

CHEV SOCIAL & FINANCIAL CARE SERVICES DURING COVID-19 THREAT AND NATIONAL LOCKDOWN

- Office interviews will continue by appointment only with appropriate social distancing and hygiene. Relevant questions regarding recent travel history, contact with COVID-19 patients, flu-like symptoms, and possible exposure to COVID-19 will be asked before an appointment is made.
- In an emergency during office hours intake will be operational on 011 532 9616. In an after-hours emergency our 24/7 Helpline can be contacted on 0824991010. The intake worker and / or Helpline social worker will assess the situation regarding the service that can be offered.
- Home visits will not take place unless these are statutory and deemed an emergency by relevant management and supervisors.
- All our counselling services will continue to be offered either telephonically or via video calling applications.
- All prevention and awareness events and groups will be on hold until either organisational or government restrictions have been lifted.
- Volunteers will continue to work remotely and offer services over the phone.
- All aged community services will continue either face to face or via video calling apps.
- Skype is being made available to Chev residents in all facilities, including Arcadia, so they can be in contact with their family members.
- Financial Care Services will continue as will the collection of food parcels. Food parcels must be collected from the security guard hut at the Golden Acres entrance on George Avenue on Tuesdays ONLY between 1:00- 4:00 pm. There will be no collection on Wednesdays anymore. Collection of Pesach food parcels will take place via a drive-through system. Details to be sent via SMS in due course.

- All Financial Care Services assessments that cannot be done face to face will be done telephonically. Please note that all required documents will still be requested and may have to be submitted electronically. Beneficiaries who are due for review should please phone their financial care workers timeously.
- Collection of medication will continue at specified times ONLY: Thursdays 2:00-4:00 pm or Mondays 9:00-11:00 am at Golden Acres guard hut on George Ave. Two months worth of medication will be received and next collection will take place in May 2020
- The Out Patient Department (OPD) at Sandringham Gardens will be closed.
- Community Psychiatric Clinic will continue by appointment only at the new venue - Beit Chesed.
- The SASSA grants for Community Social Services and Financial Care Services recipients will not be assisted by the social auxiliary worker at this time. All visits to SASSA offices have been suspended by the organization. Any assistance with SASSA grants will take place when restrictions have been lifted. Please note SASSA offices have not suspended the payment of grants.
- Pro-bono legal assessments have been suspended until further notice.
- Any professional meetings required, i.e. with a school, other therapists etc., can still take place, if not face to face then via the use of video calling apps such as Zoom, Skype and teleconferencing.

Recipients of our services are urged to continue calling on their social workers or intake workers for any queries to clarify any confusion and ensure that we uphold the lockdown regulations prescribed.

Please look out for the uplifting, practical and inspiring articles on our Website that can help us through these trying times.



ChevrahKadisha