

Incident Learning: What happened?

Basic information regarding the incident

- A CSA at a retail site in Cape Town tested positive for COVID 19 virus on 8 May 2020. The retailer was not aware that the CSA had gone for testing.

Actual and potential consequences

- Once informed telephonically by the CSA, the Retailer shutdown the site immediately.
- All employees were sent home to self quarantine.
- The retailer has made contact with the NICD (National Institute for Communicable Diseases) to advise them of the positive case. The NCID confirmed that they had already made contact with the CSA to conduct contact tracing with all close contacts.
- None of the staff on site have shown any symptoms of COVID-19, including the CSA that tested positive.
- The site has been disinfected and certificate issued to this effect. Site has been re-opened.

What are the learnings for implementation?

- CSA had proactively gone for testing despite not displaying any symptoms.
- Site was immediately shutdown and arrangements made for disinfection and decontamination of the site.
- Staff was sent home to self-quarantine.
- This quick response to a confirmed case has limited further transmission of the virus.
- Due to low sales demand during lockdown, the site was operating with smaller than normal staff compliment – limiting the number of employees impacted.