



RHODES UNIVERSITY
Grahamstown • 6140 • South Africa

RESIDENTIAL OPERATIONS

RESIDENCE WATER OUTAGE PROTOCOL

Procedures for communication

Internal Communication

1. Emergency Water Action Team (EWAT) will kick into action as soon as a water outage occurs or if there is a water problem of any kind. EWAT will address and manage all issues from the start to the end of any water problem or emergency. The EWAT will comprise:
 - The ED: Infrastructure, Operations and Finance (Convenor) or his nominee
 - The Deputy Director: Facilities Services
 - The Deputy Director: Residential Operations (if residences and halls are affected)
 - The Director of Student Affairs
 - A representative of the Communication and Marketing Division
 - Additional relevant co-opted members
2. EWAT to convene once informed of water outage or municipal water restrictions.
3. Regular joint meeting with relevant stakeholders and (EWAT) to address updates, protocol plans, communication, etc.
4. Updates of water situation to be communicated via toplist@lists.ru.ac.za, studentnews@lists.ru.ac.za, wardens@lists.ru.ac.za, Halladministrators@lists.ru.ac.za
5. Posters to be placed in dining halls, bathrooms and affected residences containing important water outage information.
6. Regular meetings with student collective within the various affected halls.

External Communication

1. University (Deputy Director-Facilities to continue to interact with the Municipality and DWA and report on progress as such information becomes available.
2. Communications Division to send out regular update on Toplist received from EWAT.
3. Press Releases – Communication Division to draft press releases and liaise with the press.

4. Planned Protest arrangements – (Application to Municipality and Traffic Department seven-day notice)

Procedures to be implemented by Residential Operation.

Deputy Director: Residential Operations will contact all RESOPS Managers to convene to operationalize water protocol per department;

1. Ensure that RESOPS Managers and staff are aware of this protocol.
2. Provide drinking water to students in the residences that are affected.
3. Provide water and buckets for the flushing of toilets.
4. Ensure that that toilets are kept hygienically clean throughout the day.
5. Lock down laundry facilities
6. Lock down allocated bathrooms and toilets.
7. In the event of water cuts: ensure that all taps are turned off (to avoid wastage when water supply is restored).
8. Provision of additional staff to assist cleaning of ablutions.
9. Sanitizer spray to be available in all toilets for spraying toilet seats for student use.
10. Hygiene wipes OR waterless hygiene hand cleanser to be available for all affected residences for hygiene and sanitation purposes.
11. Housekeeping to issue buckets to each student room (form part of room statement list).
12. RESOPS to ensure that posters be placed in bath rooms and dining halls.

Procedures to be implemented by Facilities.

Deputy Director: Facilities Management will contact all Facilities Managers to convene and operationalize water protocol per department.

1. Ensure that all Facilities Managers and staff are aware of this protocol.
2. Ensure that all residences have adequate rainwater tanks connected to all the Kitchens and Residences.
3. Ensure that all rainwater tanks are fitted with pre-filters or first flush systems, to minimise need for regular cleaning.
4. Check that all water tanks are routinely filled at all times.
5. Check that all water tanks have taps and routinely replace broken / stolen taps.
6. Have a team on standby to assist with plumbing and electrical complications during the outage.
7. Ensure that all water pump and filtration equipment on campus are routinely maintained, and pumps are in working order.

Procedures to be implemented by the Director of Student Affairs Division.

Director of Student Affairs will contact Hall Wardens to operationalize water protocol per residence.

1. Ensure that the Hall Wardens, Wardens and Students are aware of this protocol.
2. Disseminate all information pertaining to the water outage to the residence staff and students.
3. Hold regular meetings with student collective within the various affected halls.
4. Oversee the pairing of affected residences with residences that have water, for the purposes of ablutions and laundry (in collaboration with the Wardens)

Procedures implemented by Wardens

1. Inform all students within the residences of the water outage or problem.
2. Assist with pairing of affected residences with residences that have water, for the purposes of ablutions and laundry.
3. In the event of water cuts: ensure that all taps are turned off (to avoid wastage when water supply is restored).
4. Apply water conservation priorities in the residence namely:
 - ✓ Students to use water very sparingly (no more than 100lt/day for Drinking, Showering, Ablutions and Laundry).
 - ✓ Only flush toilets when necessary.
 - ✓ Do not take baths – take a 5-minute shower instead.
 - ✓ Re-use towels.
 - ✓ Restrict laundry to only one load per week.
 - ✓ Do not do laundry when there is water-shedding.
 - ✓ Lock down laundry facilities.
 - ✓ Lock down allocated bathrooms and toilets.
 - ✓ Advise students to use the emergency bathrooms and toilets when this is implemented – pending installation of additional water tanks with pumps.

Wardens to Liaise with student environmental representatives to:

1. Assist with enforcing the above measures;
2. Put up posters containing important water outage information in all residences.
3. Sample message from wardens to student environmental representatives:

Procedures implemented by Environmental Reps in residences

Please note that Grahamstown is in the grip of a prolonged drought and water supply is under extreme pressure. Makana Local Municipality declared a state of disaster in May 2017 and stringent Water Rationing must be implemented. Please request that students in your residence adhere to water rationing measures. We at Rhodes are committed to implementing Water Conservation measures.

CRITICAL CONTACTS LIST

RESIDENTIAL OPERATIONS				
NAME	DESIGNATION	CELL	OTHER	SPEED DIAL
Dr Iain L'Ange	Executive Director –IOD	082 201 1396	046 603 8125	
Jay Pillay	Deputy Director: Res Ops	082 801 2389	046 622 2674	5131
Waldette Lombard	Deputy Director: DIO Admin, Finance and Procurement	078 804 8032	-	
Simon Wright	Manager: Food Services	083 302 7453	-	5099
Ndumi Magodla	Manager: Housekeeping	082 311 0717		5067
Charmaine Avery	Manager: Conferencing	082 801 2391	-	5132
Linda Mtse	Asst. Manager: Housekeeping	074 812 1765	-	5091
Craig Langson	Asst. Manager: Central Cleaning	072 556 8312	-	5135
FACILITIES MANAGEMENT				
NAME	DESIGNATION	CELL	OTHER	SPEED
Dawie Van Dyk	Deputy Director - Facilities	082 788 9589	046 603 7519	
Phillip Crous	Manager: Grounds and Gardens	073 236 0514		
Dave Martin	Manager: Engineering and Transport	082 691 4588	046 622 8486	5231
Steven Peter	Asst. Manager: Engineering	073 154 3106		5031
Tracey van Aarde	Office Administrator: Engineering and Transport	083 416 7653		5053
Eugene Englebrecht	Manager: Electrical	076 876 7437		5079
Calvin Pittaway	Asst. Manager: Electrical	083 441 9345		5024
Cromwell Dyala	Manager: Building Maintenance	073 313 2131		5216
Patrick Jordaan	Asst. Manager: Building Maintenance	079 035 0743		5010
Kevin Wolhuter	Acting Manager: Operations	083 608 2968		5106
CAMPUS PROTECTION				
NAME	DESIGNATION	CELL	OTHER	SPEED
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SAPS				
NAME	DESIGNATION	CELL	OTHER	
Captain Milanda Coetzer	Crime Intelligence Officer GRAHAMSTOWN-CIAC@saps.gov.za	082 253 4308	046 603 9111	
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