



# DISASTER MANAGEMENT CONTINGENCY PLAN FOR HERMANUS HEIGHTS

**2023**



What is next  
**?**







Your sector number:.....

Your sector representative(s):.....

Contact number:.....

Contact number:.....

**Note: Key contact numbers should be stored in your cell phone!**

Key emergency numbers:	
 Police: SAPS Hermanus (028) 313 5300	 Ambulance: 10177 or 028 492 0032
 Fire Department: (028) 312 2400	 National sea Rescue (NSRI): 094 9774
 HPP Control centre: 087 550 5295	 Snake Removals: 082 352 6000

## **ANNEXURE “R”**

HHVA: *Disaster and evacuation management manual*



### **INDEX**



<b>FORWORD</b>	<b>1</b>
<b>SECTION A: INTRODUCTION - Principles and context to the plans</b>	<b>2</b>
<b>SECTION B: PREPARATION -Need to be ready for a disaster and evacuation plan</b>	<b>3</b>
<b>SECTION C: THE DISASTER AND EVACUATION PLAN STRUCTURE</b>	<b>4</b>
<b>SECTION D: EVACUATION PROCESS</b>	<b>6</b>
<b>SECTION E: GRAB &amp; GO BAG CHECKLIST</b>	<b>7</b>
<b>SECTION F: QUICK EVACUATION CHECKLIST</b>	<b>8</b>
<b>SECTION G: HOUSEHOLD MANAGEMENT GUIDE</b>	<b>9</b>
<b>SECTION H: REMAIN CALM!</b>	<b>10</b>
<b>SECTION I: RETURNING HOME AFTER AN EVACUATION</b>	<b>11</b>
<b>SECTION J: POST DISASTER HOME INSPECTION</b>	<b>12</b>
<b>SECTION K: KEY STAKEHOLDERS AND CONTACTS</b>	<b>13</b>
<b>SECTION L: KEY CONTACTS</b>	<b>15</b>

## ANNEXURE “R”

HHVA: *Disaster and evacuation management manual*



### FORWORD

This disaster management contingency and evacuation plan forms an integral part of the overall disaster management plan for Hermanus Heights, that in turn needs to be integrated into the overall Overstrand Municipality Disaster Management Plan.

The need for an evacuation plan was conceived after the recent increasing occurrence of fires, storms and floods, particularly the 2019 fire that threatened the community of Hermanus Heights. On investigation it was established that there was no disaster management plan or evacuation plan that effectively encompassed Hermanus Heights.

It was agreed in 2022 to explore the development of a disaster management contingency plan, with specific focus on the immediate need for an evacuation plan. The Hermanus Heights Village Association Committee, with support from members and stakeholders with expertise and experience in disaster management and emergency evacuation together developed this disaster management contingency and emergency evacuation handbook.

It should be noted that in developing the plan key stakeholders were engaged, specifically including the Municipality Disaster Management function, The Overstrand Municipality Chief Fire Officer, and the Golf Course. These engagements are ongoing. The arrangements pertaining to the golf course exits will be formally confirmed and arrangements made for sector leads to have access to these gates once the plan has been adopted.

This HHVA disaster management contingency and evacuation plan outlines elements of disaster preparation and management and addresses the process of evacuation for the Hermanus Heights community. The plans should form an integral part of your personal (household) disaster and evacuation plan. This plan is also focused on addressing the need for Hermanus Heights residents to alerted to any impending emergency that may require the need to evacuation. The types of emergencies that may necessitate the need for a full or partial evacuation of Hermanus Heights is impossible to finitely predict or define. Typically, these are events caused by natural disasters such as: fire, storm (wind, flooding and landslides), earthquakes (HH not in an earthquake prevalent zone); and/or man caused disasters such as Hazmat or Hazourdous materials Incidents causing gas explosions, toxic chemical leaks or criminal and terrorist type activities. In Hermanus Heights we could also possibility have a concern around a concerted Baboon “attack” driven by lack of food. In the case of such an emergency to provide routes to move people and property out of harm’s way.

This disaster and emergency manual provides a user-friendly resource than can be used by Hermanus Heights Village Association (HHVA) members to help them respond appropriately in times of disaster occurrences and/or the need to evacuate their homes.

In conclusion, it is obviously hoped that the HH community will never need to activate the emergency plan protocols, but unfortunately disasters do happen as was evidenced in the horrific 2019 fires and more recently the September 2023 category 9 storms.

**HHVA Chair:** Ken Briggs  
On behalf of the HHVA Committee  
2023

### SECTION A: INTRODUCTION – Key principles and context to the plan(s)

## ANNEXURE “R”

HHVA: *Disaster and evacuation management manual*



The HHVA disaster management and evacuation plan(a) outlines elements of disaster preparation and management and addresses the process of evacuation for the Hermanus Heights community and should be an integral part of your personal (household) disaster and evacuation plan. The plan is founded on the principles and context outlined below.

### 1. Conceptual principles

The following conceptual principles on which to base the plan were developed and agreed to at the HHVA meeting in May 2022.

- Hermanus Heights to be divided up in sub-sections (sectors) denoted by location, the erf of the home.
- Each sub-section will be numbered for the ease of notification and will be represented by a person (area controller) (AC) to notify the other persons in the sub section via an appropriate social media platform of any threat to property and when the need arises to advise of an evacuation of that sub section according to the plan agree upon.
- Communication approaches will be developed with due consideration for the existing communication platforms, to ensure that there is effective integration and prevent duplication.
- Those (AC's) will be in contact with the area Marshall who will be in contact with all the relevant Emergency Services.
- Evacuation protocols, procedures, routing and collection points will be determined. Specific attention will be given to ensure the ability of residents to evacuate safely.
- In case of an emergency and/or evacuation requirement all relevant emergency services will be notified i.e., Fire brigade, Hospitals, Police Services, Traffic Services, Security Services, if they have not previously been notified.

### 2. Context

Hermanus Heights currently has no known immediate threats other than natural disasters caused by changing weather patterns. Exacerbated by global warming. The recent floods being an apt example of a disaster caused by our changing environment.



We are expecting a dry warm summer this coming season (2022/23), however the danger of a fire as we experienced in 2019 is highly unlikely for the following reasons: The 2019 fire burnt hot and consumed most of the fire load that had been built up over the past decade or two.

- The alien vegetation has been almost totally eradicated from the mountain slopes, since the 2019 fire – thanks largely due to the Hermanus Botanical Society on behalf of the Fernkloof Nature reserve.
- The municipality efforts to clear a fire break between the Fern Kloof Reserve and the Hermanus Heights properties.

## SECTION B: PREPARATION -Need to be ready with a disaster and evacuation plan.



**Being caught in a disaster situation can be frightening and to have to evacuate your home can be complicated and stressful.**

**TO AVOID COMPLICATIONS & STRESS EVERYONE SHOULD HAVE A PLAN!**

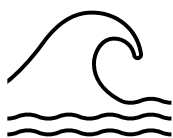
To assist the Hermanus Heights Village Association has developed a comprehensive disaster and evacuation management plan, as outlined in this booklet. We suggest you familiarise yourself with the content of this booklet and keep it in an accessible place to be accessed in a time of disaster or evacuation requirement.

**To be disaster and evacuation ready your personal plan should cover the following points:**

1. Under what conditions will you consider evacuating your home?
  - Run through possible scenarios with family, friends and neighbours!
2. How will you ensure you remain informed about what is happening, pending a disaster or need for evacuation?
  - a. Familiarise yourself of the HHVA disaster and emergency evacuation plans.
  - b. Ensure you are registered on the HHVA community WhatsApp and Safety and Security WhatsApp
  - c. Ensure that you know your sector number and have your sector representatives contact number in your phone.
  - d. Have a list of emergency contacts and emergency services both in your phone and written down (typically near the front door). In a time of emergency take these written down numbers with you if you leave your home.
  - e. Have an emergency “Grab-bag” with all the essential items you need to take with you if you need to evacuate (refer to page 7, Grab & Go Bag)
  - f. Do you have a neighbour that you may need to assist in a time of disaster and evacuation? If so, speak to them and include them in your plan.

**Other key matters to consider:**

3. Do you have an inventory of items you own for insurance purposes?
4. Are you efficiently ensured and covered for loss of home and property due to a natural disaster?



## ANNEXURE “R”

HHVA: *Disaster and evacuation management manual*



### SECTION C: THE DISASTER AND EVACUATION PLAN STRUCTURE

The disaster contingency and evacuation plans are founded on the following key structural components:

1. **Management:** A Disaster Management Lead (Mr William Walton – HHVA Disaster management portfolio lead) will be confirmed to co-ordinate the establishment and management of the emergency evacuation structure.
2. **Sector and leaders:** The Hermanus Heights residential area has been divided into different sectors (refer to map overleaf). It is proposed that there will be at least two volunteers from different address nominated as sector leaders. These nominated sector leaders will notify their sector members of any impending danger and/or the need for evacuation.
3. **Communication:** The exiting Hermanus Heights Village Association WhatsApp group platform will be utilised for this purpose. Each sector will have its own sub-group membership with the sector leader being able to instantly send a message to the group notifying any pending emergency and/or the need to evacuate.
4. **Exit routes:** All potential exit routes have been explored with consideration for all foreseen eventualities. The exit routes are also dependant on the evacuation category as described in the next section.
  - With a yellow, orange and red alerts where voluntary evacuation is advisable households are free to utilise an evacuation route of their choice to move out the area to friends, family or another safe destination. Under these alert categories, the adherence to the pre-determined exit routes and gathering points are not mandatory.
  - With a Black category alert signalling a mandatory evacuation, adhering to the predetermined evacuation plan and WhatsApp notification of place of safety are compulsory.

In the context of the points above and with reference to the Zone and route map overleaf, exit routes for a full and comprehensive mandatory evacuation (**Black category**) are indicated. Fernkloof Drive into Fairways Avenue will be the primary exit route in all cases of emergency evacuation. In exceptional cases where the primary Exit through Fernkloof Drive may be blocked and/or safety compromised there are two alternative routes:

- Secondary route: Utilising Fernkloof Drive extension (gravel Rd.). This route will only be utilised if the primary route is blocked and/or safety is compromised – The opening of this route will be announced on WhatsApp.
- Alternative route: Utilising Golf Course Fernkloof Drive gate. This gate will only be utilised if both other exit routes are blocked and/or safety is compromised - The opening of this route will be announced on the HHVA WhatsApp platform.

It should be noted that currently the Fernkloof Drive extension has been closed due to the recent storm damage. It is currently basic repairs, and it is uncertain when the road will be opened for emergency access and how such access will be granted.

The map overleaf provides a diagrammatic overview of the plan, including the demarcation of the demarcation of sectors.

## **ANNEXURE “R”**

HHVA: *Disaster and evacuation management manual*



**Please note that in most of the disasters requiring evacuation the exiting road network is sufficient, with Fernkloof Drive being the primary exit route out of the Hermanus Heights suburb. Refer to the EVACUATION PROCESS in section D following, page 6.**

# ANNEXURE "R"

HHVA: Disaster and evacuation management manual



Evacuation plan zone demarcation with primary evacuation routes



## ANNEXURE “R”

HHVA: Disaster and evacuation management manual



### SECTION D: EVACUATION PROCESS

The most effective evacuation is a plan and calm evacuation. This requires you and our Hermanus Heights community to be proactive and alert to potential threats in their early stages of occurrence.

1. **EVACUATION ALERT:** The purpose of an alert is to inform everyone of a potential and/or impending danger:



- If you observe and/or are aware of a pending danger immediately notify your sector representative(s) using the HHVA WhatsApp communication platform
- Sector representative will alert the HHVA coordinating structure and an alert will be sent out on the Disaster WhatsApp platform, giving a brief description of the nature of the pending emergency and the evacuation category:

Alert category	Notification type	Response, action to be taken
Yellow	Notification of pending danger.	Be alert and prepared for possible evacuation. Monitor WhatsApp group for updates
Orange	Notification of imminent danger.	Initiate early evacuation of areas (sector(s) and the vulnerable in immediate danger.
Red	Notification of need to consider immediate evacuation.	Advice to the community in effected sectors to initiate voluntary evacuation.
Black	Notice of instruction to evacuate:	On instruction from authorised officials' community to initiate compulsory evacuation of their homes

2. **Early VOLUNTARY EVACUATION** of high-risk areas (**Orange category**):
  - Focus on the evacuation of the most vulnerable areas (sectors) and houses in the area (Sector representatives should have a list of most vulnerable persons in their sectors)
3. **General VOLUNTARY EVACUATION** of community (**Red category**):
  - Voluntary evacuation of the rest of community members that have not evacuated in the First phase of evacuation.
  - Free to evacuate to any place you deem as being safe outside the emergency area, could be to family friends.
4. **MANDATORY EVACUATION (Black category)**:
  - Formal evacuation instruction ordered by officials, being a compulsory order to leave home, typically by Overstand Municipality, Disaster Management, Fire Brigade, Police or Law Enforcement & Traffic.
5. **GATHERING IN SAFETY:** You should plan to gather in a safe space with family or friends and notify your sector leader that you are safe and where you can be contacted.
  - Proceed orderly to your chosen place of immediate safety!
  - Participate in the WhatsApp role call process to ensure everyone is safe!
  - Disperse to other safe areas to be with family and friends.

## ANNEXURE “R”

HHVA: Disaster and evacuation management manual



### SECTION E: GRAB & GO BAG CHECKLIST



**Bag or container:** The bag or container should be large enough to fit all your evacuation kit. A large tog bag or rucksack is suitable. Alternatively, a large waterproof storage container on wheels can also work well.

**Go-bag storage:** Keep the bag in a quickly accessible place that is cool and dry place, typically in a cupboard near the front door.

#### Go-Bag Content:

1. **Water:** At least a 2–3-day supply of drinking water, ideally 3 litres per person per day.
2. **Food:** At least 2–3-day supply of non-perishable food, accommodating any specific dietary requirements for the family, such as infant formula or diabetic friendly snacks. Remember to include your pet’s food.
3. **First aid:** Basic emergency kit, typically containing plasters, bandage, disinfectant cream, pain relivers, anti-diarrhoea medication, antacids, laxatives, N95 surgical masks, sunscreen, sanitation and personal hygiene items.
4. **Chronic and prescribed medication:** Prior to departure ensure that all the family’s chronic medication and any current prescription medication is packed in the Go-bag! Remember to include your pet’s medication.
5. **Communication:** A whistle, cell phone and battery powered radio.
6. **Light:** Suitable lights for your family such as, torches, solar lights, candles or lanterns.
7. **Power:** Back-up for your requirements, such as chargers and adaptors, power bank and batteries compatible with your family devices.
8. **Clothing:** Pack items that are suitable for the prevailing weather that is expected. This typically includes suitable change of clothing for warm & cold, rain gear, sturdy footwear and emergency (space) blankets.
9. **Documents (Very Important Papers (VIP -envelope)):** Important family documents such as copies of ID’ documents, passports, insurance policies, birth certificates, bank account details stored in an envelope and/or waterproof container. You could also include a copy of the emergency plan along with a pencil and note pad.

**Extra Go-bag:** You may wish to pack an extra container with additional items that you could grab if you expected to leave home for a longer period: This could include Camping equipment; sleeping bags, eating utensils (plates, cups, spoons, knives and forks); can opener, matches or lighter, cable ties, fire extinguisher, roll of garbage bags, pair of scissors, bucket, washing liquid, plain bleach, board games, books, tent, shovel.



## ANNEXURE “R”

HHVA: Disaster and evacuation management manual



### SECTION F: QUICK EVACUATION CHECKLIST



#### Preparation to leave:

The key points to remember when preparing to evacuate include the following:

1. Stay calm!
2. Gather your household members (family) and run through your evacuation plan quickly and clearly.
3. Assign tasks to everyone and make sure everyone knows what to do, with one person in charge:
  - a. Emergency kit, ensure your grab and go bag is ready.
  - b. Ensure all keys, mobile phones and charger are kept on your person.
  - c. Ensure everyone has appropriate clothing on for the prevailing weather and situation.
  - d. Ensure you have your pets and animals ready, in suitable containers and/or leads for transportation.
4. Make sure your car is outside the garage, packed and ready to go and is facing the right direction for the escape route. If evacuating on foot don't overload yourself with things to carry, take on the minimum essentials and know what route you are taking.

#### Evacuating:

The key points to remember when evacuating include the following:

1. Make sure everyone is together, calm and informed of the plan.
2. Know your preferred escape route and alternative options if the primary route is cut off or inaccessible.
3. Be aware of your surrounds as visibility may be reduced and there might be hazards and traffic in your path.
4. If there is traffic and congestions, remain calm and courteous, as trying to push through will only exacerbate the situation.
5. Follow instructions of officials, e.g., Police, Law Enforcement, traffic, and disaster management officials (i.e., fire, rescue & ambulance)
6. Don't panic and rush but rather move with purpose to your safety area or evacuation zone.



## ANNEXURE “R”

HHVA: Disaster and evacuation management manual







### SECTION G: HOUSEHOLD MANAGEMENT GUIDE

It is important that there is a clear management plan in a household to ensure a rapid and orderly response and prevent panic and chaos.

Firstly, somebody must take charge and household members assigned roles and responsibilities to help guide actions. Obviously, the roles would need to be allocated dependant on the household size. For illustrative purposes:

- In a one-person household all roles and functions would be undertaken by the individual.
- In a two-person household the responsibilities could be split between the Leader and the Organiser, with for example the Leader undertaking the Communicator functions and the Organiser the Doer functions.

Role	Function(s)	Key task(s)
 <b>The Leader</b>	Takes charge, watches over everyone and accepts ultimate responsibility for all persons	<ul style="list-style-type: none"><li>• Safety monitoring</li><li>• Organising assignments</li><li>• Keeping everyone calm</li><li>• Making evacuation decisions</li></ul>
 <b>The Organiser</b>	Designs and activates the plan of action	<ul style="list-style-type: none"><li>• Ensures all persons are carrying out tasks.</li><li>• Makes sure Grab and Go Bag is collected.</li><li>• Makes sure pets are gathered.</li><li>• All other inside &amp; outside preparation is done</li></ul>
 <b>A Doer</b>	These members carry out specific tasks assigned to them by the organiser.	Some examples of tasks could include, for example: <ul style="list-style-type: none"><li>• Collect the Grab and Go bag and check content.</li><li>• Find the cat and put into cat basket.</li><li>• Close all doors and windows.</li><li>• Find the dog and put on the lead</li></ul>
		<ul style="list-style-type: none"><li>•</li></ul>
 <b>The Communicator</b>	This can be undertaken by the Leader or assigned to a Doer	<ul style="list-style-type: none"><li>• The function is to monitor information, typically the updates on the various WhatsApp and other media platforms.</li><li>• Keep the Leader informed of developments.</li><li>• Inform the section leader of your intention to evacuate and where you are intending to evacuate to</li><li>• Inform the sector leader when you have arrived at your evacuation destination.</li><li>• Be careful of face news or misleading information</li></ul>

## ANNEXURE “R”

HHVA: Disaster and evacuation management manual



### SECTION H: REMAIN CALM!

It is usual and common to feel stress and anxiety during and after a disaster, particularly when forced to evacuate your home. This section provides some guidance to reduce stress and help household members remain calm.

#### To calm the situation

- A clear plan, with assigned responsibilities goes a long way to reducing overall stress.
- Critical for household members understand what the plan, what their roles are and where they may be going in case of evacuation.
- The leader needs to remain in control, calm and talk to the household members in calm manner, quiet tone not rushed, hyped or shouting.

#### Common reactions include:

- Disbelief and shock
- Fear and anxiety about the future
- Difficulty in making decisions or concentrating.
- Irritability and anger
- Sadness and depression
- Feeling powerless
- Changes in eating patterns
- Difficulty in sleeping and falling asleep.

#### General tips for coping in a crisis:

- Talk about it, including verbalising your fears.
- Spend quality time with family and friends.
- Limit your exposure to social media and images of the disaster (avoid doom scrolling).
- Resume your normal routine as soon as possible.
- In the morning write a list of tasks to achieve in the day, feel positive when ticking them off.
- Do something positive, they may help others like volunteering for a community relief effort.
- Try to eat regularly and well, balanced food diet – avoid foods that may hype you such as coffee and high sugar drinks.
- Get plenty of exercise and make time to rest and sleep!

**You can calm yourself by taking slow and deep breaths:**

**Step 1:** Breathe in for 4 seconds.

**Step 2:** Hold your breath for 7 seconds.

**Step 3:** Breathe out slowly for 8 seconds

**REPEAT** the process until you are calmer.



## ANNEXURE “R”

HHVA: Disaster and evacuation management manual



### SECTION I: RETURNING HOME AFTER AN EVACUATION

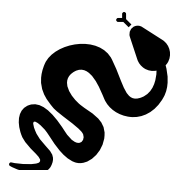
Returning home after a disaster evacuation can be physically and mentally challenging, with lots of anxiety around what to expect.

#### Returning home:

- Be cautious, you might be anxious to return home, but first ensure that the authorities have declared it safe to return home.
- Be aware of new hazards and safety issues created by the disaster, i.e.:
  - Damaged roads
  - Damaged utility services, such as:
    - Is there water supply and is it safe to drink?
    - Is there electricity supply and what are the shedding schedules?
  - Structurally weakened buildings
- Be alert for emergency services working in the area.

#### Entering your home:

1. Conduct a 360-degree inspection from outside your property before entering:
  - Look for any potential hazards that may be visible, such as:
    - Damage electricity supply lines i.e.: Overhead lines hanging, damaged poles.
    - Trees hanging over or fallen onto your property.
    - Flood water around your property
    - Visible smoke emanating from your property.
    - Visible structural damage to your property.
2. If you have any doubts about safety have your home inspected by the relevant professional(s) (Structural engineer or Building inspector) before entering.
3. **Do not enter if:**
  - Flood water remains around your house.
  - You smell gas.
  - There is visible smoke emanating from your house.
  - Electricity supply line is visibly damaged on or over your property.
  - Your house was damaged by fire and has not been inspected and declared safe.



## ANNEXURE “R”

HHVA: Disaster and evacuation management manual



### SECTION J: POST DISASTER HOME INSPECTION

On entering your property be alert for any creatures that might have found refuge in your property. In the Heights area snakes in times of disaster often move from the mountain into the residential areas to seek refuge. If you find a snake, contact one of the snake catchers to remove and relocate.

1. Do not smoke or use and oil, gas lanterns, candles for lighting until you are sure there is no gas leaking.
2. If possible, turn-off the electricity at the main switch (fuse box or circuit breaker). Check for visibly damaged wiring circuits prior to turning on the electricity. If the earth leakage and/or any on the light or pug circuits trip when you turn on the power, turn main supply off and have an electrician immediately inspect and repair.
3. If you see any significant structural damage like roof, foundation, wall or chimney cracks, have this damage assessed by a Structural engineer.
4. If there has been any water damage (flooding or leaking) unplug all appliances and only re-plug in when you are sure they have fully dried out.
5. If the water pipes or taps are damaged or show sign of leaking, turn-off at the main supply valve. If water is discoloured or has any odour check with authorities if the water is safe to drink. If water is unsafe, boil drinking water and/ or use an appropriate water purification tablet (note Household Jik cleaner can be used for water purification).
6. Discard all food and other supplies that you suspect may have become contaminated or become in contact with flood water. If you suspect that the power has been disrupted for any time it would be advisable to discard any fridge and deepfreeze items.
7. Disinfect all items that may have been contaminated by flood water and raw sewage, bacteria, or chemicals.
8. Open all cabinets carefully, being alert to objects that may fall or creatures that may have hidden in them for safety – Yes, we live against a mountain reserve!

#### Insurance claim:

1. Take pictures of all damage, keep good records of damages, repair and cleaning costs.
2. Contact your insurance company broker immediately to initiate the claim process.



## ANNEXURE “R”

HHVA: Disaster and evacuation management manual



### SECTION K: KEY STAKEHOLDERS

#### 1. Overstrand Municipality

##### 1.1. Protection Services

This directorate’s focus is to create a safe and secure environment for optimal functioning of all stakeholders within the Overstrand area. The directorate consists of a director and the functions, Law Enforcement, Security Services, Traffic & Licensing Services and Fire & Disaster Management. Three departments fall under this directorate:

- Traffic Services
- Law Enforcement and Security Services
- Fire and Disaster Management

##### **Director: Protection Services**

Name: Neville Michaels

Contact Number: 028 313 8054

Email: [nmichaels@overstrand.gov.za](mailto:nmichaels@overstrand.gov.za)

##### 1.2. Fire Services & Disaster Management

Overstrand Disaster Management are responsible to promote disaster management training and community awareness to reduce vulnerability to communities most at risk.

Overstrand Municipality Disaster Management aim is to reduce, minimize and prevent disasters through risk assessment and mitigation strategies. Priority will be given to development measures that reduce the vulnerability of disaster-prone areas, communities, agriculture and infrastructure within each line function.

##### **Contact for Fire Services & Disaster Management**

Name: Lester Smith

Contact Number: 028 313 5042

Email: [lestersmith@overstrand.gov.za](mailto:lestersmith@overstrand.gov.za)

##### 1.3. Traffic and Law Enforcement

**Traffic:** The aim and function of the Traffic Department is to educate and create a culture of voluntary compliance with road traffic rules and regulations and to enhance courteous and tolerant road user behaviour. We operate on the legal mandate of the NRTA 93/96 & NLTA 5/2009.

**Law Enforcement:** The aim of Law Enforcement in a municipality is to create an environment that will further the social and economic development of the community. Law is enforced by the South African Police Services (SAPS), with Municipal Law Enforcement providing a supportive role, focusing on enforcing laws (By-laws) and laws applicable only to a particular municipality. Key functional contacts include the following:

- K9 Unit
- Task Team
- Rapid Response
- Coastal Enforcement
- Traffic and Law Enforcement

##### **Contact:**

Name: Rudi Fraser

Contact Number: 028 313 8165

## ANNEXURE “R”

HHVA: Disaster and evacuation management manual



### 2. Hermanus Heights Public Protection (HPP)

The HPP service includes crime prevention, monitoring, public safety, patrolling and cleansing services.

- **Safety patrolling:** Patrol officers are on foot in the CBD area and along the Cliff Path. Vehicles patrol throughout the area, 24 hours a day, 7 days a week.
- **Safety and security monitoring:** The HPP has access to a minimum of 19 monitoring CCTV cameras.
- **Supplementary services:** Supplementary waste management and cleansing services operate in the area to decreasing waste and grime in the area. This is achieved through a sustainable cleansing programme; providing additional street sweeping, Waste picking and refuse collection in public areas; and promoting waste minimization.

#### **HPP Chairman**

Jerry van Niekerk  
082 453 8263

#### **Operations Manager**

Marcia Brown  
083 267 4527

#### **HPP Control Centre**

087 550 5295

#### **Procedures for an Emergency / Incident**

- **Break-In or Robbery:** Call the SAPS and Your Security Company – Please REPORT at the Police Station – Call HPP Control Room and Ask Team to Review Camera Footage
- **Being Harassed or Intimidated by a Vagrant or Illegal Parking Attendant** – Call HPP Control Room for Assistance, if a Crime – Call HPP and the SAPS
- **Suspicious Vehicle/ Involved in Crime** – Call SAPS – Also Call the HPP Control Room to Look for Vehicle on the LPR System (NAVIC System)
- **Substance Abuse** – Do not Allow Access to Your Business/Restaurant/Home – Call HPP for Support, If a Crime Occurs Call the SAPS
- **Injury/ Sick Customer or Employee** – Call Ambulance Services

## ANNEXURE “R”

HHVA: Disaster and evacuation management manual



### SECTION L: KEY CONTACTS

#### ICE Your Cell Phone: That’s what “ICE” stands for — “in case of emergency.”

- Got your cell phone handy? Take a moment right now to put “ICE” by the names of the people and emergency services you would need to call in case of emergency.
- Secondly it enables emergency responders (Police/Fire/Medical) to check your cell phone and reach the people you would want contacted if you’re in an accident or other emergency.
- For example “ICE Dad”, “ICE Mom”, “ICE Kevin”, “ICE Fire Dept., etc. You get the idea.

**Take a few moments right now to “ICE” your phone. It may save your life someday.**

#### 1. EMERGENCY NUMBERS (24/7):

**Fire & Rescue:** 028 312 2400

**Municipal Services:** 028 313 8111

**Safety & Security Issues:** 028 313 8980

**Law Enforcement:** 028 313 8996

**Traffic Services:** 028 313 1044

**HPP Control Centre:** 087 550 5295

**Baboon Hotline (Voëlklip Troop):** 072 028 0008

**Snake Catchers:** Jonathan Powers – 082 352 6000 or Corne Uys – 076 075 8004 or Hugo Uys – 062 482 5410

#### 2. OVERSTRAND MUNICIPALITY CONTACTS

##### General enquiries:

Overstrand Switchboard 028 313 8000

The switchboards will transfer you to the most relevant person relating to your query.

##### Councillors:

##### Executive Mayor

Name: Ald Annelie Rabie

Contact Number: Office: 028 313 8011 / 028 313 8058

E-mail: annelierabie@overstrand.gov.za

##### Deputy Executive Mayor / Protection Services:(Chairperson)

Name: Cllr Lindile Ntsabo

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