

COVID-19 FUND

Frequently Asked Questions (FAQs)

1. Why is Valcare helping with food provision as a response?

Although we realise that there are many needs as a result of the Covid-19 crisis, Valcare decided to get involved with nutritional support because it is the most pressing, primary need of our communities at the moment.

The Covid-19 pandemic is causing thousands of people in our communities to go hungry, due to a loss of income, job losses and restricted access to regular feeding schemes at soup kitchens, Early Childhood Development centres and schools.

2. How is Valcare helping?

Valcare has established a Covid-19 Fund and is coordinating a Covid-19 Response Plan by collaborating with our membership network of nonprofit organisations, funding partners and community stakeholders.

We are raising funds to help provide food to the most vulnerable families in the Cape Winelands in the following three ways:

Sponsoring essential grocery vouchers
Distributing household food parcels*
Supplying ingredients to soup kitchens

* Valcare will however gradually be transitioning from food parcels to distributing mostly vouchers over the next couple of months.

3. How much does a food parcel and voucher cost and what is our goal?

One food parcel or household grocery voucher costs **R350 and will supplement a family of four for one month.** Our goal is to raise a total of **R4 375 000** that will support **2500 homes** with monthly food support for five months, until the end of August 2020.

Our goal is to raise **R875 000 per month.**

The project will be reviewed ongoing and goals adjusted accordingly.

To support a family for the remaining months, May – August amounts to a donation of R1400.

4. How will the funding be matched?

Three of Valcare's core funders, The Val de Vie Foundation, The Aslan Trust and the Hanneli Rupert Getuienis Trust, have agreed to match the total funds raised for the Covid-19 response

5. What is in a food parcel?

The food parcels contain, but is not limited to:

- 2 kg self-raising flour
- 1 x cooking oil
- 1 x bar of soap
- 2.5 kg maize meal
- 1kg rice

- 4 x 410g baked beans
- 1 kg lentils
- 1 kg soup mix
- 400g peanut butter
- 2 x soup powder packets
- 1 x 500g pasta
- 1 kg speckled beans
- 1 kg samp
- 1 kg instant energy meal for children
- Covid-19 information leaflet

The contents of the bag may be altered at any time, subject to availability of supply.

6. How was the contents of the parcels compiled?

The food parcels have been designed in consultation with nutritional and disaster response experts, to ensure that the basic nutritional needs of a family is sufficiently met.

7. How does the voucher process work?

Valcare works closely with service providers to send shopping vouchers worth R350 to identified priority beneficiaries' mobile numbers.

These vouchers can be redeemed at any Shoprite, Checkers or Usave.

The voucher must be used to buy essential goods only, may not be used to draw cash, and must be used within a month of issue, by displaying the SMS at the pay point.

Valcare may be requesting the till slips from the vendor to regulate the spending and ensure the intended purpose.

8. What is the time-frame of the response?

The impact and aftermath of Covid-19 will continue for months to come, but our food parcel initiative will be coordinated for five months, until the end of August 2020.

Everything depends on the funding though. The more donations we receive, the better we can support our surrounding communities to sustain them as much as possible.

This is therefore a limited response initiative, as nutritional support is not one of Valcare's key focus areas.

During this time and afterwards, Valcare will continue with our various other community initiatives that contribute to social development in the Cape Winelands.

9. Where is the food going to?

The food parcels and vouchers are distributed in close partnership with more than 100 of Valcare's nonprofit member organisations and Inceba Trust's Early Childhood Development centres, who are already operational in communities of the Cape Winelands.

The organisations had to register their network's food needs and go through a criteria process to ensure that the recipients are priority.

The communities where the parcels will be distributed will stretch from Mbekweni, New Rest, Wellington, Lantana, Chicago, Klampmuts, Simondium and Gouda, depending on the availability of funds.

Unfortunately, Valcare is not allowed to share any details of the distribution, due to security reasons. The precise location of the Places of Distribution (PODs) as well any details of the beneficiaries or nonprofit organisations involved may therefore not be shared publicly. This is to manage expectations and to ensure the security of everyone involved.

10. How do people qualify to be priority beneficiaries to get the parcels?

Valcare has limited funds available and it is therefore very important that the most vulnerable people receive priority. These guidelines are followed when identifying high priority families:

Beneficiaries who don't have access to any other type of support or grants such as SASSA, UIF or any other feeding scheme.

Beneficiaries that have a vulnerable health status such as HIV positive, TB or diabetes.

Beneficiaries that are elderly.

Beneficiaries that are not employed and not receiving any compensation or grants.

11. Can I please get a food parcel for my family or people I know?

We understand that it is a very difficult time for many people, and we are deeply sorry to hear about everyone's dire situations.

Valcare is currently coordinating a Covid-19 Response Plan that provides food parcels only via our nonprofit member organisations in the Cape Winelands that have gone through a needs registration process.

Unfortunately we have a very limited budget available and even if we wanted to, we would not be able to help more beneficiaries that are already on the needs list.

You are welcome to also try the South African Security Agency, the main entity responsible for food parcels on 021 469 0235.

We trust that you will find an alternative solution to help you during these trying times.

12. Can we buy food parcels from Valcare?

Valcare orders just enough food products to meet the identified beneficiary needs for each week. We unfortunately don't have any extra parcels to sell or re-distribute to communities outside of our operational areas.

13. As a Valcare member, can I still register to receive food parcels and vouchers?

Because beneficiaries' situations will be changing often due to new regulations, grant provisions and lockdown restrictions easing, Valcare will be facilitating a new needs registration process each month.

Please note that we are receiving a huge number of requests, but we are limited to a restricted budget.

Valcare will send an email prompting you to click on the *Priority Beneficiary Needs Registration Form* during the last week of each month to register, so please continue to check your emails.

- **April 2020**

Registrations open: 7 April 2020

Registrations close: 9 April 2020

- **May 2020**

Registrations open: Monday 27 April 2020

Registrations close: Friday 1 May 2020

- **June 2020**

Registrations open: Monday 25 June 2020

Registrations close: Friday 29 June 2020

- **July 2020**

Registrations open: Monday 22 June 2020

Registrations close: Friday 26 June 2020

- **August 2020**

Registrations open: 27 July 2020

Registrations close: 31 July 2020

We truly wish we could help every one of the thousands of vulnerable people during this time, but we are unfortunately entirely dependent on the funds and resources available.

14. If beneficiaries received food parcels for the first month, will they be receiving again?

Because circumstances change, Valcare member organisations will need to submit their needs every month to ensure priority beneficiaries receive preferential support.

If there is enough funds available to support priority beneficiaries on an ongoing basis, we will do so, but if there are no additional funds available, we unfortunately will not be able to sustain the process.

The food support process will also only continue until the end of August 2020, depending on the funds received.

15. I am not a Valcare member, but can I still register to become one, and then request food parcels?

Valcare's membership registration process is open and you are welcome to submit your *Valcare 2020 Membership Application Form* [here](#).

The process of registration involves a personal meeting with a Valcare team member, to learn more about your organisation and identify how you will benefit from our membership network.

Due to the lockdown restrictions, this is however not possible, so all membership registrations will only be verified after the restrictions have been lifted.

If you are not a registered member yet, you will therefore not be allowed to apply for food parcels as current beneficiary needs from members are already exceeding the limitations and will gain priority.

16. Can Valcare issue essential working permits for nonprofit organisations?

Valcare will be able to issue permits only for organisations that have been approved to form part of our Covid-19 response plan. This will be limited to include traveling to collect and distribute food parcels and products, hygiene products or relevant resources, if necessary.

Please contact Mark Schreuder at mark@valcare.org.za to discuss the permits.

Organisations who wish to continue to provide NGO services outside of food distribution in partnership with Valcare, can contact the Drakenstein Municipality Planning and Development Department to apply for permits.

17. I am an Early Childhood Development centre, can I apply for support?

Please send all food support queries for ECD centres through to Inceba Trust who is partnering with Valcare in the distribution process: info@incebatrust.co.za

18. Is your process safe and credible? / Are you not helping to spread the virus?

The process adheres to the official health and safety protocols as prescribed by the World Health Organisation (WHO), South African Government, and Health and Disaster Management Departments during the COVID-19 pandemic

All necessary permits have been obtained. The food parcels will be packed by well-equipped and prepared volunteers, distributed, monitored and reported on by Valcare's Social Impact team

19. Can I volunteer?

Currently, only Val de Vie residents are allowed to volunteer to pack food parcels due to permits and security.

If you do stay in Val de Vie Estate, please complete the *Val de Vie Foundation Volunteer Form* [here](#).

If you don't stay in Val de Vie Estate and would like to volunteer your professional skills from home, or after the lockdown restrictions have been lifted, you are welcome to complete *Valcare's Volunteer Form* [here](#).

20. How do I donate?

You can donate in one of three ways:

With your credit card through our website

Click here: www.valcare.org.za/donatenow/

EFT into our bank account:

Valcare

Bank: FNB

Account number: 627 194 400 84

Branch: 250 655 (Paarl)

Reference: C19 (your mobile number)

Via Snapscan or Zapper (click here)

Very important: Please send your proof of payment to admin@valcare.org.za so we can keep you updated and issue you with an 18A certificate if you wish.

21. What other ways are there to get involved?

- Fundraising: Be an ambassador for the Covid-19 donation drive and help raise funds to provide more families with food
- Contacts and Networks: Please share contacts or possible suppliers that can help with food procurement, product, transport, packaging or any relevant sponsorships.

22. What if the lockdown gets lifted?

The nutritional needs of our community will continue for several months after lockdown has ended, due to the severe economic impact that it will have on families.

The Covid-19 Response plan, including the need for Val de Vie volunteers, will continue for as long as there are funds available to supply food parcels.

If businesses re-open and volunteers need to start working again, Valcare will reassess the situation and communicate the way forward.

23. Is Valcare and Val de Vie Foundation the same thing?

No. Valcare is an independent nonprofit company that professionally manages social investments on behalf of various foundations, trusts and corporates to ensure that it achieves actual impact.

The Val de Vie Foundation is established by the Val de Vie Group of Companies, and has been working closely with Valcare for the last couple of years to manage our social investments, ensuring that it makes a sustainable difference in communities within the Cape Winelands.

The CEO of the Val de Vie Group of Companies, Martin Venter, serves as the Chairperson of Valcare's Board of Directors; and Val de Vie's Managing Director, Morné Bosch, serves as the Treasurer of Valcare's Board of Directors.

Donations to the Covid-19 Fund are open to all residents of the greater Paarl-Franschhoek Valley. Volunteers are selected only from Val de Vie Estate, to ensure hygienic and safety protocols are adhered to.

For more questions or queries, please email admin@valcare.org.za.