





## LETTER FROM DIRECTOR

“Thank you”

These two words are hardly enough to convey the gratitude that the CSO Cape Town have for our generous donors that continue to support us year on year.

Your donations allowed the CSO Cape Town to achieve remarkable things in 2022, pushing ourselves beyond limits to ensure the community can continue to rely on us to keep them safe and provide emergency assistance when they need us most.

Some of the highlights included the opening of our own in-house 24/7 Emergency Control Room, which we saw immediate benefits from in terms of the service levels we could offer the community. We ran two large I.M.S emergency scenarios that put our medics and protectors to the ultimate test where they had to perform in a simulated mass-casualty disaster. Our two medical response cars responded to more than 1500 medical calls, which proved that the demand continues to increase even without CoVID posing the same threat as in previous years. We continued on our mission to empower and train our community with the goal to build an informed, resilient and aware Jewish Cape Town.

Of course, none of the above was possible without the enormous efforts put in by our volunteers and permanent team, each of whom are fueled by their passion and pure dedication to the mission - Protecting Jewish Life and the Jewish Way of Life.

My hope is that you will take time to read through these next few pages which will take you on your own CSO journey, and will reveal to you just how much your commitment to our incredible organisation has helped you, your loved ones, your neighbour and your community as a whole.

All of us at CSO Cape Town thank you and we look forward to continuing our mission in 2023 - stronger, greater, and even more effective.  
With heartfelt gratitude,

Loren Raize

Director



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CSO CAPE TOWN HAS 17 QUALIFIED VOLUNTEER PARAMEDICS.



THERE ARE 106 COMMITTED VOLUNTEER PROTECTORS WHO GIVE UP THEIR TIME TO ATTEND REGULAR TRAINING, KEEP UPDATED ON THREAT LEVEL AND PROTOCOLS, AND ENSURE THAT ALL EVENTS AND FACILITIES IN THE COMMUNITY ARE KEPT SAFE.

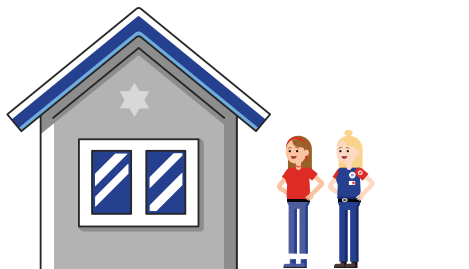
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CSO CAPE TOWN HAS 3 FULL-TIME QUALIFIED MEDICAL RESPONDERS.



IN JANUARY 2022, A SECURITY TACTICAL VEHICLE WAS ADDED TO OUR FLEET, GENEROUSLY DONATED BY TOYOTA CULEMBORG. OUR

SECURITY RESPONSE TEAM USE THIS VEHICLE TO PATROL ON SHABBAT AND CHAGGIM, ALLOWING THE CSO TO PROACTIVELY DETER ANY THREATS TO THE COMMUNITY WITH A STRONG VISIBLE PRESENCE IN KEY AREAS.



THE PROFESSIONAL TEAM TOGETHER WITH OUR TRAINED VOLUNTEERS PLAY A VITAL ROLE IN PROTECTING COMMUNITY INSTALLATIONS AND THEIR OCCUPANTS; SHULS; COMMUNITY EVENTS AND YOUTH CAMPS.

R50 00  
R150 00

EACH VOLUNTEER PARAMEDIC CARRIES R50 000 TO R150 000 WORTH OF EQUIPMENT IN THEIR OWN CARS, DEPENDING ON THEIR LEVEL OF QUALIFICATION.



WE FEEL BLESSED TO HAVE OPENED OUR OWN 24/7 CONTROL ROOM THIS YEAR, IN HONOUR OF THE LATE JUNE LEVY, OF BLESSED MEMORY.

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THERE ARE NOW 7 FULL-TIME CONTROL ROOM STAFF MEMBERS FROM OUR COMMUNITY, WHO MAN THE PHONES 24/7 AND HAVE DEALT WITH ALL CALLS IN A HIGHLY PROFESSIONAL MANNER. THIS HAS RESULTED IN AN OVERALL IMPROVED SERVICE DELIVERY TO THE COMMUNITY AS WELL AS QUICKER RESPONSE TIMES TO EMERGENCIES. THE CONTROL ROOM STAFF ARE BOOSTED OVER SHABBAT, JEWISH HOLIDAYS AND COMMUNITY EVENTS BY TRAINED CSO VOLUNTEER MEMBERS WHO MONITOR INSTALLATION CCTV CAMERAS AND SEND OUT ALERTS FOR SUSPICIOUS PERSONS APPEARING TO TRY TO GAIN ACCESS. CSO RESPONDERS ARE THEN IMMEDIATELY DESPATCHED TO THE SITE.

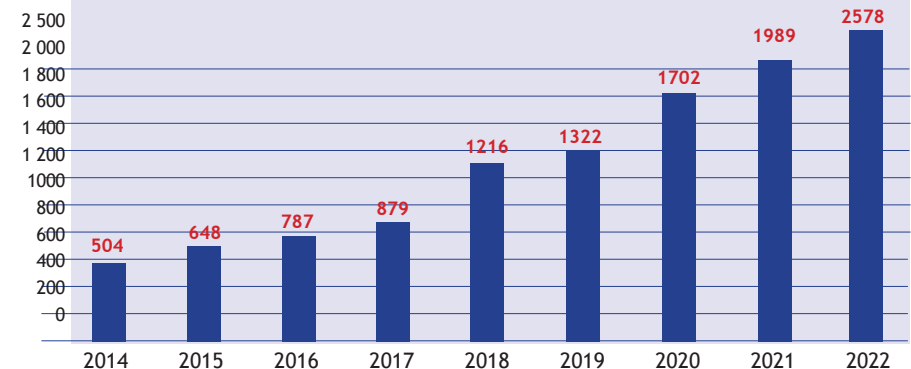


WE CONTINUE TO UTILISE LICENCE PLATE RECOGNITION SOFTWARE AS A SEARCH TOOL AND CSO LIAISES WITH LAW ENFORCEMENT; SA POLICE SERVICES AND CITY TRAFFIC DEPT TO TRACE SUSPICIOUS VEHICLES. WE ARE WANTING TO EXPAND THIS PROJECT IN 2023 BY PUTTING MORE OF THESE CAMERAS AT KEY INSTALLATIONS, IN AN EFFORT TO FURTHER ASSIST LAW ENFORCEMENT AGENCIES IN THE FIGHT AGAINST CRIME AND KEEP OUR COMMUNITY SAFE.

THE MEDICAL AND SECURITY TEAM IS ON CALL 24 HOURS A DAY AND WORK LONG HOURS, OFTEN RESPONDING DURING THE NIGHT. THE PARAMEDICS AND PROTECTORS ALSO DEAL WITH CALLS FOR MISSING PERSONS AND MENTALLY DISTURBED COMMUNITY MEMBERS. CSO WORKS CLOSELY WITH THE JEWISH COMMUNITY SERVICES SOCIAL WORKERS WHEN DEALING WITH THESE CASES.



AS AN INDICATION OF THE VITAL ROLE OF OUR MEDICAL AND SECURITY TEAMS, THESE ARE THE MEDICAL AND SECURITY CALL-OUT STATISTICS OVER THE PAST YEARS:



## COVID-19 WELLNESS MONITORING PROGRAMME

This programme continues to this day but has thankfully not been as busy as previous years.

As at December 31 2022, a total of 2540 community members have been monitored and 26645 calls had been made to them by our wellness volunteers.



26 645  
TOTAL CALLS PLACED



## COMMUNITY EMPOWERMENT AND TRAINING

2022 has been an incredible year for our training department. With your help, we managed to run over 45 community empowerment courses, packed with a total of 550 community members.



We ran 32 CPR courses throughout the year and even got the Cape Town Rabbi's involved, training 11 of them in some self-defence and security awareness.



We are very grateful that we were able to train in-person again and that the Training Department accomplished all these goals, pushing us to be a stronger Organisation. We will continue to strive for ongoing growth and improvement so that we can offer the best possible levels of service and protection to our community.



We held 33 CSO volunteer training sessions ensuring that our training is current and aligned to the ever evolving threat. We also ran 2 organisation-wide Incident Management System (IMS) training sessions. The end result was a well-trained and prepared volunteer base that is ready to handle and respond to any



We spent a lot of time in the schools empowering the students by educating them on self-defence, instilling basic medical and first-aid knowledge as well as other topics like social media and online safety. We received excellent feedback from the sessions we ran which was a proud moment for the CSO, knowing that we are empowering our community's future.









"CSO have saved my son who has epilepsy numerous times. Without fail, you have always delivered the most amazing service and kindness. Don't know what I would have done without you. - Alicia"

"Thank you for the amazing Body and Mind course! I feel much more aware, prepared, and empowered to be able to protect myself now. I cannot believe how much I learned in such a short space of time. The instructors were so patient, helpful, and professional with so much passion! Every member of our community should do this course! Thank you so much to you and your team. - Talya"

"CSO allows me to rest easy, knowing that my family can call them at any time. We have always received absolute first class service, they are always quick to respond, and are knowledgeable, efficient, considerate, confident, accurate, and a blessing to have on our doorstep" Gavin"

"CSO came to our house in level 5 lockdown because my son had a severe allergic reaction. They were so kind and caring, even in an extremely stressful situation, in very stressful and unusual circumstances." - Emma

"You saved my brother's life on Wednesday - how do I even begin to thank you for that - because of you he is here with us - because of you PG he will be around for many years as part of our family - because of you he will PG see his children married - because of you PG he will live to be a grandfather - because of you PG he has many years ahead of him to enjoy what life has to offer. Your calm and professional and efficient handling of a life-threatening situation was just extraordinary - Your clear thinking in getting him treated at home the way you did, calling the ambulance, calling ahead to the hospital and prepping all those logistics saved his life totally and absolutely. You even went in the ambulance with him to keep him monitored and treated. I cannot even think of those moments without fear, shock and terror at what may have happened to him without you being there for him. I will eternally be grateful to you for keeping him with us. As you know, you not only saved his life, but you saved a whole world! I can not say thank you enough. Thank you and thank you again and again !!!

- Lauren"

**Dear Friend of CSO Cape Town,**

**On behalf of all these people (and so many more in our community and beyond), we would like to thank you for your support.**

**With thanks to you, we have had the privilege of helping them.**

**Your invaluable contribution has given CSO Cape Town the gift of protecting and saving lives.**

**We wish you and your loved ones all the best for a healthy, safe and prosperous 2023.**

**Kind regards,**

**The CSO Cape Town team**





CSO

Tel Emergency (24/7)  
086 18 911 18

Tel (Office - non-emergencies)  
087 820 4949

Email  
[comms@csocape.org.za](mailto:comms@csocape.org.za)

Website  
[www.csocape.org.za](http://www.csocape.org.za)