

## IMPORTANT NOTICE

Following the President's pronouncement of a nation-wide lockdown, on 23 March 2020, in order to curb the transmission of the COVID-19 virus, the South African Nursing Council shut down its operations at the SANC building as of midnight of 26 March 2020.

During this crucial period, the SANC services have not come to a standstill. Several measures have been put in place to ensure business continuation with key staff members working from home.

You are also reminded that you can use the tools already made available by the SANC for service delivery e.g. the eRegister to verify registration, the service emails as posted on the SANC website and social media pages, faxes, etc.

## Shutdown Message

In addition, payments can still be made via electronic banking. A reminder about the relevant codes and banking details to be used when you do make a payment is available on the SANC website at [https://sanc.co.za/serv\\_fees.htm](https://sanc.co.za/serv_fees.htm)

As distinguishing devices need to be posted or collected physically, we regret that this service will not be available during the shutdown period. All orders received will be processed as soon as the building has opened for operations again.

Your cooperation is appreciated. We pray for your well-being during these trying times.

## NURSES ARE AT THE FOREFRONT OF THE CORONAVIRUS OUTBREAK

The coronavirus outbreak is escalating and the burden on the healthcare system is increasing daily. Nurses are at the forefront of the healthcare system and therefore also of this outbreak, and crucial in combating this virus. The South African Nursing Council (SANC) would like to commend all nurses responsible for caring for those infected and dealing with long queues to assist patients.

Generally, Nurses are educated and trained in principles, guidelines and protocols regarding infection prevention and control and these continue to apply, regardless of the type of infection. However, employers remain responsible for, and are urged, to keep supporting nurses and providing additional supplies for infection control.

The SANC also implores employers to ensure that nurses have personal protective equipment (PPE) and access to running water to assist them to safely execute their duties. As the backbone of healthcare it is imperative that we protect the nursing staff as this will assist in curbing the spread of the virus and sustaining a healthy workforce.

The SANC calls on the public to keep nurses in mind and in their prayers – they are at risk and exposed, work long hours, deal with long queues and work under difficult circumstances while their own families are at home coping with the outbreak by themselves.



The public is reminded to always adhere to the following outbreak prevention guidelines: Maintain your distance from other people, wash your hands as per the approved protocol, sanitize your hands, do not cough or sneeze into your hands and do not touch your face. If you do suspect that you are infected please remember to dial the hotline numbers first, as going to a hospital or clinic directly means you are placing others at risk of infection. These hotline numbers are operational 24-hours a day: **0800 029 999 and 0800 111 132.**

***We call for calm. If we all work together and follow the guidelines, we will assist in curbing the spread.***



**South African Nursing Council**  
*Regulating nursing, advocating for the public*

# **#bethatnurse**

Marketing Campaign



Help us to find those nurses who are passionate about their profession – we want to know about them and be able to contact them to create even more awareness for this worthwhile campaign.

Send your contributions to:  
**avaneeden@sanc.co.za or pmoloi@sanc.co.za**

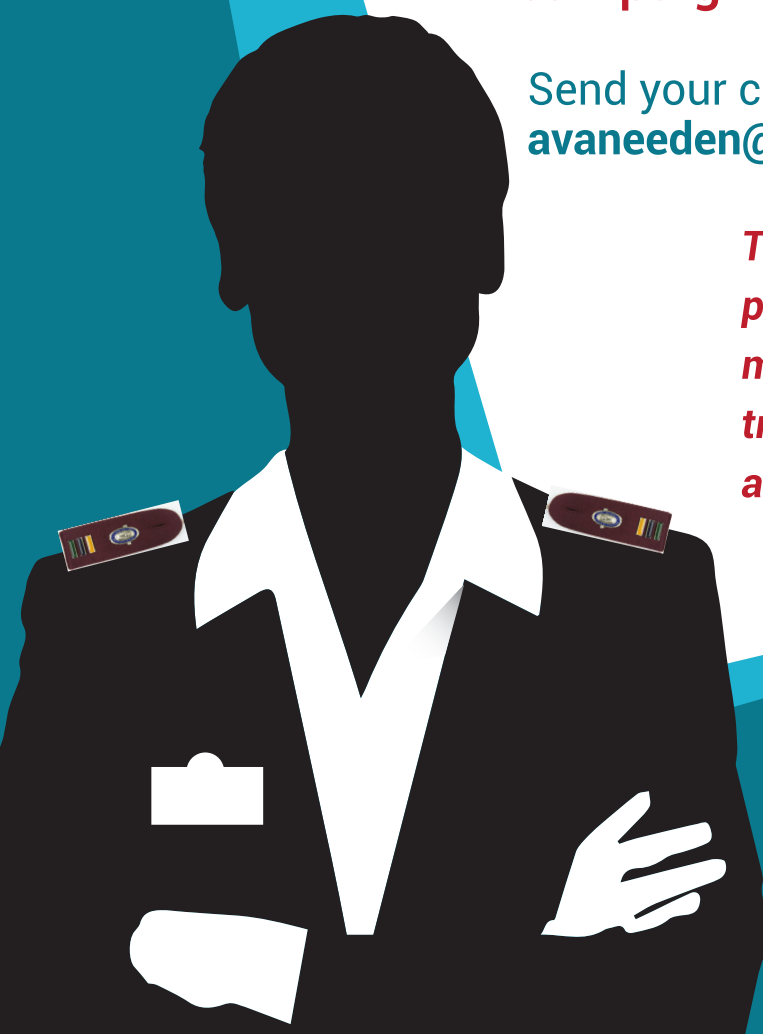
***The SANC - regulating the Nursing profession by establishing and maintaining nursing education and training as well as practice standards; advocating for the public.***

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[www.sanc.co.za](http://www.sanc.co.za)

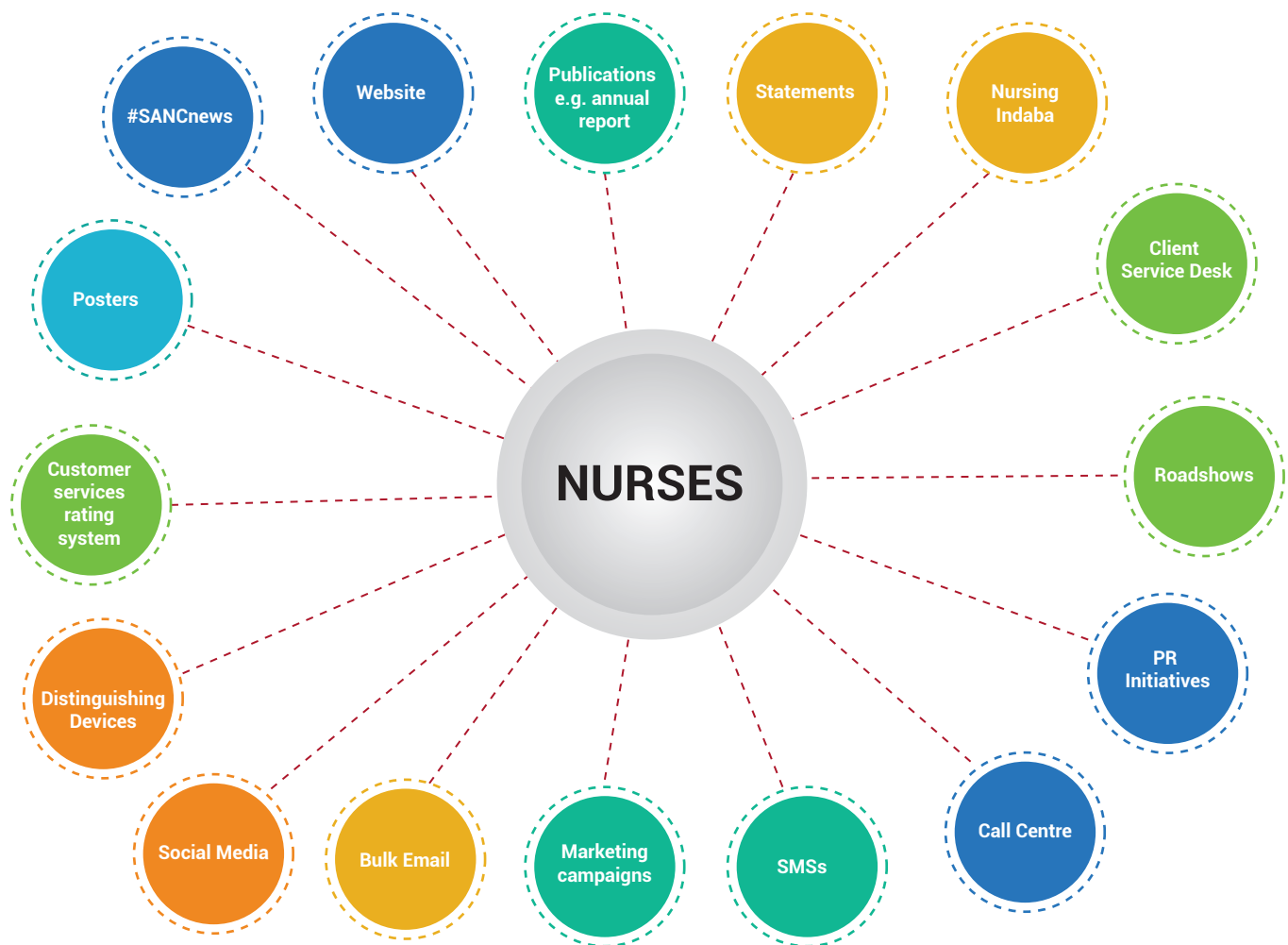
[www.facebook.com/sancorg/](https://www.facebook.com/sancorg/)

[customerservice@sanc.co.za](mailto:customerservice@sanc.co.za)



# SANC – Communication Channels

The SANC utilises a wide range of channels to ensure consistent communication to its clients, as depicted by the infographics below:



# SANC CLIENT SERVICES STATISTICS

JANUARY - DECEMBER 2019

## CALL CENTRE

Calls received

**78 834**

100%



Calls answered

**75 431**

96%



Calls abandoned

**3 403**

4%



## WALK-IN CLIENTS

Walk-in clients received

**17 142**

100%



Walk-in clients attended to

**17 142**

100%



Walk-in clients not attended to

**0**

0%



## FACEBOOK

Facebook messages received

**27 911**

100%



Facebook messages attended to

**27 911**

100%



Facebook messages forwarded for follow-up

**294**

1%



## CUSTOMER SERVICE EMAILS

Emails received

**32 427**

100%



Emails responded to directly

**19 202**

59%



Emails forwarded to other departments

**13 225**

41%



**SANC**  
STAKEHOLDER  
FORUM  
2020

The SANC has taken the responsible decision to postpone the Stakeholder Forum planned for 16 April 2020. We will update you regarding a future date as soon as possible – watch this space.

**POSTPONED**  
DUE TO THE CORONAVIRUS OUTBREAK