Connect on WhatsApp: 060 556 0672. I look forward to hearing from you.**



# QUICK Reads

## Knysna Hospital Family Physician Awarded

Congratulations to Dr Lauren Hutton, a family physician at Knysna Hospital, who was awarded the prestigious 2019 Tim Quan Medal by the Senate of the College of Medicine South Africa (CMSA). The medal is awarded to candidates who achieve outstanding results in the Fellowship examination of the College of Family Physicians of South Africa.

Hutton consults and treats a range of patients - from the newborn to the elderly, with a wide variety of problems

and is passionate about teaching and training. She tries to encourage learning at every opportunity.

“Family medicine has taught me many things, but the following three have been the most valuable when treating my patients both clinically and individually: 1) Every person has a unique story. 2) Listening to that story is a vital skill. And 3) Always show empathy,” she explains. “I love my job and I hope that through my attitude, energy and dedication, I can motivate young doctors to love theirs too.”





## Neuroscience Centre Officially Opened

The Neuroscience Centre at Groote Schuur Hospital officially opened on 10 March 2020. This Centre represents a high-level partnership between WCG Health and UCT. This purpose-built facility co-locates the clinical neuro-disciplines together with scientists and scholars in order to integrate and improve patient care, research, teaching, training and advocacy. It's comprised of a research component, the Neuroscience Institute (NI), a patient care facility and the Neuroscience Clinical Unit (NCU). Official ribbon-cutting for opening of the Neuroscience Centre at Groote Schuur Hospital

The renovation of this facility was made possible through a fundraising campaign led by the UCT Leadership and Neuroscience Institute Director, Professor Graham Fieggen. The first facility of its kind in South Africa and indeed on the continent, the Institute is committed to collaboration and highly specialised, multidisciplinary clinical services delivered by Groote Schuur Hospital.

The Neuroscience Institute houses academic departments of key neuroscience disciplines, a neurosurgical innovation and skills laboratory, a human tissues repository (called a biobank) and attached laboratory, a state-of-the-art lecture theatre and other communal spaces, as well as direct access to the Cape University Body Imaging Centre.



**DID YOU KNOW...** You can access all COVID-19 related circulars on our WCGH webpage: <https://www.westerncape.gov.za/site-page/covid-19-circulars> and you can also check out the last page of every JONGA on the go weekly newsletter for the updated list.



## UBUNTU Cloth Mask Initiative

The Ubuntu Cloth Mask initiative was launched by the Western Cape Minister of Health Dr Nomafrench Mbombo in Goodwood on 19 May 2020. This public-private initiative is coordinated by WoW! (Western Cape on Wellness), in partnership with The Health Foundation, Coconut Jazz and other organisations. The purpose of the initiative is to provide free quality masks to children and adults in vulnerable communities in the Western Cape.

*Seamstresses from these vulnerable communities will receive income from manufacturing the masks*

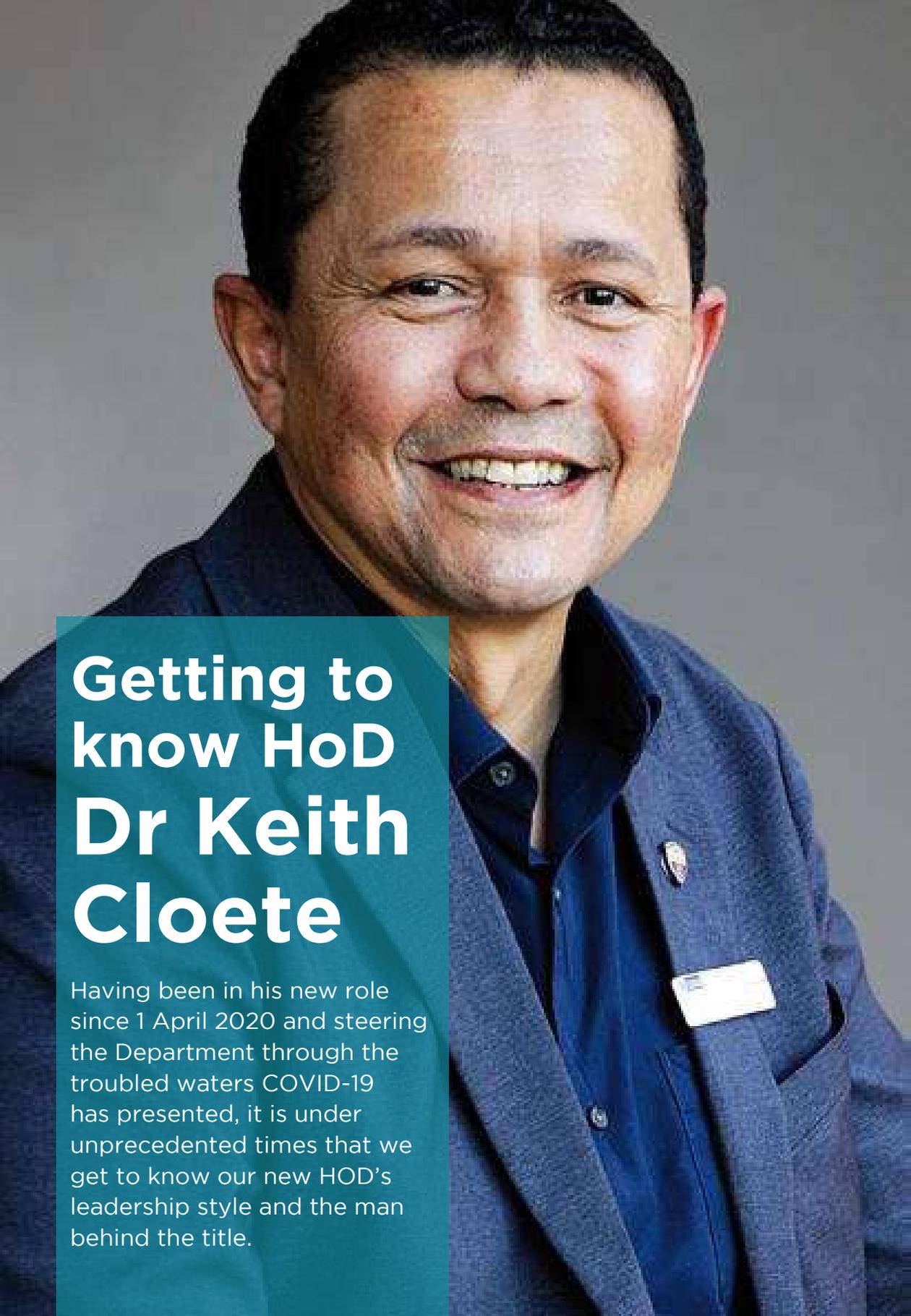
In Gugulethu, Minister Mbombo handed over 70 Ubuntu cloth masks to the manager of Ikhaya Loxolo Old Age Home for non-medical staff such as cleaners, gardeners, and kitchen staff to protect themselves and the residents from transmitting the coronavirus. The facility's medical staff will wear their clinical masks when caring for patients.

The first recipients of the masks were community members of Grabouw and Gugulethu. The Grabouw Solidary Fund placed the first order of 1 500 Ubuntu cloth masks through the Health Foundation. Law enforcement officials; carers and residents from Huis Silwerjare old-age home, 14 local organisations involved in soup kitchens and other essential services, taxi drivers, and high-risk groups all received masks.

### How to get involved

To partner with or donate to the Ubuntu Mask public-private initiative, please contact Harry Grainger, CEO: The Health Foundation, at [harry@thehealthfoundation.org.za](mailto:harry@thehealthfoundation.org.za) or 072 613 3719.

**For general information about the Ubuntu cloth mask initiative and WoW!, contact [wow@westerncape.gov.za](mailto:wow@westerncape.gov.za) or 021 483 884.**

A portrait of Dr. Keith Cloete, a middle-aged man with short dark hair, smiling warmly. He is wearing a dark blue button-down shirt under a navy blue blazer. A name tag is pinned to his left lapel. The background is a plain, light grey.

# Getting to know HoD Dr Keith Cloete

Having been in his new role since 1 April 2020 and steering the Department through the troubled waters COVID-19 has presented, it is under unprecedented times that we get to know our new HOD's leadership style and the man behind the title.

**D**r Keith Cloete started his career within this Department as a young doctor and is now at the helm of this much-changed organisation. “My earliest memories working at the Mitchells Plain Community Health Centre are of only interacting with head office staff if something’s gone wrong with overtime pay or salary. I couldn’t for the life of me understand what these people were doing – as a young doctor you cannot see any benefit or any value-add of people sitting in offices far away from working directly with patients,” he says laughing.

“But I must say it was a crazy time when I started working in 1989 as an intern. In that time, before 94, services were still run by different governments. Our Community Health Centres were part of the House of Representatives and that was basically the old Coloured Parliament. The Cape Provincial Administration, which was a different administration for day hospitals in black townships, also managed the hospitals, as opposed to health programmes, family planning and all of those things which were managed by the National Department of Health,” he explains.

“So you had all these different departments running a completely fragmented, inefficient administration so what we have as management now is completely light years away from what we had back then. And I’m not just saying it because I’m part of management now, I’m just saying what we have now is a coherent management system with managers that know clinicians, clinicians that are connected to people and know who we are – and that was completely not the case when I started.”



## Looking back

His decision to become a doctor is quite personal and depictive of his character. “My cousin, who is about 25 years older than me, was the first doctor in our family and he was always a role model to me. Because he was 25 years older, I called him uncle but he’s my cousin,” he says. “I remember as a small child always visiting him and how much I admired him. He was a general practitioner at Elsie’s River, serving the poorest of the poor, and he was so committed to making a difference to the people’s lives – so that was the first reason I became a doctor.”

“The other reason is,” he adds, “I grew up in the 80s and for me social justice was a big thing. I always wanted to make a difference by serving people from poor backgrounds that have less. It was never a consideration for me to be a private doctor at all. I always wanted to be a public servant and to serve the public. The best way I could think about it was, guided by my cousin as a role model, to heal and support people.”

The steadfast pursuit of social justice is indicative of his experience at school as well as the way and times in which he grew up. “Because I came from an Afrikaans speaking school [in Worcester] I had to acclimatise to a white university under English instruction with very few students of colour and most of my friends being at UWC,” he says. “The history of our universities was that you could only study at UCT or Stellenbosch [university], as a person of colour, if the course you’re wanting to study is not offered at UWC. Part of my fond memories as a UCT student was heading over to UWC to socialise with my friends on the weekend

before returning to UCT on Monday where I was [among] the minority.”

And while he has many wonderful memories of his varsity days they are always accompanied by the reminder of being secondary citizens in their own country; needless to say, there was quite a bit of activism. “When we were at medical school we bonded as people of colour across years of study because there were so few of us. So my standout memories have always

come with a feeling of solidarity and togetherness of people of colour in a white university during the 80s. What younger people now may not know... my brother is 3 years younger than me and he also became a doctor so when I was in [my] 5<sup>th</sup> year he would have been in 2<sup>nd</sup> or first year, and he’s the same year as Dr [Kathryn] Grammar. When he qualified, in his class in ’91 was the first African black UCT graduate as a doctor, only in 1991.”

Commenting on their activism, Dr Cloetes says, “We were quite hot-headed. I always remind my colleagues, as students we protested against the building of the extension of Groote Schuur Hospital. As black students we felt a new Groote Schuur building didn’t need to be built because we felt there should be hospitals on the Cape Flats which was realised 20 or so years later when the Khayelitsha and Mitchells Plain Hospitals were built.

## Looking ahead

We’ve come a long way as a Department and have even further to go particularly as we navigate the current ‘new normal’ brought on by the pandemic.

Dr Cloete hasn’t even had a chance to sit in his chair at his new office or host a meeting with his team where they are all physically, not virtually, present in one space. But there have been many technological wins keeping everyone connected and what Dr Cloete finds most fulfilling in his current role is the feedback he’s received – often from complete strangers.

“I got a message from a couple that once saw me on TV and sent me this heartfelt message of absolute support just from that one viewing. There have been so many well wishes and words of encouragement from all quarters of support; it’s been quite humbling,” he says.

Speaking on what he is most proud of doing within the Department he highlights being a part of the team which established and rolled out antiretroviral treatment in this province, being a part of the senior management team under the leadership of Dr Beth Engelbrecht which truly turned the culture of this organisation around and last, but certainly not least, being a part of the health promoting schools in the Western Cape movement. “It’s still one of those big things that sits with me because I was a young school doctor. I learned to work with teachers, school children, people in the education department and the social department, with people through all walks of life all with the purpose of creating healthy schools and healthy



communities through healthy schools,” he explains. “That network and organisation is still going. We were a small group of people across different sectors that founded the movement and I’ve had so many lasting relationships across sectors and disciplines. It is still a really big collaborative achievement – we broke inter-sectoral boundaries by working together.”

These reflections lead him to this advice to young doctors: “The public service is a place where you can truly live to your purpose. And if your purpose is social justice or making a difference in the world, there’s no better place to do it than to do it in the public service. Live it to the fullest while you’re doing it because it’s the most meaningful thing that you could ever do.”

Little wonder when asked about his greatest lesson of managing this organisation, without hesitation he speaks of the people and how human connection is the greatest driving force for equality, empathy and collective empowerment. “We are so fortunate in the Western Cape because we’ve got such incredible human beings who work in the health sector. I cannot speak for any other sector. I’ve worked for more than 30 years in this healthcare sector in the Western Cape but the people I come across – from all ages, backgrounds, educational attainment – are just the most incredible human beings. People with soul, spirit and absolute commitment to the greater good. People that are doing things from a complete place of selflessness to just make the world a better place have been my biggest learning, my biggest pleasure and the most humbling experience I’ve had working in our system.”



“I’ve always understood that relationships are probably the most important thing that you have in life, but I’ve not fully comprehended how profound that is – with HOD Connect I’ve started. And it’s not even in physical sense, it just that we’re connected through engagement. I don’t dismiss that somebody has taken the time to write me something and take all the messages seriously. I really appreciate this platform that’s been created for me to be connected to people,” he adds.

“The single biggest challenge we have, I believe, is maybe not trusting ourselves enough to believe we can be truly great and realizing that potential. I can see the green shoots [which translate to signs of growth or renewal] ... I can see through young people in our system what our healthcare system could really be. I wake up in the morning and feel blessed because I just see the potential, so for me the single biggest challenge is all 33 000 employees all seeing that potential and believing in their contribution towards realizing it.”

To the youth; the next generation of leadership; he is greatly encouraged and says, “My words to you is just be yourself, believe in yourself, find your ethical compass and be true to it. If there’s one thing I have, I think, is that from early on in life I found my ethical compass and it’s the best thing you can wish upon somebody else, especially a young person. Find your ethical compass, be comfortable with your ethical compass and be guided by your ethics – you can’t go wrong. Live out your best dreams through what you do every day. The job for older people like me is to create a space for you to be the leaders that you can be.”

A hand in a white shirt cuff is shown from the bottom right, holding a glowing blue digital globe. The globe is overlaid with a network of white lines and numerous glowing blue and white envelope icons, representing email or digital communication. The word "Inform" is written in large, bold, white letters across the center of the globe.

**Inform**

# KNOW YOUR NUMBER

In these unprecedented times, it is important to take care of your health. A healthy lifestyle which includes a balanced diet and exercise is very important, especially if you suffer from lifestyle conditions, such as hypertension.

World Hypertension Day was commemorated on the 17th of May, with the theme Know your number. It is important to keep your blood pressure in check. You can do this by taking your chronic medication as prescribed, keeping to your scheduled health appointments and doing your part by following a healthy lifestyle.

Hypertension (high blood pressure) refers to the pressure of the blood in arteries that's needed to keep blood flowing through the body.

According to the Heart Foundation, high blood pressure, or hypertension, is one of the most serious risk factors for death from heart diseases and strokes, and responsible for 13% of all deaths globally.

**In South Africa more than 1 in 3 adults live with high blood pressure and it is responsible for 1 in every 2 strokes and 2 in every 5 heart attacks.**

“Should you have high blood pressure, it’s a good idea to take extra care to protect yourself during the coronavirus (COVID-19) pandemic. Current research shows that people with underlying medical conditions, such as hypertension, may be more at risk to contract COVID-19 and experience more severe symptoms which can increase their risk of dying.

If you have a chronic condition such as high blood pressure, be sure to take your medication as prescribed. If you don't adhere to your treatment, it could raise your risk for a heart attack or stroke, putting you in the hospital just as coronavirus cases are coming in,” warns Western Cape Minister of Health, Dr Nomafrench Mbombo.

There are **various physical and lifestyle factors that can make you more likely to develop high blood pressure**. Being aware of your risk factors will help you to identify the changes you can make to lower your **risk. Some of these risk factors include:**

- **Family history:** a close member of your family has high blood pressure.
- **Age:** The likelihood of blood pressure increases with age. In fact, nearly 8 in 10 South Africans over the age of 55 years have high blood pressure.
- **Physical inactivity.**
- **An unhealthy diet.** Especially one that is high in salt and low in fruits and vegetables.
- **Being overweight or obese.**
- **Drinking too much alcohol.**
- **Smoking and tobacco use.**



## Treatment of hypertension

If hypertension is detected early it's possible to minimise the risk of heart attack, heart failure, stroke and kidney failure. Individuals who already have hypertension can manage their condition by:

- Adopting a healthy lifestyle;
- Monitoring blood pressure regularly;
- Keeping your appointments at your health facility; and
- Taking medication as prescribed.

## Harmful effects of high blood pressure

If left uncontrolled, hypertension can lead to a heart attack, an enlargement of the heart and even heart failure. Blood vessels may develop weak spots due to high pressure, making them more likely to clog and burst. The pressure in the arteries can also cause blood to leak out into the brain. This can cause a stroke.

## What you can do

Making small changes for big health benefits: Here are some healthy living tips that you can use to improve your health.

- Eat a healthy balanced diet
- Reduce salt intake
- **Do more physical activity**
- Avoid harmful alcohol use, or if you drink alcohol, limit it to no more than 1 drink a day for women and 2 drinks a day for men.
- Stop tobacco use and exposure to tobacco products.
- Manage stress and get enough sleep.
- Have your blood pressure and glucose levels checked at least once a year, and more often if you have a family history of chronic diseases such as hypertension and diabetes.
- **Know your numbers.** Even when taking blood pressure medication, blood pressure may remain too high or increase again over time. Blood pressure should be checked regularly as recommended by your healthcare worker.



**REMEMBER** that facilities will give stable chronic patients extended scripts for chronic medication and certain areas will also deliver your chronic medication to your door. Contact your health facility to ensure that they have your correct contact details and address.

**Western Cape Government Health encourages you to exercise regularly and to follow a healthy diet.**

Visit our Western Cape on Wellness website <https://www.westerncape.gov.za/westerncape-on-wellness/> for assistance in making healthy lifestyle choices.



# 365 Days of Activism for No Violence

A report by Statistics South Africa (June, 2018) revealed that crime against women, femicide (the murder of women on the basis of their gender) is five (5) times higher than the global average, that means women are 5 times more likely to be killed due to gender-based violence (GBV) in South Africa. Children, Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBTQI+) and the elderly are further considered vulnerable and often victims of GBV.

It is against these shocking statistics that in December 2019, South Africa launched the 365 days of activism against gender-based violence and femicide (GBVF). This led to the extension of the already existing 16 days of activism for no violence against

women and children. Government plans to foster partnerships from various sectors and work collaboratively in fighting this societal scourge of GBVF, guided by the Draft Gender Based Violence and Femicide National Strategic Plan (NSP) 2020- 2030 and the Western Cape Premier's Value Inspired Priorities (VIPs) which include a vision for empowering people, and safe, cohesive communities in the Province's crime hot spots as depicted in the Western Cape Safety Plan.

Backed by the slogan "Enough is enough", Gender-Based Violence and Femicide has been declared a national crisis by President Cyril Ramaphosa. It is against this backdrop that the Western Cape Government Health (WCGH) continues its commitment to empowering employees through awareness raising, advocacy, and capacity building initiatives on GBV. Initiatives include mainstreaming of gender into policy and programmes.

Research suggests that an estimated 1,75 million people annually seek healthcare for injuries resulting from violence. From this statistic, it can be deduced that survivors of gender-based violence often present at WCGH facilities for treatment.

As the WCGH, we continue to strive towards the Healthcare 2030

vision: providing access to person-centered centred quality care for all, including survivors of GBV. We recognise and celebrate all employees on the frontline including our nurses and midwives; with 2020 marking the Year of the Nurse as catalysts for a brighter future for health around the globe. We acknowledge the tireless commitment to support, care and treat GBV survivors. The 365 days of activism approach is encouraged as the WCGH continues to advocate, raise awareness, and serve survivors endeavouring to do the greatest



good for the greatest number.

We invite you to join in on the 365 days of activism, advocating for no violence

by sharing information, speaking out, reporting and forwarding any GBV-related issues to the Western Cape Department of Social Development dedicated email

address: [GBV365DAYS@westerncape.gov.za](mailto:GBV365DAYS@westerncape.gov.za)

**#Enough is enough #365DaysofActivism #WCGH #YearoftheNurse**

#### Important Hotlines details.

- GBV Command Centre: 0800 428 428
- Women Abuse Helpline: 0800 150 150
- Child line: 0800 055 555
- SAPS Crime Stop: 0860 10111  
SMS Crime Line: 32211
- Human Trafficking Hotline: 0800222777
- WCGH Employee Health and Wellness: 0800 611 093

## 7 SELF DEFENSE TIPS



**1. Be aware of your surroundings at all times**



**2. Bite down on any body part that comes close to your face.** This will be effective even if your hands are tied.



**3. You should only defend yourself physically if your life is in danger** at 100% power or until the perpetrator is restrained/stopped in his attempts to harm you.



**4. Yell for help.** As you run away, yell for help at the top of your voice for help.



**5. Walk confidently and use your eye contact.**

Avoiding eye contact can show that you're intimidated which may translate to attackers as an easy target.



**6. Bending a finger backward against the joint.**

will cause a strong pain, making it easier to escape your attacker's grip..



**7. Remember the critical strike zones.**

- Eyes
- Throat
- Groin



# Keeping children safe from burns this winter

Winter is the time when children are most at risk to burns. There is a lot hotter food and drink around and generally trying to stay warm with heaters and fires. All potential risks for burns in children. Young children can be burned very quickly, and this often happens when an adult is present, so it is important to be alert.

Last year, the Red Cross War Memorial Children's Hospital alone, treated 880 children for burns; the most common, affecting 715 children, was caused by hot liquids (such as hot water, drinks and food), followed by flames (55 cases) due to fires. A further 57 children were treated for touching or coming into contact with very hot surfaces such as heaters and hotplates on stoves.

"Most burn injuries can be avoided. Most of the burns happen in the home, specifically the kitchen. A first step to preventing burns is to make sure that the home environment is safe. Children are not always able to know when something is dangerous, so parents can start by checking every room in the house for possible burn risks to children. In the kitchen eg making sure that hanging kettle cords are properly secured and out of a child's reach. Kettles are a major cause of hot water burns, which is traumatic and can be debilitating for the child." said Yolande Baker, Executive Director of ChildSafe.

## Here are a few safety tips to keep ourselves and our children safe while staying warm during the winter season.

### Kitchen area

- Turn pot handles away when cooking
- Never hold a child while cooking at the stove
- Keep kettle cords and other electrical wiring out of children's reach
- Place matches and lighters out of children's reach

### Living room

- Always check the temperature of food and drink before serving to young children
- Always place hot liquids and food in the center of the table, using place mats instead of table cloths which are easy to pull
- Never pass hot liquids and food over a child's head
- Keep all heaters out of reach of children
- Install smoke alarms to detect fires in home early
- Blow out candles before you leave the room or before you go to sleep – we recommend the Candle-in-a-jar
- Avoid illegal electrical connections and that multiple plugs are not overloaded, as these can overheat causing sparks and fires

### Bathroom

- Run cold water before hot water

### Outside

- Never leave open fires unattended and in case of a fire, out the fire with dry sand
- Never store things like paraffin, which are highly combustible near any heat

### When there is a fire inside your home:

- Warn people inside the house to get out safely.
- Help people to get out and stay out of harm's way.
- If there is a lot of smoke, crawl out below the smoke to escape the fire.
- Where possible, have more than 1 exit from your house, with clear routes to the door.

### What to do in case of a minor burn:

1. Remove the patient from the source of danger
2. Do not put anything; instead, cool the burn area with running tap water for about 5 minutes
3. Cover the burn with a clean cloth of clean plastic
4. Take the patient to the nearest clinic or hospital to see a doctor.

For more information on prevention of burns, please visit [www.childsafe.org.za](http://www.childsafe.org.za)

## About ChildSafe

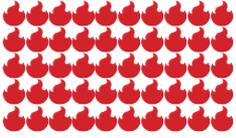
ChildSafe, an injury prevention unit based at the Red Cross War Memorial Children's Hospital, is a non-profit organization that aims to reduce and prevent injuries of children through research, education and recommendations to legislation. We work with other non-profits, government, corporates and communities to achieve this. Our core focus though is the prevention of unintentional injuries that are usually regarded as accidents, such as, burns, falls, drowning, road traffic crashes, choking and poisoning.



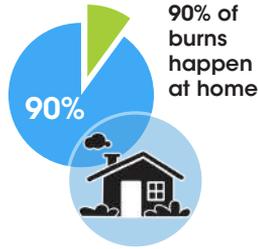
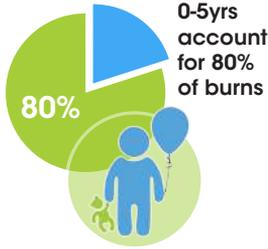
# CHILD BURN INJURIES



Over 1 000 children are treated at the Red Cross Children's Hospital for burns every year.



In 2019, 50 children had severe burns: 3<sup>rd</sup> degree burn is when the outer layer of skin and entire layer underneath is destroyed permanently.



Cup of coffee/tea can be as hot as 90°C



## Making home safer

Turn pan and pot handles out of reach of children



Teach older children to stop, drop and roll if their clothes have caught fire



We recommend using Candle-in-a-jar



Keep hot drinks out of reach of children



Always put cold water in the bath first, then add hot water.



Always test water temp with elbow



Secure electric kettle cords out of children's reach



Blow out candles when leaving a room and going to sleep

## In an emergency

Remove child from source of injury



Cool the burn under cool running water for at least 20 minutes



Cover with clean plastic



Seek help immediately

Medical Emergency: 10177 • Emergency from Cell: 112

A conceptual image featuring a hand holding a glowing globe. The globe is surrounded by a complex network of white lines and nodes, resembling a digital or neural network. The word "Inspire" is written in large, white, bold letters across the center of the globe. The background is a dark blue gradient.

**Inspire**

# THE NEXT GENERATION OF LEADERSHIP

To commemorate Youth Month, we sought out some of our young people within the Department that embody #leadershipgoals and are testament to a bright future for our organisation.

**Dr Shrikant Peters** | *Public Health Medicine Specialist and Medical Manager, Groote Schuur Hospital*

*"I am extremely proud of the Quality Improvement initiatives which the WCDOH and Groote Schuur Hospital has implemented."*

Dr Peters is responsible for managing the Main Theatre Complex and Intensive Care Units with particular emphasis on Corporate and Clinical Governance. He enjoys removing barriers to patient care which are experienced by healthcare workers on a daily basis, and sees the best results when improving the flow of data from services and supporting structures back to the clinicians. After completing his medical degree, he did a Bachelor of Arts in Politics, Philosophy and Economics during his Internship. As a Community Service doctor he started a Master's in Public Health.



His message to the youth: Don't wait to get into managerial positions. Get smart about government structures and formal communication channels. Point out the problems to those at the top. You are the authority on your workspace. Don't let anyone tell you differently. We are moving away from seniority-based decision making to adaptive systems that rely on the input of young people. You know what's best for your community, your customers and your patients – so make your voice heard!

**Riana Horne** | *Personal Assistant: Supply Chain Management Governance, Head Office*

*"I am very proud to be part of the Government Health Department. I know we make a difference in the daily lives of people, we don't even know. Although I am not directly based at a hospital I am still part of the chain to make things happen."*

Horne started working at Department of Health in 2016 and currently provides secretarial and administration support to the Director: Supply Chain Management Governance. Her previous secretary experience, energy and organizational skills let her thrive when arranging meetings, conferences and training. Beyond her legal secretarial qualification, she also holds an

Educare certificate as she enjoys working with children. As a young girl she always wanted to become a doctor or a nurse, but having been born with a heart defect it has stood in the way of pursuing a career in this fast paced environment.

Her message to the youth: Our young people have the ideas, the creativity and great energy to change the world. We are full of hope and through innovation and our imagination, we are problem solvers and have a great potential to generate a positive social change in the world.





**Dr Muzzammil Ismail** | *Public Health Registrar: Health Impact Assessment, Head Office*

*“This opportunity to be creative and make a difference on a systems level for the dependent population of the Western Cape is what drives me and what I enjoy most about my work.”*

Dr Ismail currently provides analytic and data driven insights into the current COVID-19 epidemic to support decision making. Beyond COVID-19, he hopes we can apply the lessons learnt to the other disease burdens that we face. He is really proud to see the Department embracing technology, leveraging real time data to drive key decision making and allowing younger voices to contribute to this change. While pursuing a Master’s in Public Health at UCT, he is also constantly learning through YouTube and Google.

His message to the youth: Young people have the advantage of being responsive to change and this is a key characteristic that needs to be leveraged to make a difference in the Department. If you’re a young person and you feel that you have an idea, no matter how small, that may make a difference and add value to patient care I would urge and encourage you to take the next step and engage the Department. You may be pleasantly surprised to find that your idea really does become a reality.

**Silva Kuschke** | *Chief Audiologist and HoD of the Audiology Department, Red Cross War Memorial Children’s Hospital*

*“Through my job I am part of giving children opportunities, either by giving them access to sound, so that they can speak and learn, or by giving them access to language in a different form (Sign Language), so that they can communicate with others and become integrated members who contribute to society.*



Kuschke and her team take care of children’s ears (from newborn babies to 13 years old). They perform diagnostic testing for auditory processing disorders and to see how well children can hear. They also work with organisations that do parent-guidance and parent-training to provide home-based support to families of hearing-impaired children. She is very proud of working and growing professionally and personally with her colleagues. Kuschke is currently pursuing her PhD in Audiology which she hopes to complete next year.

Her message to the youth: Do what you love. Always put clients/patients’ needs first. Be passionate about what you do and continuously learn as much as you can about your field.

**Abegail Loliwe** | Office Manager: Chief Director Rural Health Services, Mosselbay

*"I work in an environment of continuous learning and there is much room for growth. Every day is different, it is an adventure!"*

Her role sees her ensuring the smooth running of the office by organising and coordinating information and resources in the office of the Chief Directorate; from deadlines and complaints, to meetings and follow ups. She loves the sense of unity and collaboration within the Department because everyone shares the same vision and is dedicated to improving the lives of people in SA. Working in government her seen her involved in labour relations, people management and performance management. In the future she hopes to study Health Services Management.



Her message to the youth: I believe we have to give good service in whatever direction we have chosen, not just to satisfy those in authority but to have the satisfaction of knowing we have done our level best, and happily give of our best at all times. Each person has a significant role [to play] and when and when we have this sense of revelation, we live a with a mission. Serving others brings so much purpose and fulfilment in one's life.



**Kelly Fortune** | Assistant Director: Diversity (Gender, Youth, Transformation), Head Office

*"I am inspired by the departmental stance in acknowledging that everybody is a leader. Leaders (teams) are the driving force of our organisation for which competency is a key value, but equally important is how leaders show up."*

Through her role, Fortune aims to promote an organisational culture that embraces diversity, equality of opportunities and a barrier free workplace. She's proud of the strides made within the department such as the C2AIR2 Club and the sustainment of the 50% target achieved for women in senior management. She volunteers for various projects including the SAPS victim support and National Institute for Crime Prevention and Reintegration of offenders (NICRO)diversion programme amongst others. Fortune holds a BA degree in Psychology and BA Honour's degree in Criminology. She is currently in the final stages of completing her Masters degree in Public Law.

Her message to the youth: I believe that Youth are the generation that will influence and shape strategies that best fit the times. Find your mission, purpose and passion and live by it. As cliché as this may sound, your attitude determines your altitude (the sky is not the limit). Take risks, make mistakes and learn from them. STAY WOKE.



**Deirde Kombol (neè De Kock) | Office Manager, Groote Schuur Hospital**

*"As we face the COVID-19 pandemic, we have come together to serve and protect, and I am extremely honoured to be part of this. We have proved that we are #BetterTogether!"*

Kombol's role is to ensure that everything in the office runs smoothly on a daily basis. From managing all engagements of the CEO and overseeing the flow and safekeeping of all documentation, to ensuring hospital policies/standard operating procedures are up to date and being responsible for the design and format of the Hospital Newsletter. She enjoys that her work is always changing; every day is different and "adventurous" in its own way. Kombol holds a certificate in Economic and Management Sciences, a diploma in executive secretarial studies and is currently working towards her degree in Administration.

Her message to the youth: As young people we have a different way of thinking ("fresher" perspective) and are able to give valuable inputs on strategic decision-making, focusing on aspects that others would never have thought about. We are the future leaders, so it's important for us to be take part in shaping the future.

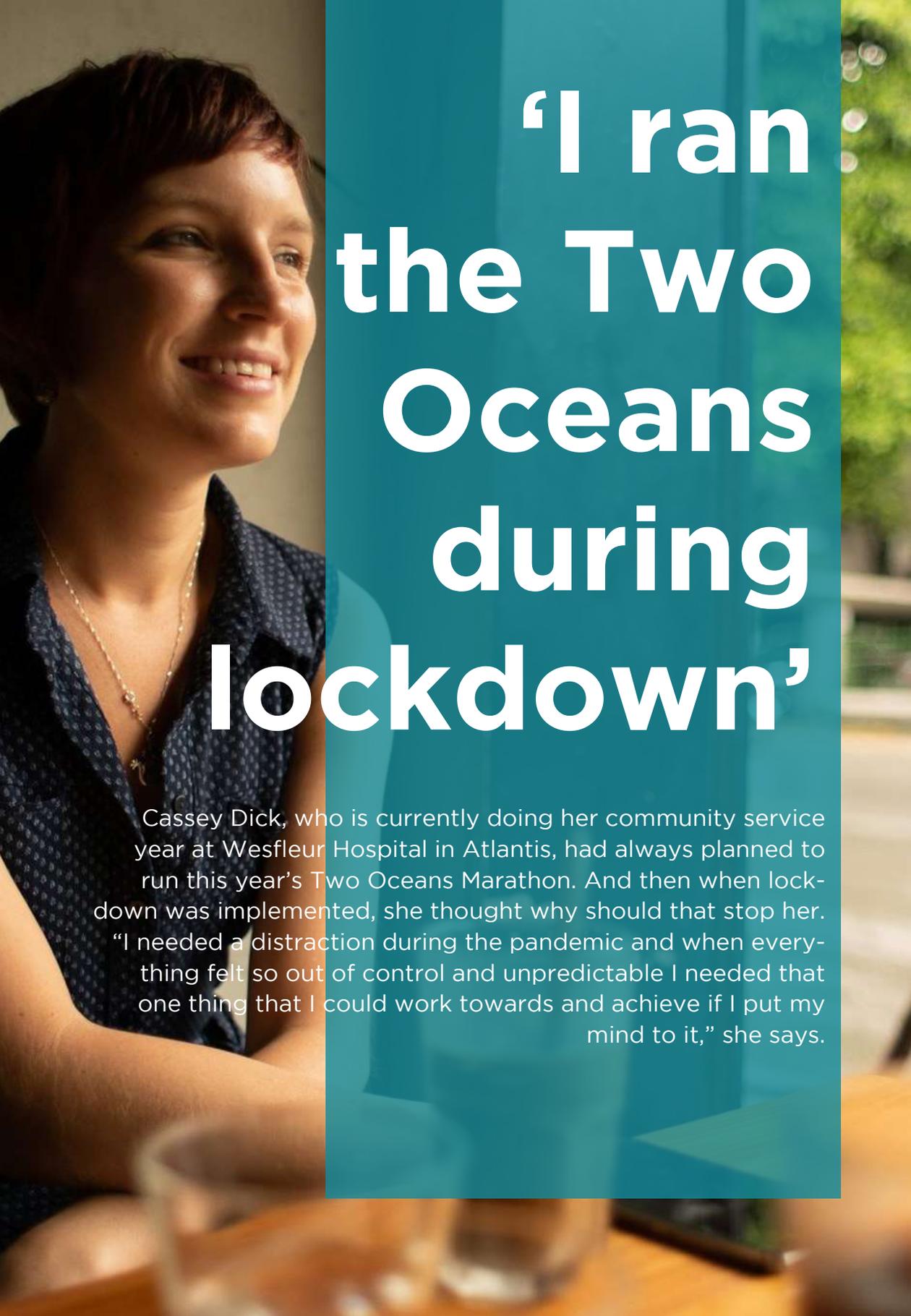
**Bronwen Davies | Deputy Director: Forensic Toxicologist, Forensic Pathology Service (FPS)**

*"Many young people today are confident, creative and energetic, and often bring new and innovative perspectives to solving problems or instigating change. It is important that we as a collective, create a safe, supportive and empowering workplace and societal culture, where young voices can be heard."*

Davies currently manages the FPS Forensic Toxicology Unit (FTU) and is also a lecturer at the University of Cape Town (UCT). The FTU is currently based in the Division of Forensic Medicine and Toxicology, at the Faculty of Health Sciences of UCT. The Department is, however, currently constructing a new state-of-the-art forensic facility for FPS called the Observatory Forensic Pathology Institute (OFPI). This will soon house our core FTU service and development toxicology laboratory.

The FTU is made up of a small team of young, dedicated and innovative individuals striving to strengthen forensic toxicology service, research and teaching in Africa. Davies is working towards her PhD in Forensic Toxicology at UCT and also hopes to enrol for a PGDip in Medical Toxicology from the University of Stellenbosch. Her message to the youth: don't be afraid to challenge the status-quo to inspire positive change.





# 'I ran the Two Oceans during lockdown'

Cassey Dick, who is currently doing her community service year at Wesfleur Hospital in Atlantis, had always planned to run this year's Two Oceans Marathon. And then when lockdown was implemented, she thought why should that stop her. "I needed a distraction during the pandemic and when everything felt so out of control and unpredictable I needed that one thing that I could work towards and achieve if I put my mind to it," she says.

She started at 4 in the morning with the determination to run the course of the Two Oceans within the proximity of her residential complex. As she ran past someone would cheer her along, some told her she was insane and one jogged along with her for a little bit.

“I had been training for the race prior to the lockdown, however that got a tad bit trickier when I was no longer allowed to run outdoors, so I took to waking up at 5am to do laps in our parking lot or run up and down our 14 floor building,” she says about preparing for the race.

She managed to balance this and being on the frontline of the fight against COVID-19.

“I have always believed that balance is the most important thing in life and it is surprising how much time you seemingly have when you are so busy,” she explains. “It is an odd thing – the busier I am; the more activities I seem to find time for. We all need our escape from work and running is definitely mine.”

The mental aspect proved to be the most challenging aspect; requiring the mind power and determination to run in circles for 6.5 hours. “The parking lot version of the Two Oceans was a millions times more challenging. Firstly; my poor knees. I was able to map out a route which

was 300m, however this involved four 360 degree turns and doing them just over 185 times each and it took its toll. The view was also not nearly as spectacular as the actual Two Oceans and running it alone required more mental power than I could have ever expected. I came to realise that when doing a race, the other runners and the spectators play a massive role in my ability to keep on going.”

She adds, “My partner, Sean, was the most incredible sideline supporter. He provided me with snacks, water and cheers along the way. He ran the final loops with me too. I am not too sure if I would have made it to 56km if it wasn't for him.”

Her running group also set up an app to track each other's run as they were all running around their parking lots or gardens, which also kept her going and knowing that she wasn't doing it alone.

Reaching the end of her run she felt a little shocked, relieved, overwhelmed and extremely happy. “I also had quite a strong feeling of affirmation, it was truly incredible.”

***“I have always believed that balance is the most important thing in life and it is surprising how much time you seemingly have when you are so busy,”***

**Watch her race here:**  
<https://youtu.be/t-m95MvYh5s>



# Bringing PPE to our people

In light of the pandemic, this team ensures the distribution of personal protective equipment (PPE) and works very closely with Supply Chain Management. Meet our Cape Medical Depot (CMD) COVID-19 store team.

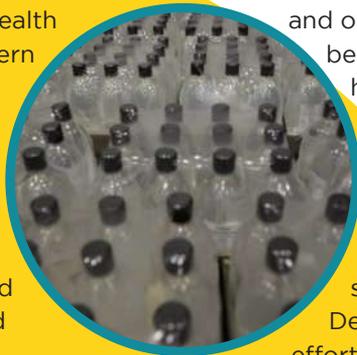
The CMD is responsible for the procurement, storage and distribution of all pharmaceuticals (medicines) and some core non-pharmaceuticals, to the health care facilities in the Western Cape. They took on the extra responsibility of storage and distribution of all PPE's from a central point based in Cape Town, the first consignment was received on the 19 March 2020 and issuing began on Human Rights Day.

The team includes: Wynand Erasmus (Manager Pharmaceutical Services and Responsible Pharmacist at CMD), Donna Samuels (Pharmacist in charge of Operations at CMD), Irfaan Jaffer (Receiving Pharmacist at CMD), Cameron Stuurman (Supervisor of the Covid-19 Team), Leonard Fielies (CTICC Site Coordinator), Neil Coraizin (CTICC Site Coordinator) and various CMD pharmacist assistants, DICU staff and staff from Pharmacy Services on a rotational basis.

Some of the challenges they deal with

include fulfilling the orders placed by the facilities for PPE's with limited availability of PPE items from the suppliers, space constraints to store the PPE items and staff shortage. The staff work long hours and over weekends to ensure that the best possible support is given to healthcare workers. The team remains motivated by knowing that their work impacts on how health care workers are protected against Covid-19. What's more, they play a small but significant part in the Department's COVID-19 pandemic efforts.

In closing, Wynand Erasmus says, "We are all in this fight against Covid-19 together and as such we must support and motivate each other as much as possible under very challenging circumstances."





2020

INTERNATIONAL YEAR  
OF THE NURSE AND  
THE MIDWIFE



# Year of the Nurse and Midwife April-June



## **Sr Karlina Petersen | Groote Schuur Hospital**

Sr Petersen has worked in the Oncology Department since 2004. She started off as a specialist nurse and then moved on to become Operational Manager.

“I am the patients’ navigator; ensuring their needs are prioritised and they know what to expect during their interaction with the health system,” she says. Sr Petersen has a caring demeanor and always strives to be there for her patients. “Through my work I help patients with cancer throughout their journey, from diagnosis to overcoming cancer or end of life,” she concludes.

## **Sr Hettie Nthoba | Mitchells Plain District Hospital**

Working as a Palliative Care nurse has allowed Sr Hettie Nthoba to gain insight in caring for patients with life-threatening illnesses and ways in improving their quality of life.

“I have become a champion in promoting the dignity of patients to their families and colleagues and improving their quality of life,” she says. “Palliative care plays a pivotal role in the community especially with the Department’s Community Orientated Primary Care approach. We connect with the home-based carers to ensure both the patient and family are receiving the necessary care and support.”



## **Sister Carol Hill | Mowbray Maternity Hospital**



Sr Hill started her midwifery career in 1996 after she began her journey as a nurse in 1987. Being entrusted with the dignity and confidentiality of patients, developing her communication with patients and continuously learning has kept her in the job she so loves. She is privileged and proud to be working in the only maternity hospital in Mowbray.

“Helping patients by holistically caring for them throughout their perinatal journey gives me great joy,” Hill says, “Seeing mom’s face after she gives birth and when she hears baby cry never stops to warm my heart.”

## **Sister Nokuzola Tutu | Khayelitsha Hospital**

Kangaroo Mother Care (KMC) is a method of care for new born babies. As part of the WCGH Mother Baby Friendly initiative policy, all babies must be placed in the skin to skin position immediately after birth and should remain in that position for at least an hour.

“The care we provide through our work in the unit extends to the family as a whole. We also encourage Kangaroo Father Care for fathers at home to promote the bond between babies and fathers,” Sr Tutu explains. “Kangaroo care is beneficial for parents because it improves growth and reduces morbidities in low birth infants.”





### **Nurse Milly Williams | Knysna Hospital**

Meet Nurse Milly Williams who has been working as a midwife for the past 22 years and says every day is a learning opportunity in her line of work. Patient - staff ratio is a challenge as it puts pressure on the workforce when there aren't sufficient staff members in relation to the needs of patients. "I give support, care and advice during pregnancy and post-partum. I refer to breastfeeding support groups and antennal classes," Williams says. "I also strive for women to understand their bodies and, along with teenagers, to feel empowered when it comes to women's health."

### **Sr Marelize Dyers | Swellendam Hospital**

Sr Dyers has been a midwife for 13 years and an advanced midwife for 4 years. When first introduced to Midwifery she was frightened, but as her knowledge increased she realised how beautiful, powerful and amazing it is to watch a woman go through the stages of labor to enable her to deliver a human being.

"For me it is a privilege to be a part of a woman's pregnancy and help the mother to be healthy and ensure that her baby is born safely," Sr Dyers says.



### **Sr Jacinta Louis | Caledon Hospital**



Sr Jacinta Louis started her nursing career in 1995 and followed her passion for midwifery in 1999. As a loyal and dedicated midwife with good communication and a continuously learning nature, she loves the work she does. "I am privileged and proud to be an advanced midwife in Caledon. I love what I do and I do it with lots of passion. I enjoy doing my part in a multi-disciplinary team," Sr Louis says. Beyond her work with mom-to-bes, she also supports staff and trains them to understand the impact of birth, early postnatal environment and breastfeeding.

### **Michelé Maree | Clinic Nursing Facilitator, Red Cross War Memorial Children's Hospital**

Clinical Nursing Facilitator, Michelé Maree oversees a wide range of education processes in her current role within the Education Department of the paediatric hospital for the past two years. Maree has 32 years of experience in nursing, including experience in medical, surgical and psychiatric nursing. "My mission in life is to provide comprehensive treatment for paediatric patients with compassion and respect. This influenced my decision to become a licensed child care nurse. I realised that I had an important role to ensure that I could facilitate the equitable, global dissemination of high-quality health care in Child Care Nursing," she says.





**Petruhan Trollip | Neonatal Unit, Worcester Hospital**

Nurse Trollip takes care of premature babies and sick babies. Her work sees her promoting breast feeding, supporting mothers with kangaroo care and those who experience losing their babies while at the facility. She has 18 years' experience within the areas of paediatric and neonatal care. Nurse Trollip forms part of a team that supports patient needs enabling them to maintain their health so that they are happy and productive members of their communities. "The fact that I can use my knowledge and skills to nurse a sick baby in order for the mother to take home a healthy baby to love and care for is a privilege and makes the work that I do truly worthwhile," she says.

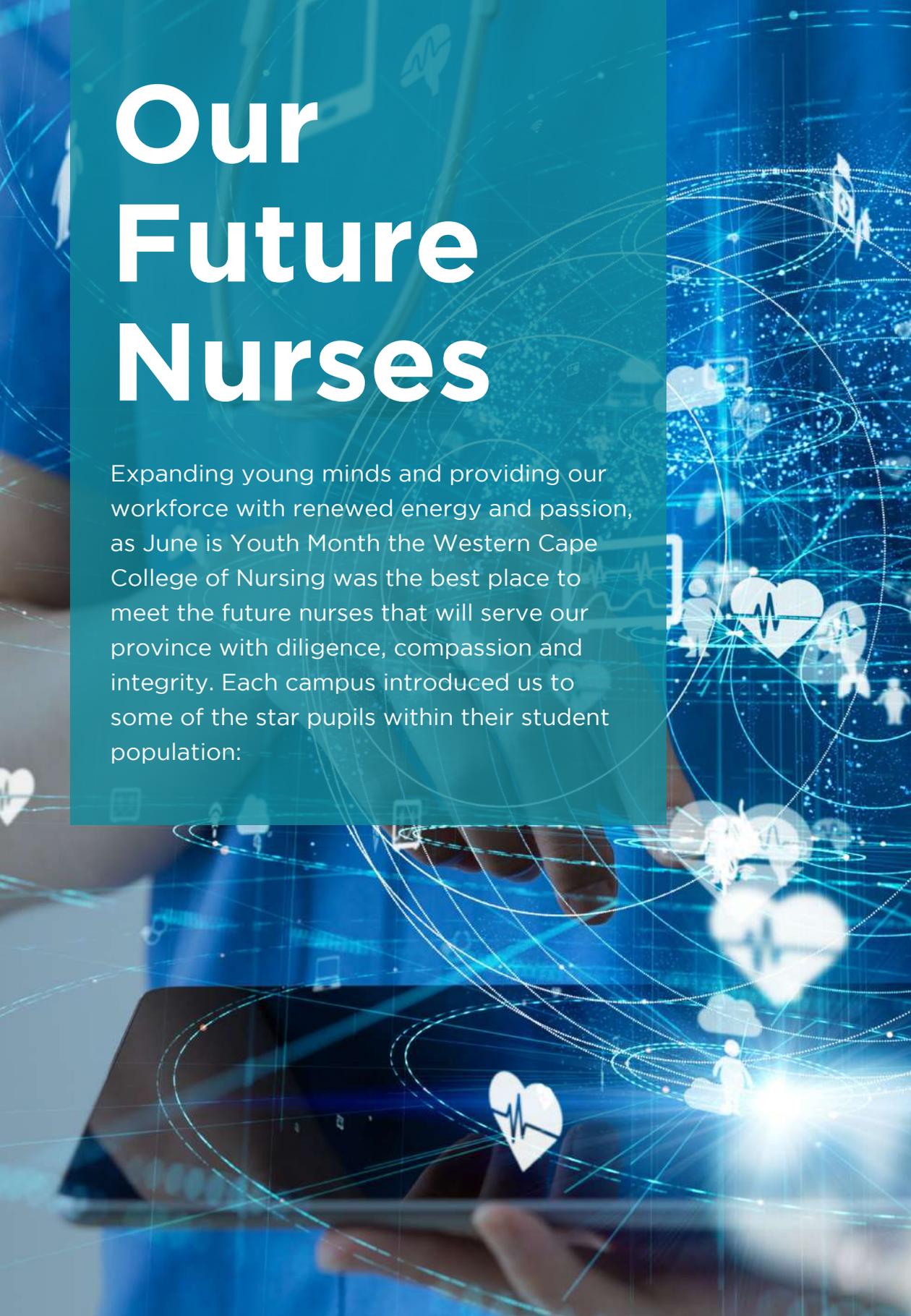
**Sr Marilynn Holtman & Theresa Philander | Paarl Hospital Nurse Training Department**

Sr Holtman is a Clinical Programme Coordinator: Nurse Training working alongside Mrs Theresa Philander who works as her Administration Clerk: Support. This Nurse Training duo support the nurses at their health facility by advocating for continued knowledge sharing and development. "By nature, I am a caring and compassionate person. I always wanted to be of service to humanity. My personal values fitted the values and characteristics of the nursing profession and that is why nursing chose me," says Sr Holtman. Mrs Philander says, "Every day I give my best, with good intent and send positive vibes to my fellow colleagues. In my personal opinion I feel nurses must be valued so much more for what they are contributing to our society."



# Our Future Nurses

Expanding young minds and providing our workforce with renewed energy and passion, as June is Youth Month the Western Cape College of Nursing was the best place to meet the future nurses that will serve our province with diligence, compassion and integrity. Each campus introduced us to some of the star pupils within their student population:



## South Cape Karoo Nursing Campus



**Vuyisa Memani**

I was inspired to do Nursing by my urge to break the chain of Teachers in my family. I did not see myself as a teacher but always pictured myself helping people. Each time I start a shift I get an overwhelming feeling in my heart. And if this feeling isn't passion then I don't know what is because the honour of taking care of a person is priceless and I love every minute of it. It's how I know I'm in the right place.

### Celeste de Kock

Ever since I can remember, I looked up to nurses because of how they care for patients. While doing my first practical, I came across patients that are alone in the hospital. They may not have any family or the family lives too far to visit. For these patients the nurses are there to keep them company and show them love and support. Nurses also experience life and death situations daily and still stay strong. That inspires me.



## Boland Overberg Campus



**Matsie Nawa**

The reason why I want to become a nurse is because it is my calling and passion. I want to make a difference in people's lives and help those who can't help themselves. An advocate to my patients, who does right by them no matter how difficult, without judgment and always striving to bring a smile to each patient.

### Keno Valentine

My brother and father have a rare disease which if untreated can become cancerous. Visiting the hospital became a norm in my life and led me to research the disease, which is how I realised the massive role health care workers play in our lives. This inspired me to want to study nursing as I too would like to make a difference in other people's lives.



**Ane le Roux**

Simone Sinek says you have to know why you do something, to love and be confident in what you do. During my teenage years, my mother was diagnosed with brain cancer. Helping to take care of her made me the strong, confident woman I am today, and gave me the reassurance that I can make a difference, no matter how small. My mother is the reason I choose nursing and why I love to care for others.

### Doen Willemse

Nursing for me is the most rewarding career; full of excitement, drama and the kind of rush one can only find when being helpful to others. During my first placement, I had to nurse an elderly female patient who had a hip replacement and can still remember how anxious/uneasy she appeared at the beginning. Helping her feel relaxed taught me empathy, patience, diligence and that qualifying as a nurse will truly be a calling for me.



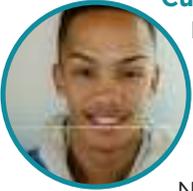
## Metro Campus (Athlone)

### Mischke Barlow

It was a calling. When Nursing responded to my application, I had the choice to say no but there was just something that told me this is what you're meant to do and when we started with the classes it was really amazing and something really close to my heart. I never thought I would experience that from studying nursing and that's why I tell people it's a calling.



### Curtis Cloete



My mother, who is my hero and who claims I'm the reason she decided to become a nurse, had great influence in my decision to study nursing. Growing up, I found myself intrigued when she talked about different medication and disease types. Today I am a proud student of the Western Cape College of Nursing with ambitions to become a Registered Nurse and there is no doubt in my mind that I am where I'm supposed to be.

### Nolitha Fose

I decided to study nursing because of my aunty she motivated me in the way she helped ill people in our community. She helped me realise that one day I want to help sick people become healthy again and so far I am learning everything in clinical serves to help those who depend on the care nurses give.



### Justice Khoza



I realised I have a passion to work with and help people from my previous job in retail as a store manager. I wanted to do more so I discussed it with my sister, who is a professional nurse, and she motivated me to apply for nursing. Helping people when they aren't able to help themselves is incredibly humbling and pushes me to want to grow in this profession and be the best I can be for my country.

### Thaakirah Salie

I chose nursing as a career because it is an opportunity to serve and make a difference in people's lives. I believe that one's health is priceless and as a nurse I aim to help protect and nurture this valuable asset. Understanding the distinct variance between "being a human being" and "being human" makes all the difference in showing compassion to strangers; forever changing a moment in their lives.



### Luxolo Ngwentle



I chose nursing because I'm a person who does not like seeing others suffer and through nursing I will be able to help and treat people. I grew up in a family of health workers and their experiences also influenced my decision. Nursing requires a person with empathy, love and curiosity about how the human body works. It's a humble and selfless profession.



**Innovate**

# New healthbot launched for high-risk patients during covid-19

The Western Cape Government Health in conjunction with Aviro Health has developed an automated Chatbot application system via the WhatsApp platform, which confirms delivery of chronic medication to our clients' homes. It also allows high-risk chronic patients to confirm an existing appointment before accessing services at their attending healthcare facility, which means they do not have to wait in long queues when going to a facility.

Since the soft launch took place in mid-May 2020, over 700 users have accessed the chatbot, with over 500 completed orders to receive chronic medication. Additionally, approximately 100 users have requested call-backs from healthcare providers in their respective facilities through the platform. These users all heard about the tool by word of mouth from existing users and made their requests from all over the Cape Town Metropole, from

Mitchell's Plain, Plumstead and Edgemoad, to the CBD.

"The Department wanted a system that would respond to high-risk chronic patient queries timeously and to give people peace of mind that their medication will be delivered to their homes. The system also allows our high-risk healthcare workers the opportunity to assist clients with their queries without placing their lives in danger as well," said Mohamed Sunday, Pharmacist at Mitchell's Plain Hospital.

"Not only has the chatbot been of value in helping communities receive their medication, but it has also been an easy way for patients to manage their health without increased risk of contracting Covid-19 and simplified the medication distribution process for staff at our healthcare facilities," said Mohamed.

Lyanne Mapani, Product Manager at Aviro Health, says "Together with the

Department, we are looking at ways to improve the chatbot so that it can be responsive and better serve users who are accessing it to make requests for their loved ones and fellow community members. We are looking forward to launching additional features in the future such as, offering the service in multiple languages and supporting users in booking appointments."

Between April and May 2020, the Department ensured that approximately 159 000 pre-packed chronic medication

parcels were delivered to stable patients' homes residing in the Western Cape Metropole since the COVID-19 lockdown was implemented. To ensure the safety of our vulnerable patients, the Department has provided all stable and high-risk patients with a 2-month supply of

chronic medication. Once their

medication has been depleted, the

Community

Health

Workers

will

deliver



medication to their

homes.

Our data

shows people with

co-morbidities such as diabetes, hypertension, TB, HIV/Aids, cancer, chronic lung disease and heart disease are at higher risk of becoming severely ill with COVID-19. These persons are invited to join the Chatbot to confirm their medication delivery by adding the number 087 240 6122 to their mobile phones and send a message saying "hi" to start the WhatsApp Chatbot conversation.

## Let's hear from you on HOD CONNECT

To stay in touch and in tune with your needs as employees, this WhatsApp line allows you to share your comments, concerns and compliments with Dr Keith Cloete. **To get started, just save the number: 060 556 0672 with the name HOD Connect and you can start texting.**

While you will not receive a direct response back on WhatsApp, Dr Cloete will be providing regular collective feedback on the messages received here. Please feel free to share your thoughts openly in the best interest of all staff and our patients.



Lockdown & COVID-19:  
**THE NEW NORMAL**



**STAY SAFE. SAVE LIVES.**

# MAKE YOUR MENTAL HEALTH A PRIORITY

Many of us are monitoring ourselves for possible flu symptoms. However, are we keeping track of how we are doing mentally and emotionally?

Health and well-being include how we are coping emotionally, how we are dealing with uncertainty, fear, and anxiety, and the ability to perform everyday tasks.

Do you feel down, depressed or hopeless? Do you often feel irritable, anxious or fearful? Do you have trouble falling or staying asleep? Do you experience poor appetite or are you overeating? During a crisis like

the Covid-19 global pandemic, feeling overwhelmed, anxious or confused is normal. If you answered yes to one or two of the questions above, you might need more support to process and deal with how you are feeling.

It is important to seek support when you notice that emotions or certain behaviours impact your day to day functioning and your ability to complete your daily tasks.



## Being caring is important

There is no shame in reaching out for support if you are struggling to cope. There is also no shame in being tested for Covid-19 or testing positive for Covid-19. Anyone can get Covid-19.

Keep in mind that with good rest, drinking enough water and using Paracetamol for pain or fever, most people who get Covid-19 will only have mild symptoms and will be able to recover at home.

If someone tells you they have Covid-19 and you respond in a supportive way, that person is more likely to seek medical help if their condition deteriorates. The person will also be more likely to tell the people in their household that they have contracted Covid-19, and the family can then take the necessary precautions to protect themselves.

Consider how you talk about people who have Covid-19. Choose words that are understanding, supportive, and helpful. Anyone can get Covid-19 – it does not discriminate against race, age, gender, or where you live or work.



## Taking action

Simple ways you can boost your mental health include:

- Acknowledging your feelings and trying to remain in the present moment, rather than dwelling on what could possibly happen or go wrong;
- Talking to your employer if you are concerned about losing your job or if you need more flexible working hours to take care of your family. Ask about wellness programmes where you can get additional support;
- Creating a routine and sticking to it – even over weekends;
- Staying in contact with family and friends by using your telephone;
- Keeping physically active. Go for a walk and play with your children;
- Getting enough rest and engage in relaxing activities;
- Limiting the time you spend watching the news and patrol social media.

## Concerned about yourself or a loved one?

If you are concerned about your own mental well-being or a friend's, reach out to a trusted friend or colleague, a counsellor at your place of worship or Employee Health and Wellness Programme.

You can support others in this time by making sure the information you share, is accurate and from a trustworthy source like Western Cape Government Health. Respect other people's personal information and avoid exposing people who you think may have COVID-19 on social media platforms. By staying in touch over the phone with people who are in quarantine or isolation you can help them stay connected.

# Coronavirus

**Everybody will be screened  
for symptoms of coronavirus**



**Fever**

**Cough**

**Sore throat**

**Difficulty breathing**

**Loss of sense of taste or smell**

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**If have been told you have COVID-19 or  
are waiting for results, please inform  
staff immediately on arrival.**



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FOR MORE INFORMATION:  
[www.westerncape.gov.za](http://www.westerncape.gov.za)

# Health workers and coronavirus

## What to do before work

### Monitor yourself for COVID-19 symptoms

- If you are unwell, stay home and inform your supervisor.
- Complete a COVID-19 symptom screen at beginning and end of each shift.
- If anyone at home with suspected or confirmed COVID-19, inform your supervisor.



### Before leaving home

#### Clothes

- Wear simple, short-sleeved clothing that can be easily washed.
- Wear dedicated closed work shoes.
- Avoid wearing a belt, jewellery, watch and lanyard.

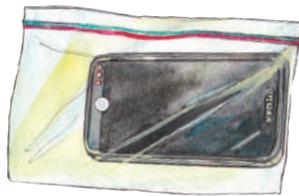
#### Wallet and keys

- Leave wallet at home – bring only essentials (like access card, drivers licence, bank card) in sealable plastic bag.
- Keep keys in pocket/bag and do not remove until after washing hands when leaving work.



#### Phone

- Remove protective case from phone. Keep phone in sealable plastic bag and change this daily.
- Keep phone in pocket/bag, avoid placing it on work surfaces.
- If able, disinfect phone/bag frequently.



#### Food and drink

- Bring lunch from home in fabric shopping bag.
- Use own water bottle, avoid water coolers and sharing drinks.



# Health workers and coronavirus

## What to do after work

### When leaving work

Disinfect phone, stethoscope and pen regularly and again before leaving. Leave pen at work.



If possible, remove work clothes and place in plastic or washable fabric bag to take home.

Ensure used masks, gowns and aprons are discarded in designated waste bins.



Perform thorough hand and arm wash.



Keep hand sanitiser in bag or car, and use to clean hands after touching public surfaces.

### When arriving home

#### Step 1

- Remove shoes.
- Leave outside, or just inside door, before entering home.



#### Step 2

- Remove cloth mask. Only touch straps to remove it.
- Remove work clothes if not already changed.
- Put mask and work clothes straight into hot wash or bucket with hot water and soap, along with fabric bags used for lunch and clothes.



#### Step 3

- Thoroughly wash hands and arms.



#### Step 4

- Immediately have shower/bath/wash.
- Avoid hugs, kisses and direct contact with family until after shower/bath/wash.



#### Step 5

- Dry cloth mask and work clothes in sun or tumble dryer.
- Iron to disinfect.



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[www.westerncape.gov.za](http://www.westerncape.gov.za)

# Health workers and coronavirus

## Hand hygiene

### Remember the 5 moments for hand hygiene

**1** Before touching a patient

**2** After touching a patient

**3** After touching patient surroundings

**4** After exposure to body fluids

**5** Before doing a procedure



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# Health workers and coronavirus

## How to wash your hands

- Use 70% alcohol-based hand rub or soap and water.
- If hands visibly soiled, use soap and water.



- If using soap and water, rinse hands in clean water and apply soap to palm.



- If using hand rub, apply palmful to cupped hand.

- Clean your hands for at least 20 seconds using steps 1-6 below:



Rub palms together.



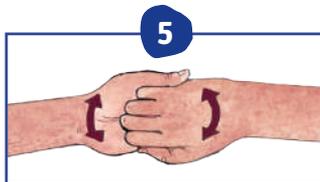
Rub tips of nails against palm. Swap hands.



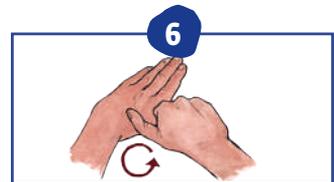
Rub fingers between each other.



Place one hand over back of other, rub between fingers. Swap hands.



Grip fingers and rub together.



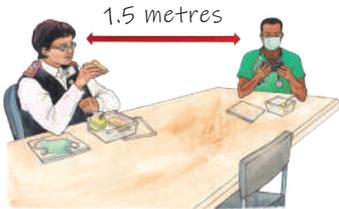
Rub each thumb with opposite palm. Swap hands.

- If using soap and water, rinse your hands with clean water and dry on paper towel or allow to dry on their own. Avoid shared towels.



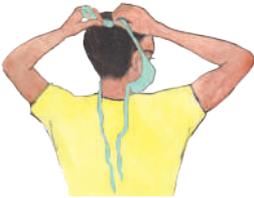
# Health workers and coronavirus

## How to take a break safely



- Stagger breaks to avoid crowded tearooms.
- Take break outside if possible.
- Keep 1.5 metres apart from colleagues.

Remove all PPE before entering tea room.



When removing mask to eat or drink:

- Remove carefully without touching the outside.
- Store in clearly labelled, clean paper bag.
- Put mask back on as soon as finished eating or drinking.
- Wash hands well after removing mask and after putting it back on.

Wash hands well before eating or drinking. Disinfect phone.



Avoid sharing cups, bottles, cans, dishes, eating utensils – wash these well after use.



- Avoid sharing food and drink.
- Avoid bought lunches and drinks from canteen.
- Avoid water coolers.

Keep windows and doors open. Report windows that don't open.



Clean and disinfect frequently touched objects (like kettle, toaster, microwave, counters, door handles, window handles) regularly.



Avoid sharing towels. Use paper towel instead.



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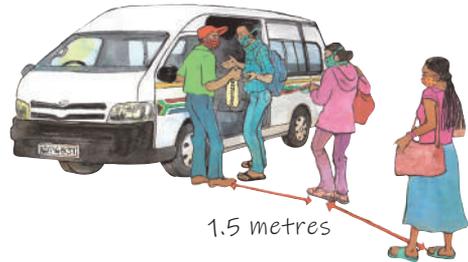
FOR MORE INFORMATION:  
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# Health workers and coronavirus

## How to travel safely using public or staff transport



- Wear a cloth mask while travelling.
- Avoid wearing work clothes if possible. Rather change into work clothes after arriving at work.



When waiting in queue, stand 1.5 metres away from other passengers.

Sit as far from other passengers as possible.



Avoid touching door handles, rails, windows and other surfaces.



Ensure all windows are kept open.

Clean hands with hand sanitiser before entering and after exiting the vehicle.



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FOR MORE INFORMATION:  
[www.westerncape.gov.za](http://www.westerncape.gov.za)

# Coronavirus

## Protect yourself and others

Wear a mask at all times. Nobody will be allowed to enter without one.



Wash your hands often for at least 20 seconds with soap and water or use hand sanitiser.

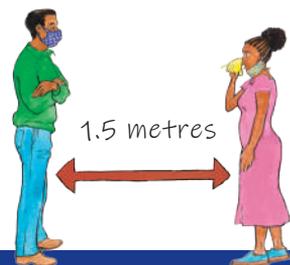


Do not touch your face with unwashed hands.



Cough or sneeze into your elbow or a tissue. Safely throw away the tissue.

Keep 1.5 metres apart from others.



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[www.westerncape.gov.za](http://www.westerncape.gov.za)

# Health workers and coronavirus Personal Protective Equipment (PPE)

## Wear PPE according to your task

Follow your facility protocols but ensure you are wearing the minimum PPE as below:

### Triaging or screening patients:

- Surgical mask



### Managing a patient with suspected or confirmed COVID-19:

- Surgical mask
- Goggles or visor
- Apron
- Gloves



### Performing aerosol-generating procedure<sup>1</sup> in patient with suspected or confirmed COVID-19:

- N95 respirator
- Goggles or visor
- Gown or apron
- Gloves



<sup>1</sup>Aerosol-generating procedures include: collecting respiratory specimens (naso- or oropharyngeal swabs), chest physiotherapy, nebulisers, sputum induction, endotracheal intubation. Avoid nebulisers and sputum induction if suspected/confirmed COVID-19.

## Change or clean your PPE when needed



**Gloves**  
Change between each patient.

**Apron/gown**  
Change if wet, dirty, damaged or after performing aerosol-generating procedure.

**Surgical mask**

- May be used for up to 8 hours.
- Discard after 8 hours, or sooner if touched by unwashed hands or gets wet, dirty or damaged.

**N95 respirator**

- May be reused for up to 1 week. If reusing, perform seal test before each use.
- Discard after 1 week, or sooner if gets wet, dirty or damaged.

**Goggles/visor**  
Clean and disinfect after removing.



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[www.westerncape.gov.za](http://www.westerncape.gov.za)

# Health workers and coronavirus

## Keep your workstation clean

- Remove unnecessary items from workstations.
- Avoid touching surfaces unless necessary.
- Avoid sharing work surfaces, desks, pens and equipment with other staff if possible.



Disinfect phone, keyboard, mouse, desk and other frequently touched objects (like pens) after each use or every 60 minutes.



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[www.westerncape.gov.za](http://www.westerncape.gov.za)

# COVID-19

## Caring at home

**Please don't panic.** Most people with COVID-19 have mild-moderate symptoms and can be safely treated at home. People with severe symptoms or who can't safely isolate at home will be referred to a facility.

- This information applies to:
  - A person with confirmed COVID-19
  - A person awaiting test results
  - A person who has been identified as a close contact with someone with COVID-19
- Move all these people to separate rooms or sections of a home. They should have no contact with others in the home.
- Homes with more than one person needing to be separated need to house people separately. If this is not possible contact your healthcare provider or Provincial Hotline.
- For people awaiting results, this will be about 2 days.
- If the results are negative they can move around freely.
- If the results are positive the person needs to be separated from the rest of the household for 14 days. This also applies to contacts.
- Do not leave the home. Arrange with friends and your community to drop groceries, meals and medicines at the door. If not possible, then a healthy caregiver may leave the home for essential trips only, using the **5 Golden Rules of Good Hygiene** and a mask.



community to drop groceries, meals and medicines at the door. If not possible, then a healthy caregiver may leave the home for essential trips only, using the **5 Golden Rules of Good Hygiene** and a mask.

### Home care is only recommended if you:

- Have mild-moderate symptoms
- Have a separate room
- Have access to a bathroom, kitchen and washing machine
- Have someone healthy to care for you
- Can easily stay in touch with your healthcare provider

#### 5 Golden Rules

1. Wash hands
2. Don't touch face
3. Keep apart
4. Cover your cough
5. Sick? Stay home

### Seek healthcare urgently if anyone develops:

- Difficulty breathing
- Persistent pain or pressure in the chest
- Confusion or unable to wake

**Call ahead. Avoid public transport. If necessary use an ambulance.**



- 24 National Hotline: 0800 029 999
- 24 Provincial Hotline: 021 928 4102
- 24 National WhatsApp: 0600 123 456



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LET'S **STOP** THE SPREAD

FOR MORE INFORMATION:  
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# Home care advice

## Everyone

Wash your hands often for at least 20 seconds with soap and water.



Look after your mental health. Stay in touch with family and friends via phone.

Cough or sneeze into a tissue or your elbow. Throw away the tissue into a closed bin.



## Person separated because of COVID-19

Rest, drink plenty of fluids, eat healthy food and use paracetamol for fever or pain.

## Caregiver



Clean frequently touched objects and surfaces.

Leave food for person separated because of COVID-19 at the door. Ask about symptoms regularly. Remove waste and dirty laundry.



Stay in a separate room and use a separate bathroom if possible. Open doors and windows. If well enough, make your bed, and set aside rubbish and dirty laundry.



Use dedicated items like dishes, towels and bedding for the ill person. After use, wash well. Wash clothing, linen and cloth masks at 60-100 degrees. Iron or tumble dry.



Wear a mask as advised by a healthcare provider.

Document your symptoms (difficulty breathing, chest pain, diarrhoea) and temperature twice a day. If symptoms worsen or persist beyond 7 days, contact your healthcare provider or Provincial Hotline.



'Double-bag' rubbish and store for 5 days before putting out for collection.



Only stop separation in consultation with your healthcare provider or Provincial Hotline.



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LET'S **STOP** THE SPREAD

FOR MORE INFORMATION:  
[www.westerncape.gov.za](http://www.westerncape.gov.za)

# Losing a loved one to COVID-19

As your loved one has passed away from COVID-19, your loss will be complicated by the need to prevent coronavirus from spreading further.

## Find ways to cope with your loss

Losing a loved one affects everyone differently; there is no right or wrong way to feel.

Understanding what happened to your loved one may help. Speak to the healthcare workers who cared for them or others who know about COVID-19. Contact the bereavement helpline on 082 925 5938 or 079 872 6408.



Talk about your feelings to a friend, relative or counsellor.

Take care of yourself. Get enough sleep and avoid using alcohol and other substances to relieve your grief.



## Get help with logistics

- Register your loved one's death. You will need their identity document and death notification from the hospital. Ask an undertaker for help.
- Arrange a funeral. When someone has died of COVID-19, cremation is recommended.

## Protect yourself and others from coronavirus

- Regulations to prevent coronavirus from spreading may not allow you to see your loved one's body. If you are able to do so, avoid touching or kissing them. It is okay to speak to your loved one while standing next to their body.
- If you receive your loved one's belongings, wash the clothing and linen with hot water and soap. Disinfect other items (phone, spectacles, toiletries) with diluted bleach solution. After handling unwashed laundry and objects, wash your hands well.
- If you had close contact with your loved one in the past 14 days, you may have caught coronavirus. You should quarantine (separate) yourself for 14 days from last contact to prevent passing it on.



Western Cape  
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**STAY SAFE. SAVE LIVES.**

## Diary: Save these dates

18 July | International Nelson Mandela Day  
28 July | World Hepatitis Day  
1-7 August | World Breastfeeding Week  
1-7 August | CANSA Care Week  
8-14 August | Polio Awareness Week  
9 August | National Women's Day  
26-31 August | African Traditional Medicine Week  
7-11 September | National Kidney Week  
14 September | National ADHD Day  
21 September | National Sunflower Day  
24 September | Heritage Day



## In the next issue...

Women on the frontlines  
Year of the Nurse & Midwife profiles  
Celebrating our heritage

## Health Communications is on WhatsApp!

Get the latest, staff-relevant content from the Department on your cellphone so you never miss out on valuable information - especially all things COVID-19.

### You should know

This is a one-way Group so you will not be able to reply back. You can opt-out at any point, simply exit the group.

For help, queries or to give feedback contact our Corporate Communications Officer Lungile Mathupha via email on [lungile.mathupha@westerncape.gov.za](mailto:lungile.mathupha@westerncape.gov.za).

**To join, just click on this link using your cellphone:**  
<https://chat.whatsapp.com/CeNFMJxk8cy5w0gxMBNimR>



## THE VALUES:



### **Innovation**

To be open to new ideas and develop creative solutions to challenges in a resourceful way



### **Caring**

To care for those we serve and work with.



### **Competence**

The ability and capacity to do the job we were employed to do.



### **Accountability**

We take responsibility.



### **Integrity**

To be honest and do the right thing.



### **Responsiveness**

To serve the needs of our citizens and employees.



### **Respect**

To be respectful to those we serve and work with.

---

## THE VISION:



### **Internal Vision**

We are committed to the provision of  
"Access to Person-Centred Quality Care"



### **External Vision**

Open opportunity for all.

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### **Better Together**

The Western Cape Government has a duty to provide opportunities.  
Citizens have the responsibility to make use of them.