

# Cape Town Together

## Community Action Networks

### COVID-19 Response

Community Action Network (CAN) Starter Pack

*This is a working document. Last updated 27th April 2020. Please check the website at: [www.capetowntogether.net](http://www.capetowntogether.net) for the latest version.*



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# 1. Introduction

## What is Cape Town Together?

Cape Town Together is a rapid community response to COVID-19. The broader collective is made up of people from all over the city coming together to self-organise, take local action, and develop ways to share resources. Some of us are organisers, some of us are carers, some of us have worked in outbreak situations before. We are teachers, doctors, artists, and many others. COVID-19 reminds us that we are all connected, that this is a time for solidarity, and that we need to move fast.

The goal of Cape Town Together is to support Community Action Networks (CANs) in neighbourhoods across the city. Each community group or CAN is organised at the neighbourhood level and is also connected to the broader CTT network. This means that we act locally, while also drawing on our collective experience and energy to share lessons and resources across the city. The community response will look different in each neighbourhood — we are not trying to create a copy-paste model that can be scaled up. Instead, we are looking to set up a system that can collectively support many locally-led neighbourhood initiatives.

Getting through the COVID-19 pandemic will require a collective effort. We all have a role to play and that there is a lot we can do in our own communities. We commend the government's response to COVID-19, and offer these guidelines as a way for communities to strengthen and support the government's response.

It is imperative that any community-based responses are conducted safely and do not expose community members to increased risk, or contribute to the spread of the virus. For this reason, all CAN activities must adhere to official guidance from the Department of Health.

It is also of vital importance that any information shared through the CTT network is scientifically accurate and medically sound. During a pandemic, false information can be as dangerous as the disease itself. For this reason, we ask that CAN members only share information and guidance as disseminated by the Department of Health. These resources are available on the Cape Town Together Facebook page and some are included in the [Resources section of this document](#).

You can also check the following sites for up-to-date official information:

- COVID-19 Online Resources and News site (data-free): <https://sacoronavirus.co.za/>
- National Institute for Communicable Diseases (NICD) COVID-19: <https://www.nicd.ac.za/diseases-a-z-index/covid-19/>
- Western Cape Department of Health Coronavirus: <https://www.westerncape.gov.za/department-of-health/coronavirus>

If you need a piece of information or guidance that is not available there, let CTT know via our Facebook page or email: [capetowntogethercan@gmail.com](mailto:capetowntogethercan@gmail.com) We will either locate the resource and share it, or work with DoH officials to develop one.



## About the Community Action Network (CAN) Starter Pack

This document is designed to support local neighbourhood groups, or CANs, to take collective action in response to COVID-19. Evidence from all other outbreaks teaches us that we always act too late, and that community-led responses are critical.

This document shares some ideas and tips to get started strengthening your community's capacity to respond to COVID-19. It is just a start. Your CAN will have lots of other ideas, and we hope you share them with us on Facebook - simply join the Cape Town Together Facebook group and share your ideas there. That way, we can include your ideas in the next Starter Pack!

There is a [COVID-19 explainer in this pack](#) with everything you need to know about COVID-19 and coronavirus. We recommend you read it to make sure you have a good understanding of COVID-19 and how it spreads. We have also included some [official Department of Health handouts](#). You can use these to share official information with others.



# Creating a COVID-19 Rapid Response CAN

Organising your community into an effective, action-based community support network isn't easy. People have their own stresses and worries, and can be resistant to volunteering their time and energy. However, with a bit of positivity, energy and organisation, these barriers are easily overcome. Once you get going, you will be amazed at the energy and commitment your community has to offer. Here are some basic principles to get you started.

## *Getting organised*

As soon as possible allocate key roles to CAN members and decide on a communication strategy

One of the most important roles is an administrator to:

- Collect the contact details of all the CAN members
- Collect important documents and save them somewhere other can members can find them
- Keep records of decisions taken and tasks assigned to CAN members

A communication strategy needs to include a platform for communicating among CAN members and a way to spread the word about CAN activities to others.

- To communicate among CAN could consist of a Whatsapp group, an email mailing list, or group Skype calls (or a combination of these).
- To tell others about your CAN activities and achievements, you might want to set up a Facebook page, or use another form of social media.
- As your CAN grows, you will probably need to assign the task of managing communications to two or three proactive, high energy and engaging CAN members.
- Your communication strategy must be inclusive, so make sure all your members have access to the platform you choose.

## *Being action-oriented*

- Although there might be a lot to do, and a lot to worry about, don't get bogged down but the what-ifs and the endless possibilities.
- Don't wait for permission to start an initiative. Pick one thing that is achievable given the size and strength of your CAN and GET IT DONE. Remember, one successful activity will generate more energy and new members.



- Try not to put forward ideas if you don't have the capacity to take it forward, or if you are hoping someone else will do the work. Recognise and appreciate the efforts of people who can solve problems and get things done. If you aren't in a position to take the lead on a project or initiative, offer your support to an existing project by asking what you can do to help.
- If someone is already busy with a project or initiative, and you think there is a better way to do it, don't just offer advice or critique. Rather get involved - offer to support, lend a hand and help strengthen the initiative by putting in your time and energy.
- It is important to recognise that criticism can drain energy, or make people who are working hard feel that their efforts are not valued or not useful. If we make a mistake, we work together to fix it and move on. Even when things go wrong, we recognise and applaud those putting in the work, and work together to resolve the issue and move forward.
- Recognise that people have different ways of working and move at different paces. Make room for slow and steady action, as well as fast-paced rapid action.

### *Being collaborative*

- There may well be groups and organisations already operating in your neighbourhood. We don't want to fragment, undermine or duplicate the efforts of another community action group.
- Ask around and look online to find any other active groups. Get in touch with them, introduce yourself and your CAN. Find out what they have been doing, where you could collaborate, and what still needs to be done.
- Focus on filling the gaps in your community.

## *Finding consensus*

At times, your CAN will face difficult decisions. It is important to make these decisions TOGETHER, and to find common ground even when people have different opinions.

- Discuss the issue in a way that is generative, and shows that you value and respect all ideas and inputs. This will mean slowing down, and taking time to allow everybody's voices to be heard.
- Allowing time for discussion and deliberation will help you to consider all alternatives, build consensus and find the best solution.
- Finding consensus does not mean that everybody has to agree, but it does mean that everybody feels that their concerns were taken into consideration, and that nobody strongly disagrees with the chosen way forward.
- Sometimes, the complexity of an issue can be overwhelming. If you have taken time for discussion and deliberation, and still have been unable to find a consensus, remember that most of the time any decision is better than no decision. Find a workable solution and move forward with it, even while acknowledging that it is not perfect. You can always learn and change your plans as you go. It is important not to allow your CAN to become paralysed by indecision.

## *Growing your CAN*

- Although it's okay to start small, there will be a lot of work to be done in the coming months. This means you will need to grow your CAN, while at the same time staying organised, and action-oriented.
- This is difficult under lockdown. In the Lockdown Update, you will find guidance and suggestions for communication strategies.

## *Being inclusive*

It is important to be aware of the many reasons people do not or are not able to participate in initiatives and conversations. Sometimes it's because of a lack of data or technology, sometimes because of language, sometimes because a voice is not valued.

We value a diversity of experiences and points of view. While recognising that some expressions of dominance are unconscious, unintended, or even well-meaning, and recognizing that we are all learning how to overcome our differences and be supportive of one another, we firmly reject all forms of domination or discrimination.

- Commit to being generous and courageous in addressing issues of power and dominance as they emerge.
- Strive to be conscious at all times of the power inequalities that exist within your groups, to be aware of whose voices are being heard and whose voices are missed or excluded, and to actively make space and be inclusive.
- Aim to include people from different races, religions and worldviews, that speak different languages, and have different income levels, education backgrounds, nationalities, gender orientations and sexualities.

Recognise that everyone has something to contribute

- Not everyone is a talker. Not everyone is good at writing.
- Not everyone is good at organising. Not everyone is good at administration.
- Some of us are weavers and builders, others are storytellers, caregivers and healers. Some of us are disruptors and warriors, others are experimenters and guides but we all have gifts, skills and experience that we can contribute.
- Encourage everyone to get involved, relish the diversity of what people have to offer, and recognise every contribution.

## *Being a guilt-free zone*

- The fuel of community organising is positive energy. This means that it has to feel good to work with your CAN.
- It is important to be conscious of the fact that your CAN members likely have other duties and responsibilities at work and at home, and these intensify during stressful times like these. Feeling torn between these duties, or feeling guilty about not contributing enough to the CAN will cause people to pull away.
- The culture of the CAN should be that everyone has something to offer and their best is good enough.

## *Building solidarity*

- The COVID-19 pandemic will affect us all, but the most vulnerable will be worst affected, likely deepening the inequalities that have plagued Cape Town for years. However, by using the crisis as an opportunity to build solidarity across the city, we can help to shape the world that emerges on the other side of this crisis. This requires that we be open to personal growth and transformation through our common and disparate struggles, and that we challenge ourselves to be constantly learning about what it means to be in solidarity with each other in these times and always.
- We value relationships of solidarity between and across all kinds of differences and privileges, including class, and race, gender and nationality.
- While all CANs should be community-led, and all CAN-activities community-driven, solidarity between CANs is important. Support other CANs wherever and whenever you can. This can mean financially or through food donations, but more often it means sharing your time, your emotional support, the lessons you have learnt and your informational resources with others.

## *Keeping your CAN safe*

- Safety should be the top priority of any CAN activity. It is incredibly important that no CAN members are placed at risk of contracting COVID-19, and that the CAN activities do not contribute to the spread of the coronavirus.

Some basic principles to follow in this regard include

- Follow official guidance and regulations at all times. This includes lockdown regulations while under lockdown. See the Lockdown Update for a clear explanation of these regulations.
- Meet online rather than in person
- As far as possible, make sure CAN members have access to masks, handwash stations or hand sanitiser when engaging in CAN activities

## *Keeping your CAN healthy*

All CAN members should monitor their own health closely

- If you feel at all unwell, remove yourself from all CAN activities that involve leaving your home immediately
- Let your CAN members know, so they can arrange someone else to cover your duties
- There is no shame in pulling back if you need to. You are doing the right thing.
- CAN members who are self-isolating can continue to contribute to online activities

## *Building resilience*

- We build resilience by collectively attending to our physical health, mental health and spiritual wellbeing. This also entails recognising the emotional labour and stress that comes as part of community-based action, allowing time and space for the expression of emotions, and supporting one another to process and move forward. This is an important part of building our resilience as a network, and will be the foundation that continues to support our work as the pandemic progresses.
- Try to make space for reflection and contemplation of both progress and challenges - without putting additional pressure on the group. Keep each other updated on the challenges you have faced, and the progress you have made. Recognise and appreciate the progress of others.

## *Strengthening the Cape Town Together Network*

Recognising that real-world, street-level knowledge and experience is incredibly powerful, we value local action and collaboration within communities. No city-wide response can be as effective or responsive as neighbourhood-level interventions.

As Cape Town Together, we work against the tendency to centralise planning, decision-making and management, and reject the hierarchies of knowledge, resources and power that often accompany centralised systems. We choose instead to work as a network - a web of interpersonal connections and human relationships - taking initiative and solving problems independently. We trust each other to make good decisions in the interest of social justice, and to share their learning through experience to others in the network.

We recognise that we all have experience, knowledge and skills that could be helpful to others in the network, and wherever possible form teams to share our skills or tackle cross-network challenges. This requires that we let others know what we are working on, and invite participation from others. We move at the speed of trust.



# Key principles for community responses to COVID-19

Protecting the community from COVID-19 is possible if everyone works together.

## Remember:

### 1. Facts are stronger than fear

- Most people who get COVID-19 will recover fully. Many might not even realise they were infected, but most will feel like they have a mild flu.
- Incorrect information can spread fear, increase stigma against people who get COVID-19, and can prevent people in your community from taking appropriate steps to protect themselves.
- It is very important your community has a good understanding of the coronavirus so that they can be safe but not panic.

### 2. No one is safe unless we are all safe

- Coronavirus doesn't discriminate. No matter how hard I try to protect myself, I am at risk if those in my community are at risk. That is why it is so important to work together and support each other to protect the whole community, especially the most vulnerable.

### 3. Every CAN is self-sufficient

- No one understands your community's needs and strengths better than you and your neighbours. By working with those around you, and drawing on the resources already in your community, you can help each other stay safe.
- The Cape Town Together network brings together different communities that have particular histories, experiences, languages, cultures and approaches to problem-solving. We recognise that our strength lies in this diversity. As a network, we trust each other to find local responses that work.
- While your CAN might draw on resources from other CANs, individuals in the wider CTT network, or larger organisations, it is important that these collaborations strengthen your CAN, and that your CAN retains the capacity to continue to grow in the absence of external support.

#### 4. Social solidarity is the foundation of our work

- While all CANs should be community-led, and all CAN-activities community-driven, solidarity between CANs is important. Support other CANs wherever and whenever possible. This can mean financially or through food donations, but more often it means sharing your time, your emotional support, the lessons you have learnt and your informational resources with others.
- We are often struggling with similar problems but can't seem to find the solutions. The network brings together many people with a range of skills and knowledge and there is always someone who can offer support. However, it is only possible to connect up with others and build a network when you are aware of what is happening around you. We work together to ensure that the entire network can benefit from the experiences of one CAN, and to help CANs facing a particular challenge to find the support they need. This requires that we are generous with our time, and that we share what we are doing so others can learn.



## 2. The Lockdown Update: Supporting each other to stay safe during the lockdown

### Lockdown rules and regulations

A lock down means we all need to stay at home. Staying at home is not just about keeping yourself and your family or household safe, it is also about making sure we protect elderly people and people who already have other illnesses who are the most at risk if they get infected.

Lockdown regulations are always changing. This guidance was produced specifically for Level 5 Lockdown. For up-to-date information on current Lockdown regulations, please check: <https://sacoronavirus.co.za/covid-19-risk-adjusted-strategy/> (data free), or <https://www.lockdownbozza.co.za/home>

### When are you allowed to leave your home?

Under lockdown, you are allowed to leave your home to:

- Buy groceries and essential products for your home,
- Collect water
- Collect a social grant
- Visit the pharmacy
- Access banking and other essential services
- Seek medical care (remember to call the COVID-19 hotline, first, if you have symptoms)

#### Are you providing essential services?

The lockdown regulations **DO** state that people working for care organisations can travel to deliver services to the vulnerable, as long as they organisation has been given a permit to operate as an essential service

The lockdown regulations **DO NOT** state the unregistered community organisations can travel, even if they are delivering food or other necessary items to the vulnerable.

Under lockdown, you can also leave your home to attend a funeral, but there cannot be more than 50 people at the funeral, no vigil must be held, and all safety and hygiene measures must be followed to stop the spread of Covid-19.

When you leave your home:

- Go in a small group
- Walk, use a bicycle or go in a car. Avoid public transport, if possible.
- Avoid crowded spaces, and stay 2 meters away from others.
- Wear a mask if you can, but remember: wearing a mask does not make you totally safe
- Practice good hygiene: wash your hands often, don't touch your face. You can find a pamphlet on [how to wash your hands thoroughly](#) in the Resources section of this document.

When you leave your home, make sure you take:

- Your ID book or driver's license
- Any documents that prove why you are travelling, such as an appointment slip for the doctor, or the receipt from your shopping

If you are stopped on your way to do your shopping or to a health facility, and don't have documents that show your reason for travel, stay calm, be polite, and simply explain the reason you left your home.



## Are you the right person to be moving around during lockdown?

Even though you are allowed to leave home to get groceries and other essential items, it is important to remember that every time you leave your home you are putting yourself and others at risk. This is because you could get infected with COVID-19 while moving around, and then bring it home to your family or housemates, or you could already be infected without knowing and spread the virus to others when you are moving around.

If you have a **HIGHER RISK** of getting ill, you have been **IN CONTACT** with someone who has COVID-19 or you have **SYMPTOMS** then it is better to stay home. This is to protect you and people around you.

Before you decide to leave your house, ask yourself 4 questions:

- Do you have any flu-like symptoms (cough, fever, sore throat or body pains)?
- Have you been in contact with anybody who has flu-like symptoms?
- Do you have any health problems (lung disease, heart conditions, diabetes or a weak immune system)?
- Are you older than 65?

If the answer to any of these questions is YES, you should try to **STAY AT HOME**.

**Remember:** *If you have been in contact with anyone who has COVID-19, then you need to stay at home for 14 days, and be followed up by the contact tracing team.*

# Who should definitely NOT move around during lockdown?

You **should definitely not leave** your home if :

- You have been in (physical) contact with someone who is known to have COVID-19, or
- Someone in your home is sick, or has symptoms of COVID-19.  
You should try not to go out if someone in your home is sick. This is to prevent spreading the virus to others. If you cannot stay home, you should wear a mask if you go out. You can find instructions on [making your own mask](#) in the resources section of this document.
- You have a higher risk of getting very ill or dying from COVID-19. People who are high risk includes anyone who:
  - Is older than 65 years
  - Has chronic lung disease or moderate to severe asthma
  - Has serious heart conditions
  - Suffers from severe obesity
  - Has underlying medical conditions like diabetes, renal failure, or liver disease
  - Is immunocompromised. Being immunocompromised means that you don't have a good immune system to protect your body. This includes anybody who:
    - Is getting cancer treatment
    - Has had bone marrow or organ transplants
    - Is HIV-positive and is not stable on anti-retroviral medication
    - Has been diagnosed with TB
    - Has used corticosteroids and other immune weakening medications for a long time



## Using public and private transport safely under lockdown

Only busses, taxis, private cars and e-hailing services (such as Uber and Lyft) are allowed to operate during the lockdown. Remember to wear a mask when you leave your home. Whether you use public transport or have access to a car, there are safety precautions you can take.

You can find [a pamphlet on using public transport safely](#) in the Resources section of this document. When using public transport:

- Use public transport as little as possible. This is because public transport is used by many people and can therefore spread infection. Walk or cycle to the shops or clinic if at all possible.
- Under lockdown, taxis are only allowed to operate between 5am and 10am in the morning, and between 4pm and 8pm in the evening.
- Busses and taxis should only be half full. It is illegal for a bus or a taxi to transport more than half of the licensed capacity during lockdown.
- If you are queuing for a bus or taxi, stand at least 2 meters away from others.
- During lockdown busses and taxis are not allowed to be more than 70% full. Avoid travelling in a very full bus or taxi.
- If you have to use public transport, try not to travel during peak times, if possible. Travel after 09:00 in the morning, and before 16:00 in the afternoon.
- Do not use public transport if you are sick or have any symptoms of COVID-19.
- Wash your hands before getting into the bus or taxi and as soon as you get out. Do not touch your face until you have washed your hands.
- Try not to touch the rails, door handles or seats of the bus or taxi.
- Sit as far away from other passengers as possible
- Ensure the windows are open

When using a private car

- Cars are only allowed to carry 50% of their licensed occupancy. This means a car for 4 people, can only carry 2 people (one driver and one passenger) during lockdown. The passenger should sit in the backseat to maximise the distance between the driver and the passenger.
- Wash your hands immediately before leaving your home to get in the car, and try to wash your hands getting back in the car to return home.
- Wipe down high touch areas in the car (such as steering wheel, door handles, indicator/lights levers, dashboard and keys) with hand sanitizer or a bleach solution. You can find information on [how to make and use a bleach solution safely](#) in the Resources section of this document.
- Keep the windows open and [wear a mask](#).

# Staying safe while moving around during lockdown

Even if you are young and healthy, you could get COVID-19 or transmit COVID-19 to others if you leave your home during lockdown. Here are some tips to help you stay safe:

## Wear a mask

- The virus is transmitted in little drops of saliva when you cough and sneeze, and through viral particles that still live on surfaces (called fomites). You can protect people around you by wearing a mask when out in public.
- Do not use medical masks. We need to save these for frontline health workers. Rather make your own cloth masks. Instructions for [how to make your own masks](#) can be found in the Resources section of this document.

## Wash your hands

- The virus is killed by soap or sanitiser. Wash your hands as often as possible for at least 20 seconds. If you have hand sanitiser, take that with you when you are out. You can find [a pamphlet on how to wash your hands properly](#) in the Resources section of this document.
- If you don't have hand sanitizer, and there is nowhere nearby to wash your hands, take a bottle of water and a small soap with you.

## Don't touch your face

- The virus infects you by entering your body through your eyes, nose or mouth. Don't touch your face while you are out, and make sure you wash or sanitise your hands before touching your face.

## Stay 2 meters away from others

- Try to make sure you don't come closer than 2 meters to anyone else while you are moving around.
- This includes people who you greet. Don't shake hands or touch others to greet them. Rather smile or wave from 2 meters away.

## Cough or sneeze into your elbow

- The virus is transmitted in your saliva. Protect other people by coughing or sneezing into your elbow.

Masks work because they stop droplets escaping from your mouth and nose when you cough, sneeze or even talk. These droplets contain coronavirus and can spread infection. For this reason, it is very important that people know how to use masks SAFELY. Otherwise, masks can also become a way for infection to spread. Here are some tips:

1. Only ever use a fresh, clean mask. Do not wear a mask that someone else has worn without washing it.
2. Wash your hands before touching your mask to put it on. Once it is on, don't touch the fabric part of the mask (or any part of your face)
3. To take the mask off, hold it by the strings
4. After you remove your mask, put it straight into a container reserved for washing. Do not leave it around the house where it can spread the virus.
5. Wash your hands after removing the mask
6. Wash the mask after each time you use it. The mask should be washed in soap and water, preferably warm water (more than 60 degrees Celsius). Do not use bleach as this can irritate your lungs
7. Try to make sure you iron the mask after washing and drying. This is the best way to disinfect it.

### **Why you should only wear fabric masks (cloth masks)**

Healthcare workers are our country's most valuable asset and we need to protect them. This means we need to make sure they can access medical masks. Because there is a global shortage of medical masks, as members of the public, we should only use fabric masks (also called cloth masks). These are cheap and easy to make at home.

Remember that a mask does not offer complete protection from Covid-19 and you should use basic hygiene practices like handwashing, not touching your face, and staying 2 meters away from others, even if you are wearing a mask.



## Vulnerabilities during lockdown

The lockdown will likely be stressful for everybody. Financial anxiety, concern about loved ones getting sick, lack of exercise and fresh air, and physical distance from friends and family will affect everybody, and many people may need particular care and support during this time. You can find a pamphlet on [mental wellbeing during the lockdown](#) in the Resources section of this document.

### *Domestic violence*

The lockdown might prove challenging for many families. Spending long stretches of time confined to the same house can put a strain on relationships. In addition, financial pressures are likely to be worse during the lockdown, when incomes may not be guaranteed or be entirely absent. Some might also worry about losing their jobs altogether. Economic anxiety, and other pressures, may lead to feelings of anger, frustration and resentment.

In addition, the lockdown might increase the financial dependence of some members of the household on others, and increase the risk of domestic violence. The lockdown will also make it very difficult for victims of abuse to escape an abusive situation. To help you can:

- Make sure more than one person in each household has the number of the CAN Street Champion or other CAN member
- Ask all community members to be aware of the increased risk of domestic violence and what they can do if they suspect someone is being abused: Don't put yourself at risk by intervening directly – this could make the situation worse. Rather call for help. You can call the Police on 10111, or National Domestic Violence Hotline on 0800 428 428.
- You can find a [full list of numbers and resources for gender-based violence](#) in the Resources section of this document.



## Evictions

During lockdown, many people and families will not have any source of income, or will have much less income than usual. For this reason many families might be unable to pay rent during the lockdown. In addition, people who get COVID-19 or are suspected of having COVID-19 are might be unfairly evicted due to stigma and discrimination. For these reasons, it is very important that CAN members and community members know their rights with regard to evictions during lockdown.

This is what you need to know:

- All evictions are **ILLEGAL** during lockdown. Even if the landlord has a court order, it is illegal to evict families or individuals during lockdown.
- If a landlord is trying to evict you or a community member during lockdown, you should report the landlord to SAPS.
- The courts will not issue any new eviction applications during the lockdown, and all eviction applications waiting for a court hearing will be postponed until the lockdown is over.

# CAN community support activities under lockdown

## *Communication under lockdown*

During the lockdown, you will not be able to speak to people in person. For this reason, it is very important that you establish other means of communication. Specifically, you should aim to make sure as many people as possible have the information they need to ask for support when they need it. We suggest:

- Map your neighbourhood into smaller units, for example, streets. This will help to make sure you don't miss any households, and streamline communication.
- Assign a Street Champion for each street. Ideally the Street Champion should be a young and healthy person who can safely provide support where needed. This might mean that the street champion needs to be someone who lives alone or who lives with other young and healthy people.
- The street Champion should try to make contact with as many households on the street as possible, but make sure to do this safely. Many people will have concerns about privacy. One way to overcome this issue is to offer your number first.
  - For example, you could send a text that reads “Hi! My name is XX. I am a member of the SUBURB CAN! I am the champion for this street, so I will be coordinating support for those who need it during the lockdown. I wanted you to have my number in case you need anything in the next few weeks. If you want me to check in on you now and then, you can reply to this text with your name and street number.”
  - Do this online or over the phone where possible. Ask the people whose numbers you have, to share your contact details with others on the street.

## *Safe food distribution during lockdown*

During lockdown many families will be short on cash. In addition, children who usually eat at school will no longer get these meals. For this reason many CAN members have been donating food and meals to others.

Remember it is possible to do more harm than good - so it's very important to do this without spreading COVID-19. Any time we move from one part of the city to another, or send resources across the city, we risk spreading infection. For this reason, it is important to be very careful when delivering food or other supplies. You can find a pamphlet on [safe food distribution](#) in the Resources section of this document.

Remember that only registered essential service providers are officially permitted to move around to deliver goods and services. Wherever possible, use approved delivery services (such as Checkers, Pick n Pay, Woolworths, Dischem, Clicks etc) to have essential goods delivered.

However, if you do manage to arrange for the delivery of food and other essentials to other neighbourhoods, or if you are simply delivering groceries to a neighbour, here are some tips for doing so safely.

## *Identifying needs and arranging delivery*

It is important that food distribution activities respond to a real need in the recipient community and that food is ultimately received by the families and individuals that need it most. For this reason, the first step in any food distribution project should be to get in touch with community leaders, or CAN members in the recipient community. Working together with leaders or CAN members from the recipient community, you should:

- Identify what food products are most needed and in what quantities
  - Do not distribute cooked food, or food that can go off
  - As far as possible include healthy, non-perishable foods
- Decide on a date and time for the delivery

The CAN members or community leader in the recipient community can then communicate the delivery time to the families and individuals most in need. Do not attempt to supply food to large numbers of people at one time. Limit the food donation to 50 parcels going to 50 families or individuals.

## Packing food supplies

- Wash your hands thoroughly, and don't touch your face. If you do touch your face, wash your hands again before touching the food supplies. You can find [a pamphlet on how to wash your hands properly](#) in the Resources section of this document.
- Wear a mask while preparing or handling the food supplies.
- Disinfect the surfaces you are working on with diluted bleach
- Remember to open windows and ensure airflow in the room, as bleach can irritate the lungs
- Pack the food/supplies into plastic packets that you have rinsed in bleach. To do this simply put some water in your sink, add 6 teaspoons of bleach for each litre of water in the sink, and dip the plastic bags in the sink.
- Double up the plastic bags - i.e. put one inside the other and place them on the disinfected counter
- For food in waterproof packaging (such as tins or plastic bottles and tubs): Make a bleach solution (as above) in a spray bottle. Spray and wipe down each item before placing it in the disinfected bags
- For food that is not in waterproof packaging (bread, or pasta or rice in cardboard boxes, etc) wipe down the outside of the box with a little bit of hand sanitizer on a tissue
- For food that is not packaged (fresh fruit and veggies) simply rinse in warm water
- Make sure the items do not touch anything that is not disinfected before placing them in the plastic bags.
- Divide the food and supplies according to the principle of one bag per person, or family
  - This is to make sure that the supplies do not have to be handled or reorganised in the neighbourhood you are delivering to.
- Carry the plastic bags without touching the inner bag - use the handles of the outer bag only
- Transport the supplies in a private car, do not use public transport as this can spread the virus. Do not use e-hailing services such as Uber or Lyft to distribute food donations. This is not in line with the lockdown regulations, and could spread the virus.
- Wear a mask when delivering the supplies

- When you get to your destination:
  - Sanitise or wash your hands before handling the plastic bags.
  - Do not go into the person's home.
  - Once again, only handle the outer packets.
  - Staying 2 meters away from others, place the plastic bags on the ground or on a disinfected, outdoor surface if one is available.
  - Let the person you are delivering to lift the inner packet that you have not handled. Once they are done, you can collect the outer packets.
- If possible, a representative from each family should come to collect a packet of supplies when you drop off. This is to prevent many people having to collect supplies from one home, which could spread infection.
  - It is very important that food collection does not allow COVID-19 to spread within the recipient community.
  - Make sure people collecting food keep 2 meters away from others. If people are queuing, make sure they stand at least 2 meters apart.
- Remind the person or people you are delivering to not to touch his or her face after handling the supplies, until they have washed their hands
  - You could also include informational material in the food packages, such as pamphlets on handwashing, social distancing and using bleach to safely disinfect surfaces in your home.



### *Do chores for those who need to stay at home (self isolate)*

Even during the lockdown, essential services such as banks, petrol-stations, grocery stores and pharmacies will still be open. However, people who are self-isolating because they are vulnerable or because they suspect they may be infected with COVID-19 will not be able to access these services. These people will need others to support them by collecting groceries, medications and other necessities on their behalf.

- All CAN members should act within the directives given by the president. This means leaving your house as little as possible. For this reason, CAN volunteers should combine volunteer actions with their own shopping.
- People who are self-isolating have a right to privacy. CAN members should commit to respecting this right, and not sharing personal information with others.

### *Special precautions for delivering food to the elderly*

People older than 65 years are more vulnerable to COVID-19. This means that if they get infected, they are more likely to get very sick. For this reason, it is important to take extra safety measures when delivering food to elderly people. In addition to the safety measures noted above, you should also:

- Make sure to keep a distance 2 meters between you
- Wear a mask when dropping off food
- Wash your hands before packing or dropping off food and other supplies.
- Use the double bag method described above
- Check in on elderly people regularly with phone calls, smses, whatsapps, etc.
- If an elderly person becomes ill, call the Provincial Hotline at: 021 928 4102 or the National Hotline at 0800 029 999

## *Assisting households where people have confirmed or suspected COVID-19*

Even during a lockdown, there is still a risk that someone in a household might become infected with COVID-19. Households can minimise this risk by going out as little as possible and practicing social distancing when they do. However, it is possible that someone in your community will test positive for COVID-19 or will develop the symptoms of COVID-19 and not be able to access a test. These households will probably feel very worried and anxious. They will need support to stay safe and to prevent spreading the coronavirus to others in the community. Here are some tips:

- Stay calm. Remember that the illness will likely be mild, and that there are lots of steps we can take to prevent the spread.
- Be supportive. There should be no shame or stigma attached to admitting that someone in your household has tested positive for COVID-19 or is experiencing symptoms. If people are afraid, they will try to keep it a secret, and might increase the chances of spreading the virus to others.
- If someone has the symptoms of COVID-19, they should assume that they have it and should take precautions – even if they cannot access a test. You can see [a list of symptoms](#) in the [COVID-19 explainer](#) in this document. You can also find information resources in the [‘Resources’ section](#) of this document.
- Support the household to self-isolate. Make a plan among CAN members to bring them groceries and other supplies. In areas with communal water, you can organise to deliver water to the household.
- Make some masks for the affected person. You can see [how to make home-made masks](#) in the Resources section of this document.

# 3. What your community can do to support each other during the COVID-19 pandemic

COVID-19 is going to be around for the coming months, or longer. To try to slow down the spread of the virus the South African government has declared a national state of disaster, closed schools, and banned large gatherings, among other things. These measures will affect everyone in your community. Here are some ideas of activities you can do in your community to support each other and stay safe during the COVID-19 pandemic.

## Mapping your community

A good way to get started is to map your community's strengths, resources and vulnerabilities, as well as its vulnerable people. To do this, get together a few volunteers who know the community well and brainstorm some ideas.

Strengths include groups of people with existing relationships. For example:

- Close and supportive relationships between community members
- Existing formal and informal networks like community groups, religious organisations, NGOs, soccer clubs, among others.
- Groups of people who are already mobilised in your community. You can link them in to your COVID-19 response activities.

Community resources are spaces, objects and individuals that could be helpful to your community-based activities. Community resources can include:

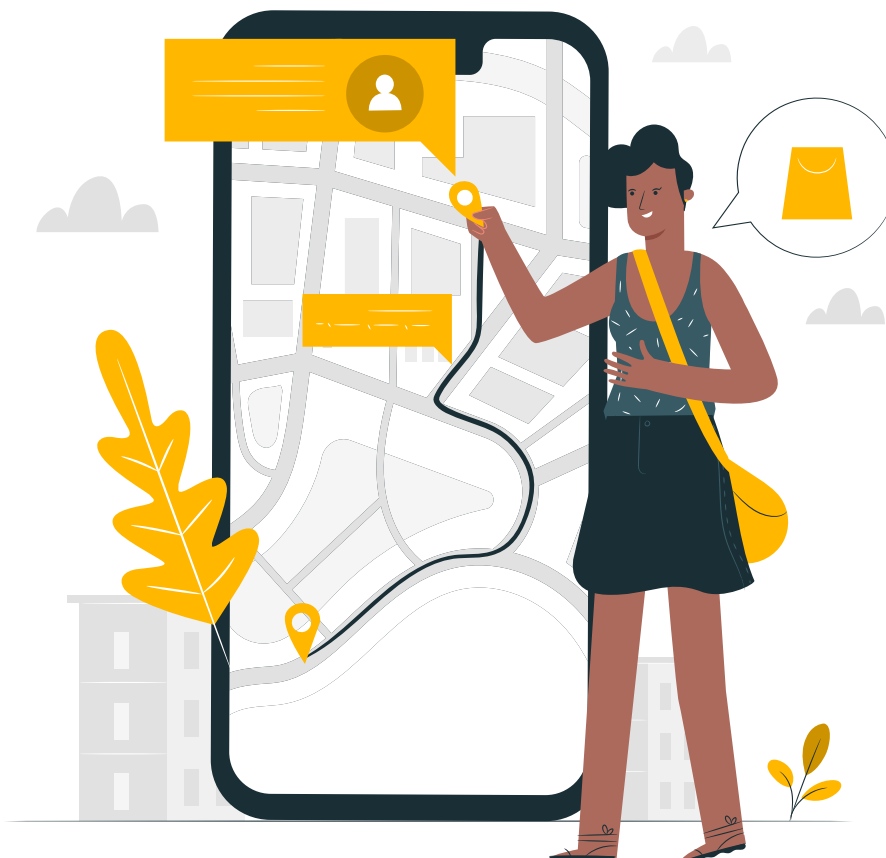
- People with particular skills, like woodwork, cooking, or healthcare experience
- Spaces that might come in handy, such as church halls or Mrs so-and-so's big kitchen.
- Local businesses that might be willing to donate supplies or money
- People who have resources such as a bakkie, a photocopier, large pots and pans.



Once you have identified all your community's strengths and resources, the next step is to think about what makes your community vulnerable to COVID-19. This will help you know where to focus your community action responses. For example you might have limited access to taps and water pipes, you might have a high number of people coming into your community who could spread COVID-19, or maybe you have some people in your community who believe false information about COVID-19. Once you have identified your vulnerabilities, you can start developing a plan to turn these vulnerabilities into strengths.

One of the most important things to think about in your community mapping, is people who are particularly vulnerable and might need extra support. People can be vulnerable because they are at high risk of getting sick from COVID-19, but some people are also vulnerable to the economic consequences of the pandemic. Think about who might need extra support from community volunteers during this time.

Once you have all this information, you can start developing a plan. There are some ideas presented in this document, but your plan will depend on your community's needs. Remember, no one knows your community better than you do.



## Spreading trusted information

People need to understand the coronavirus and how it is spread to know how to protect themselves and those around them. However, there is a lot of fake information out there. You can help to make sure everyone has the facts they need by:

- Making posters or pamphlets based on official information.  
Wherever possible, share these online, or on whatsapp.
- Remind others not to spread fake news

At the end of this document, you will find [official information on COVID-19](#), and useful resources to share with others.

## Caring for children who are not at school

***Note: This activity is not allowed under lockdown regulations for community members who have not been designated as essential service providers.***

Government has cancelled school to make sure the virus does not spread between children at school. Government has also asked community members to avoid allowing children to play together. However, most parents are still working and cannot look after their children during the day. For that reason, in some communities a safe space for children will be desperately needed. In these situations, one way to support your community during COVID-19 is to set up a safe space for children to come while their parents are at work. Here are some ideas of how to do this as safely as possible:

Remember if at all possible, we should avoid all large gatherings, and that includes children. But in neighbourhoods where there is no other option, here are some ideas of how to care for children safely:

- Stick to small groups of children in any one location to decrease the risk of spreading the virus
- No sick children should be part of this group because they need to be safe at home. Do everything you can to make sure children are cared for, children don't get sick, and children don't spread COVID-19
- Get together a group of volunteers for looking after the younger children and cleaning the space.
  - Choose volunteers that have previous experience working with children.
  - Volunteers should also be well-known and trusted within the community. This is to ensure children are kept safe.
  - Older children who are also not at school could also help.
  - High school students can also do educational activities with younger students

- You can use a community hall, church hall, someone's house with an outside space
  - The space should have a bathroom and lots of places where the children can wash their hands
  - Set up TippyTap handwash stations if necessary. You can see the [instructions](#) in the resources section of this document.
  - You can use [this pamphlet](#) as an educational resource to encourage thorough handwashing.
  - The space must also be cleaned regularly, especially high-touch surfaces
- If possible, children who have HIV or TB should not be cared for with other children. These children should stay home.
- It is very important that parents and children know that children who are sick should stay at home
  - If a child starts coughing or sneezing while you are caring for them:
    - Put a mask on them
    - Separate them from the other children
    - Take them home
  - It is important that children understand that this is not a punishment or something to be ashamed of. If they feel ashamed they will not tell you when they are feeling sick.
- If you have extra volunteers, you can raise funds to buy some groceries and make meals or snacks for the children



## Support people who are self-isolating

***Note: Under lockdown CAN members are not allowed to travel for CAN activities unless they have been designated essential service providers. Please see the Lockdown Update for ideas on how to provide support to those who are self isolating under lockdown.***

Self-isolating means protecting yourself and those around you from coronavirus by staying at home as much as possible and having little contact with others. There are two reasons someone might be self-isolating during the COVID-19 pandemic:

- The person might be over 60 or have a chronic health condition that makes them particularly vulnerable to COVID-19. This means that if they get infected with COVID-19 there is a higher chance they will get very sick.
- The person might be worried that they have COVID-19 and want to protect those around them. Because many people who get COVID-19 only get mild symptoms, it can be hard to know if you are sick with COVID-19 or just have an ordinary cold or flu. For this reason, people might be self-isolating even if they don't know whether they have COVID-19.

People who are self-isolating for either reason are DOING THE RIGHT THING - they are protecting those around them. Communities should help and support them while they are self-isolating. Here are some ideas for what healthy community members can do to support those who are self-isolating:

- Offer to buy groceries, do chores, or cook food for people who are self-isolating (especially the elderly)
  - Remember not to touch the person, and to stay 2 meters away at all times.
- Set up a community kitchen to cook for people who are sick or self-isolating.
  - Get together a group of volunteers to do the cooking
  - Raise funds for buying groceries
- One way to do this is to slip a note under their door giving a phone number they can call or text if they need help.

## Help prevent the spread of COVID-19 in communities with shared toilets and taps

Remember that you can only become infected with COVID-19 if the virus enters through your eyes, nose or mouth. This means that you cannot get COVID-19 from a shared toilet seat.

However, toilet doors, flush-handles, taps and water pipes that are shared by many people are high-touch surfaces. This means that it is possible for the virus to be spread from these surfaces. Here are some of the things you can do to protect each other in communities using shared toilets and taps.

- Put hand-washing stations all around, so people can wash their hands before and after touching these high touch surfaces.
  - At the end of this document, there is a link to instructions for how to make your own handwash station.
  - You can also use [this pamphlet](#) to encourage people to wash their hands thoroughly. Email [capetowntogether@gmail.com](mailto:capetowntogether@gmail.com) if you need the pamphlet in Xhosa or Afrikans.
- Clean high touch surfaces regularly (with jik or bleach if available). You can set up a list of volunteers to clean these surfaces at different times every day.
  - At the end of this document you can find a link to information on how to use bleach safely for cleaning.
- If there is a queue for the toilet or the tap, people should stand at least 2 meters apart from each other.
- Put up signs at shared toilets and taps reminding people to wash their hands, stand 2 meters apart, and not to touch their eyes, nose or mouth if they have not washed their hands.

Although people should wash their hands with running water as often as possible, it is also very important that community members can wash their hands in their own homes, even if they don't have running water. One way to do this is to make a hole in the top of a 2-litre plastic cooldrink bottle and make a squeeze bottle that you can use to wash your hands:

1. Wet your hands with water from the bottle
2. Wash with soap for 20 seconds
3. Rinse thoroughly with water from the bottle
4. Remember that the outside of the bottle could become a high-touch surface, so wash the bottle regularly

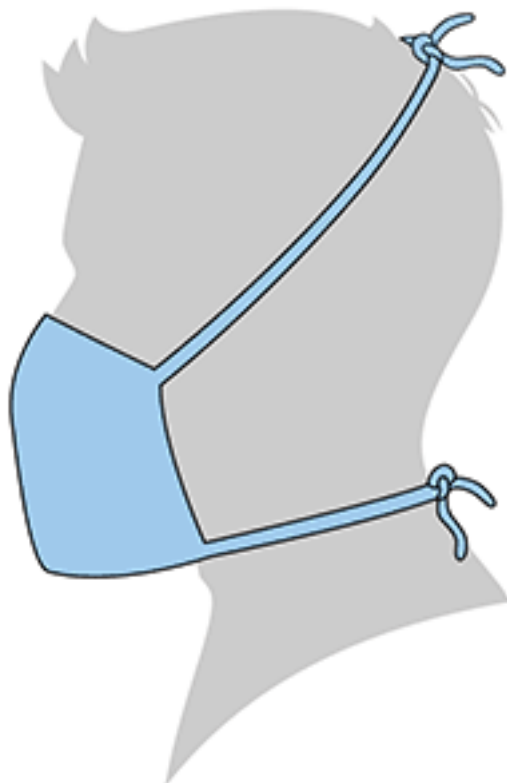
Hand sanitizer can be used to disinfect your hands and prevent the spread of COVID-19 if you don't have access to running water. It is important to remember that hand sanitizer is only effective at killing the coronavirus if it is at least 60% alcohol. Check the ingredients on the bottle to make sure. It is important to remember that hand sanitizer is expensive and can be difficult to find in the shops. For this reason many people who do not have access to running water do not have access to hand sanitizer either.

## Make your own masks

During the COVID-19 pandemic, people who are coughing and sneezing should wear masks to protect those around them. In addition, everyone should wear masks when moving around in public.

Remember, surgical masks should be reserved for healthcare workers. Members of the public should make home-made masks. Please see the Resources section of this document for [instructions on making your own masks.](#)

Please note that the official guidelines are that everyone should wear a mask in public. Masks made of fabric are better than masks made of tissue. However, if you don't have a fabric mask, using a t-shirt mask, or a scarf or bandanna is better than nothing.



## Place handwashing stations around your community

Washing hands regularly is the most important way to slow the spread of COVID-19. You can build your own handwashing stations to place around your community. TippyTaps are an easy way to build your own handwashing stations.

- You can find [instructions on how to build a TippyTap](#) in the resources section at the end of this document
- Get together a group of people to build and install the TippyTaps around your community
- You will also need a group of volunteers to make sure there is water in the TippyTap. Community-members can take turns to check and re-fill the bottles - in busy areas this will probably need to be done every hour.

## Cook for people who are sick

People who are sick, people who are self-isolating, and people caring for someone who is sick might have difficulty cooking healthy meals for themselves and their families. One way to support those affected by COVID-19 in your community is to cook healthy, hot meals together and take them to those in need.

- Use the Street Champion approach described in the Lockdown Update: People should only deliver food to community members living in their street.
- Only deliver food to people when it is absolutely essential.
- Wear a mask, wash your hands often and don't touch your face while cooking for others
- When it is essential to drop off food, remember not to touch the person you are delivering to and to stay at least 2 meters apart. You can place the food on a surface for them and they can pick it up.

# 4. COVID-19 Explainer

## What is COVID-19

The [Coronavirus disease \(COVID-19\)](#) is caused by a virus called SARS-CoV-2. The virus has been spreading around the world since November 2019. Although other types of coronavirus existed before, this coronavirus is very contagious, and has already spread to many countries around the world. Because it is spreading so fast, it is called a pandemic. It is very important to call the hotline if you develop any of the symptoms listed below.

## What are the symptoms of Covid-19?

Most people (8 out of 10) who get COVID-19 only get a mild illness that feels like having the flu, some don't even notice that they are sick. The symptoms include:

- Cough
- Fever
- Sore throat
- Shortness of breath

The symptoms usually go away on their own. However, people with fever, cough and difficulty breathing should seek medical attention.

Other symptoms can include:

- Tiredness
- Aches and pains
- Very few people also experience diarrhoea, nausea or a runny nose.



## Who is particularly vulnerable to COVID-19?

About 2 out of 10 people who get COVID-19 will get very sick. People who are more likely to get very sick from COVID-19 are:

- People older than 60 years
- People with other chronic illnesses (comorbidities). These include:
  - Chronic cardiovascular disease
  - Chronic respiratory disease
  - Diabetes
  - Cancer
  - At the moment, there is no evidence or official guidance on the impact of COVID-19 on people with HIV or TB.

COVID-19 can be fatal. The chance of someone dying from COVID-19 depends on whether they are able to get the health care that they need. If too many people get sick from COVID-19 at the same time, the hospitals and clinics will be overwhelmed, and many people will not be able to get the treatment they need. That is why it is very important that everybody works hard to prevent the spread of coronavirus.

## What is the treatment for Covid-19

There is currently no anti-viral treatment for COVID-19. For mild illness, the recommended treatment is supportive so rest, drink lots of water, and maybe take some paracetamol. The same as for flu. But, an important difference is that if you have COVID-19 it is very important to self-isolate so that you don't spread the virus to anyone else. However, some people who get very sick with COVID-19 will need to be treated in hospital. Make sure you call the hotline if your condition deteriorates.

## How is COVID-19 spread?

Coronavirus can enter the body through the eyes, nose, and mouth. There are two ways the coronavirus can be spread:

1. **Respiratory droplets:** When someone with COVID-19 coughs, sneezes or blows their nose, tiny droplets are released into the air. These droplets can contain coronavirus. If someone else breaths in one of these tiny droplets, they can become infected
2. **Fomites:** Coronavirus can also be on surfaces that people touch often. This can happen if someone coughs or sneezes and the droplets land on that surface, or it can happen when someone with the virus touches that surface. If an uninfected person touches that same surface, and then touches their eyes, nose or mouth, they can become infected.

## How can we protect ourselves from COVID-19

There are lots of things you and your community can do to protect yourself and each other. These are:

1. Wash hands as often as possible with soap and water. Wash for 20 seconds at least. Ordinary hand soap is effective at killing the coronavirus if you wash for 20 seconds. You can find a pamphlet on [how to wash your hands thoroughly](#) in the Resources section of this document.
2. Don't touch your eyes, nose or mouth if you have not washed your hands
3. Cough and sneeze into your elbow, or into a tissue if you have one. Throw the tissue away.
4. Stay 2 meters away from others whenever possible, especially if they are sick
5. Don't hug and kiss or shake hands.
6. Clean 'high-touch' surfaces often
7. Clean and disinfect frequently touched objects and surfaces.
8. Stay away from large groups of people.
9. Encourage those in your community to cancel group events like religious services and sporting events
10. If you think you might be sick, stay home and try to have little contact with others
11. If you are coughing or sneezing, wear a mask

# How to practice social distancing and good hygiene in the home

COVID-19 can spread from one person to another within a household. Remember: infected people can spread the virus before they start to feel any symptoms. This means that someone could be infectious even though they are not sick.

Although it is difficult, families and people living together should try to prevent the spread of COVID-19 in their homes, even if no one is sick. This means:

- Encourage all members of the household to wash their hands as often as possible
- Maintain good hygiene in the home.
  - Wipe down high touch surfaces often (at least once a day) with household cleaning materials such as sunlight soap/HandyAndy. High touch surfaces are areas, surfaces or objects that are touched many times a day by more than one person in the household. This includes door handles, light switches, cupboard handles, taps.
  - You can also use diluted bleach, but you must take care to do this safely. You can find information on [using bleach safely](#) in the Resources section of this document.
- Limit hugging and kisses
- Cough and sneeze into a tissue or into your elbow
- If anyone is sick in the household, they should wear a mask in all shared areas, and if they might have COVID-19, then you should call the hotline.

# What to do if someone you share your home with develops symptoms of COVID-19 or tests positive for COVID-19

The most important thing to do is to stay calm and remember that a person who is sick with COVID-19 will need care, comfort, compassion and support. You can care for a person who is sick with COVID-19 while also keeping yourself and others safe.

## *Caring for the affected person*

You should also make sure the affected person drinks plenty of water and eats enough healthy food. You can also use any other cold or flu medications, like paracetamol, that make the person feel better.

Most people with COVID-19 get better at home. Letting the affected person recover at home, is also the right thing to do, because it prevents the spread of coronavirus to others. However, you should also try to keep track of the affected person's symptoms. This will help you to know if they are getting better or worse, and will help you decide if it is necessary to take the person to a doctor, clinic or hospital, or to call an ambulance.

For advice, you can:

- Phone the COVID-19 National Hotline on 0800 029 999, or the Provincial Hotline on 021 928 4102, or
- Use the Western Cape Department of Health online symptoms assessment tool: <https://www.westerncape.gov.za/departement-of-health/sars-cov-2-risk-assessment-form>. The symptom self assessment tool will help you decide what to do next and how to access a COVID-19 test, if necessary. At the moment only people who have travelled to a high risk country or have been in contact with a person with confirmed COVID-19. This could change in the future as new tests become available. Keep checking: <https://www.westerncape.gov.za/dept/health> and of course the CTT page for updates on testing.
- Remember to phone the hotline before deciding whether to take the affected person to a doctor, clinic, or hospital. If the person is very sick, then call an ambulance.
- If the affected person needs medical help urgently, and you cannot get help with any of the above options, you might decide to try to take them to the health facility yourself. If you do this:
  - Avoid using public transport, if possible, as this will put others at risk
  - Put a mask on the affected person, and on yourself
  - Wash your hands before you leave

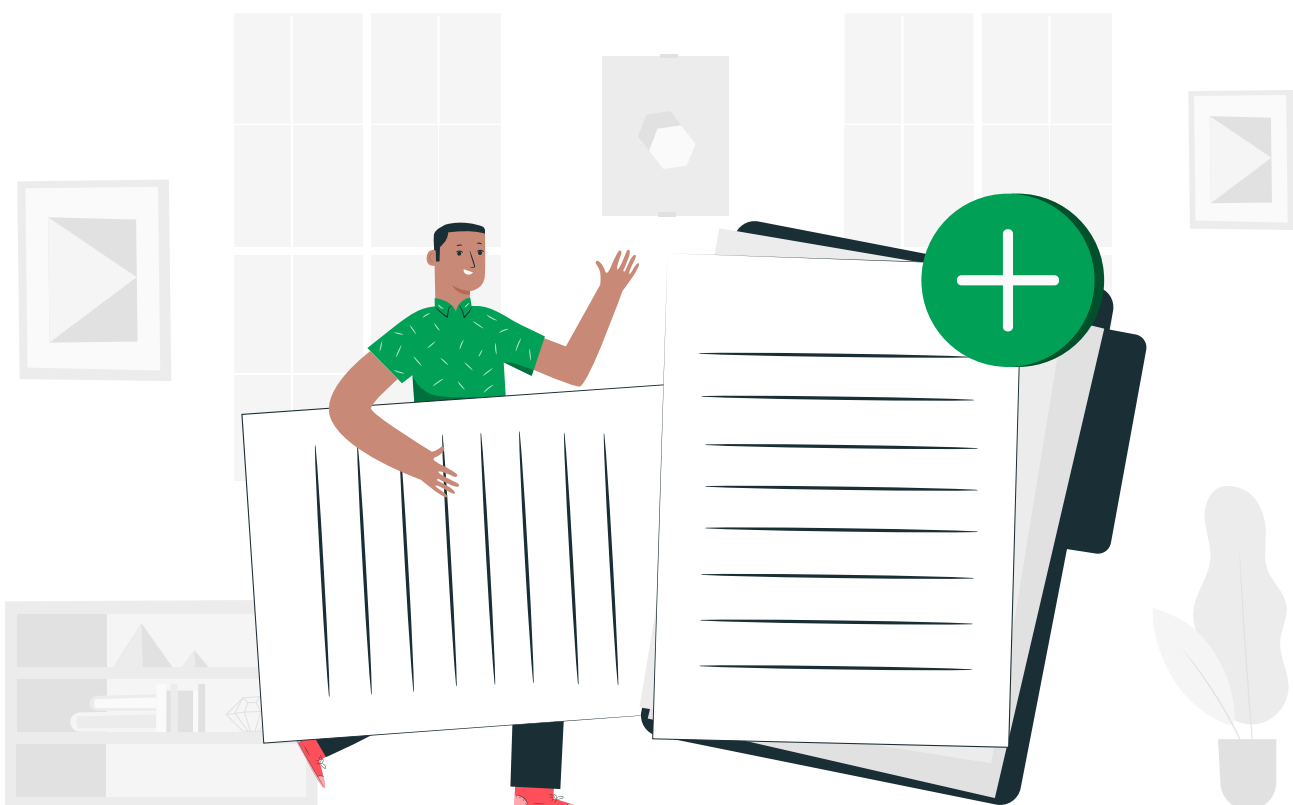
## *To prevent spreading COVID-19 within the household*

If someone in your household gets sick with COVID-19, you will also need to make sure the virus does not spread to others in your home. Here are some tips:

- If possible, the affected person should stay in a different room to others.
- Only one person in the family should have responsibility for caring for the affected person. Other people in the household should try to avoid contact with the affected person.
- Try not to touch the affected person, and keep at least 2 meters away where possible. If you need to touch the affected person to care for them or comfort them, be sure to wash your hands afterwards
- Try not to share plates, cups, knives and forks with the sick person. If this is not possible, wash plates, cups, knives and forks the affected person has used thoroughly
- Don't share towels, sheets or blankets with the sick person. If you do, make sure you wash them often. Wash them thoroughly with hot water.
- Clean high-touch surfaces in the house (such as door handles, cupboard handles, taps, counters) often (at least twice a day) with a diluted bleach solution, or other household cleaning products like handyandy.
- The affected person and anybody interacting closely with them should wear a mask
- Wash hands thoroughly for 20 seconds after interacting with the sick person

You can find a pamphlet on [taking care of someone with COVID-19 in your home](#) in the Resources section of this document. You can also find a pamphlet on [how to wash your hands thoroughly](#) in the Resources section of this document.

# 5. Resources



# Handwashing to stop the spread of coronavirus

## CORONAVIRUS – LETS STOP THE SPREAD

# Hand Washing

1

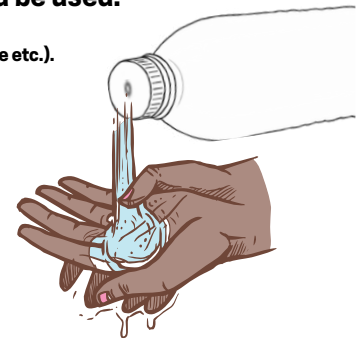
**Washing hands with normal soap and running water works best.**  
It works **BETTER** than hand sanitizer as it destroys the virus and removes it from hands.



2

**For people without access to piped or running water.**  
If access to a **SHARED TAP** is available, the following method could be used:

1. Make a hole in the lid of an empty plastic bottle (coke bottle, water bottle etc.).
2. Carefully fill the bottle with water.
3. Screw on the cap with a hole in it.
4. Wet hands with a little bit of the water.
5. Apply soap and rub all over hands to create a foam/lather.
6. Use the remaining water to rinse through the hole in the lid.



3

**Hand sanitizer (with more than 60% alcohol)** can be used in between hand washing.



- If the hand sanitizer **DOES NOT HAVE AT LEAST 60%** alcohol it will not be effective.
- If hands are dirty, they **MUST** be washed before applying hand sanitizer otherwise the sanitizer will not be effective.

**!!!! CAUTION !!!! DO NOT swallow or drink hand sanitizer.**

4

### Build a "Tippy Tap"

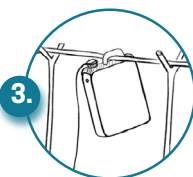
Easy-to-build makeshift tap that requires sticks, rope and a larger plastic container. This will still require access to water to refill the container.



1. Make a hole in a 5L plastic container



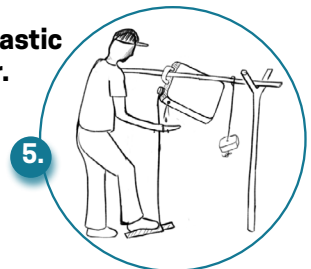
2. Tie a string from the lid to the floor



3. Hang container on a branch or pole



4. Tie the string to a plank on the floor and tie soap to the pole



5. Stand on the plank and wash your hands with soap and water

#FactsNotFear #FlattenTheCurve

#StopTheSpread

National hotline: 0800 029 999  
Provincial hotline: 021 928 4102  
Email: doh.dismed@westerncape.gov.za  
WhatsApp "Hi" to 060 012 3456  
All lines are operational 24/7



**Cape Town Together**  
Community Action Networks  
COVID-19 Response  
Social-Physical Distancing. Social Solidarity

# Reducing the transmission of COVID-19 when using public transport



## Reducing the transmission of COVID-19 when using public transport



Key messages from the College of Public Health Medicine Guidance Task Team

- 1 MINIMISE THE USE** of public transport .....    
- 2 AVOID PEAK TRAVEL** periods ..... **06h30-09h30 | 15h30-18h30**
- 3 REDUCE NON-ESSENTIAL TRAVEL:** only leave home for work, shopping and medical needs
- 4 STAY AT HOME IF YOU ARE SICK!**  
If you have symptoms of COVID-19 (cough, fever, shortness of breath)  
call your healthcare provider or DoH hotline .....  **0800 029 999**
- 5 WASH** hands or sanitise before and after travel .....   **20 sec**
- 6 AVOID** touching rails and handles .....  
- 7** Try to **QUEUE 2m** away from other passengers ..... 
- 8 ENSURE** that windows are open
- 9** Masks and gloves are unlikely to be useful and should be kept for healthcare settings



## Mental wellbeing during the lockdown

# MENTAL WELLBEING DURING THE LOCKDOWN

**YOUR MENTAL HEALTH IS JUST AS IMPORTANT  
AS YOUR PHYSICAL HEALTH.**

**PRACTICAL STEPS THAT YOU CAN TAKE TO PRIORITISE YOUR MENTAL HEALTH**



**Speak to someone you trust about what is worrying or stressing you out**



**Check in on your friends & family on WhatsApp or give them a call**



**Avoid unhealthy coping mechanisms - like alcohol & other forms of drug use**



**If you're a caregiver, where possible, create spaces at home where you can destress and have some quiet time**



**If you have a pre-existing condition & you're on medication - keep taking your medication & where possible accessing support**



**Take care of yourself - eat nutritious meals & get enough sleep**

**CALL THESE NUMBERS IF YOU NEED TO SPEAK TO SOMEONE**



SADAG ..... 0800 456 789

Suicide Helpline ..... 0800 567 567

Life Line ..... 0861 322 322  
(National Hotline)

LifeLine ..... [www.lifeline.org.za](http://www.lifeline.org.za)  
(Skype)

### WESTERN CAPE SERVICES

The Counselling Hub ..... 067 235 0019  
(on WhatsApp)

Cape Mental Health ..... 021 447 9040

LifeLine ..... 021 461 1113

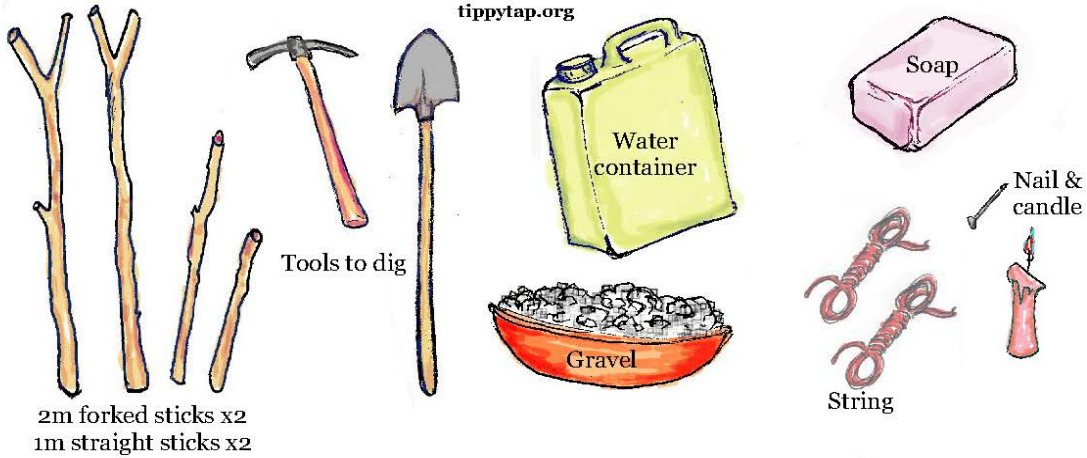
# How to make a TippyTap

(From Technology Lab Exchange -

<https://www.techxlab.org/solutions/tippytap-org-tippy-tap>)

## BUILD YOUR OWN TIPPY TAP

tippytap.org



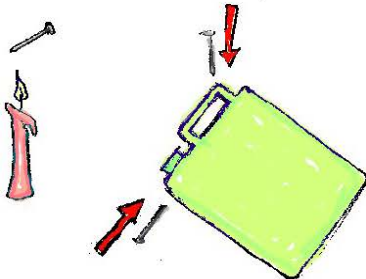
1. Dig two holes 18in deep and about 2ft apart



2. Place the forked sticks, ensure they are level



3. Fill holes with soil & rocks, and pack tightly



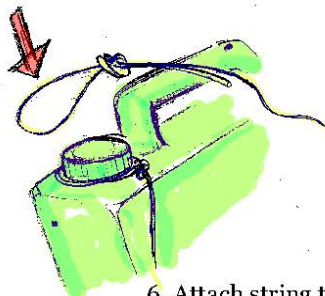
3. Heat the nail and make holes in the water container



4. Make a hole in the soap and thread string

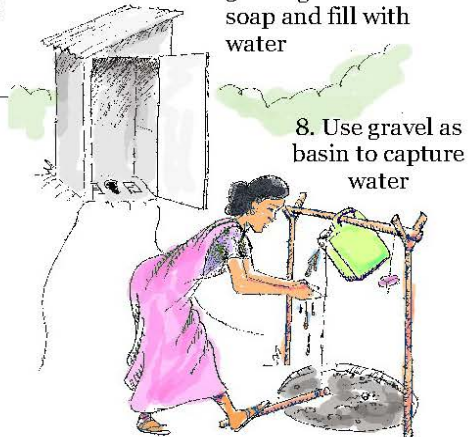


5. Hang container & soap and fill with water



6. Attach string to water container

7. And to foot lever stick



8. Use gravel as basin to capture water

# How to use bleach safely

## CORONAVIRUS – LETS STOP THE SPREAD General Areas Cleaning

How to clean general areas with MIXED bleach products  
(Jik, Domestos, Generic Bleach)

### ★ RECIPE: Mixed bleach

- 4 teaspoons of bleach for every 1 litre of water (that's about 4 cups of water)



### !!!! CAUTION !!!!

- DO NOT mix bleach with ANY other cleaning product. Only use water. Mixing bleach with other cleaning products can create a highly toxic (poisonous) product which is very dangerous.
- DO NOT swallow or drink bleach – even if it is mixed. It is toxic if you drink or swallow it.

### ★ STEPS

- 1 Clean general areas with Sunlight/ HandyAndy or similar product.
- 2 Remember to wipe off the cleaning product very well before applying the mixed bleach. If it mixes with other products it can be highly toxic.
- 3 Apply the mixed bleach to the surface, allow it to sit for 2 mins, and then wipe off with water.
- 4 Focus on highly touched surfaces (door-handles, taps, light switches etc). Clean these areas more often.
- 5 Dispose of cleaning gear (gloves, cloths, paper towel) immediately in double bags if possible (two plastic bags) to prevent the germs from spreading.

### !!!! CAUTION !!!!

- Bleach can be an irritant so DO make sure the area is well ventilated (lots of fresh air) when cleaning.
- If possible, DO wear disposable gloves when cleaning. If not possible, make sure you wash your hands thoroughly afterwards.
- DO NOT touch your face during or after cleaning (this will spread the germs to your face).

**NOTE:** Other cleaning products can also work. For a more detailed list see the website below.

Source - Centres for Disease Control, USA (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html>

EMS COVID-19 RESPONSE

#FactsNotFear #FlattenTheCurve

#StopTheSpread



National hotline: 0800 029 999  
Provincial hotline: 021 928 4102  
Email: [doh.dismed@westerncape.gov.za](mailto:doh.dismed@westerncape.gov.za)  
WhatsApp "Hi" to 060 012 3456  
All lines are operational 24/7



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COVID-19 Response  
Social Physical Distancing. Social Solidarity

# How to make your own masks

Remember: Masks made of fabric are better than masks made of tissue. However, if you don't have a fabric mask, a mask made of tissue is better than nothing.

## Guidance from USA Centers for Disease Control and Prevention

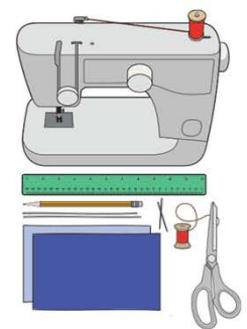
cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html



### Sewn Cloth Face Covering

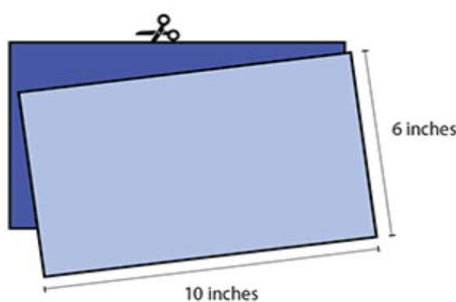
#### Materials

- Two 10"x6" rectangles of cotton fabric
- Two 6" pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
- Needle and thread (or bobby pin)
- Scissors
- Sewing machine

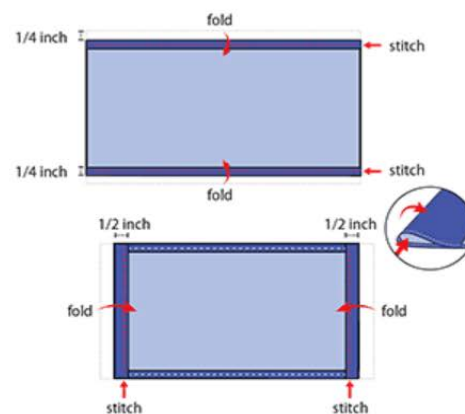


#### Tutorial

1. Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the mask as if it was a single piece of fabric.



2. Fold over the long sides 1/4 inch and hem. Then fold the double layer of fabric over 1/2 inch along the short sides and stitch down.

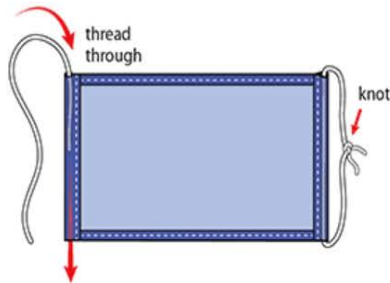


3. Run a 6-inch length of 1/8-inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight. Don't have elastic? Use hair ties or elastic head

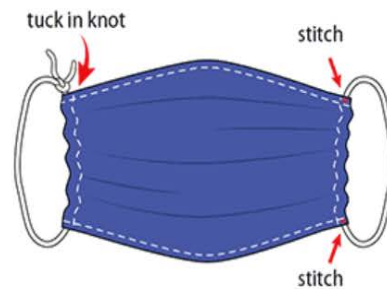
4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

3. Run a 6-inch length of 1/8-inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight.

Don't have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the mask behind your head.



4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

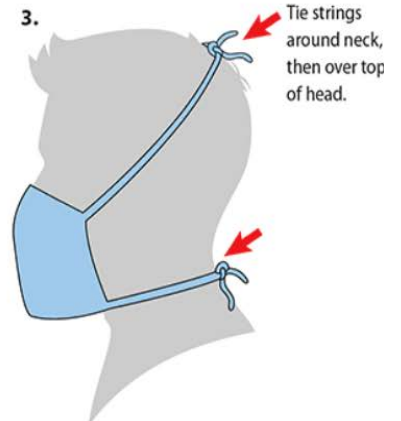
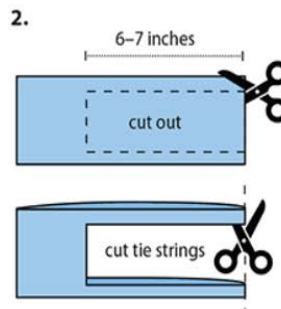
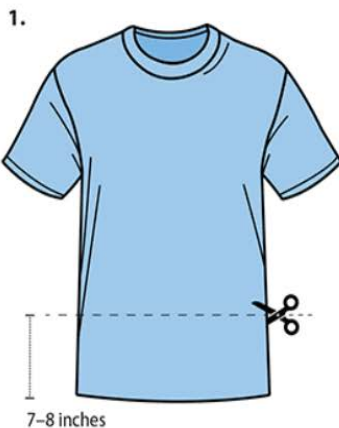


## Quick Cut T-shirt Face Covering (no sew method)

### Materials

- T-shirt
- Scissors

### Tutorial



# Bandana Face Covering (no sew method)

## Materials

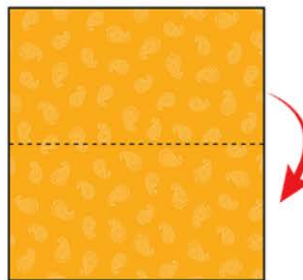
- Bandana (or square cotton cloth approximately 20"x20")
- Coffee filter
- Rubber bands (or hair ties)
- Scissors (if you are cutting your own cloth)

## Tutorial

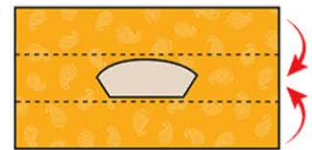
1.



2.



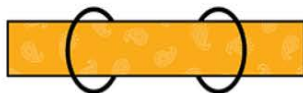
3.



Fold filter in center of folded bandanna.

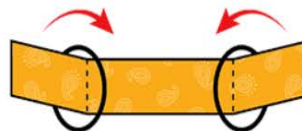
Fold top down. Fold bottom up.

4.



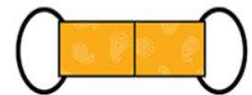
Place rubber bands or hair ties about 6 inches apart.

5.

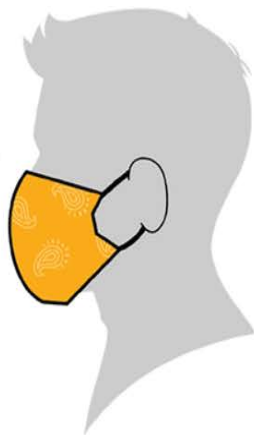


Fold side to the middle and tuck.

6.



7.



## MASKS AND COVID-19



### So, what's the story with masks?

There is very little evidence that masks protect you from getting infected by COVID-19, but there is some data to suggest they can prevent you from infecting others. This means that if you are healthy, you don't need to wear a mask for fear of becoming infected. BUT if you are feeling sick, wearing a mask can help decrease your chances of passing the virus on to someone else.

Another huge benefit of wearing a mask is that it helps you remember not to touch your face! It also acts as a visual reminder to others to stay aware and take care.

### Alright, but I can't find any masks at the shop. What do I do?



If you want to have a mask around in case you get sick but you can't buy one, prepare now by making your own. Research shows that the best household material for home-made masks is either an old T-shirt or a pillow case (washed if someone in the home already has COVID-19). These materials let you breathe easily, but still offer good protection, and you can pick a comforting fabric.

### Design #1: Cloth mask

**Materials:** 25cm x 40cm cloth - 2x pieces of string/elastic band - 8cm soft wire - needle + thread

**1** Cut 4 pieces of material with the dimensions and shape as seen in the above diagram.

**2** Sew the long edges together to form two masks.

**3** Lay the two masks on top of one another with the seams facing outward. Stitch them together along the dotted lines as demonstrated above. Do not stitch the bottom.

**4** Turn inside out and iron flat.

**5** Bend your piece of wire and place inside mask. Stitch around the wire to secure it. Sew the bottom of the mask closed.

**6** Fold edges and stitch to secure. Lastly, as seen in Step 7, thread your string or elastic through and tie.

**7**

### Design #2: Tissue paper mask

**Materials:** 30cm x 120cm tissue paper - 2x elastic bands - stapler

**1** Fold tissue paper to form one 30cm x 30cm square.

**2** Fold square. It should look like a concertina when you are done.

**3** Place elastic bands on outer edges of folded paper.

**4** Staple edges to secure elastic bands.

**5** Take a pic and share your mask-making on the Cape Town Together page. What did you struggle with? What worked well? What would you recommend? Let others know.

### What about tissue paper?

There is no evidence that masks made from paper protect you from getting infected or infecting others, but it's better than nothing.

### Washing of masks:

Ideally make a few single-use masks to avoid washing, but if you need to wash the mask, it's VERY IMPORTANT that you DON'T use bleach or bleach solution - this would really irritate your airways while breathing! For washing, use normal washing powder/sunlight, preferably in warmer (> 60 deg Celsius) water, although cold water will also be fine. Rinse and dry thoroughly before putting it on again.

Remember, we can't make any guarantees that a home-made mask will work. Even commercially-designed surgical masks are not always effective! It is REALLY IMPORTANT to pair masks with precautions like washing your hands and physical distancing. On top of this, you should take care to use your mask properly in order for it to be safest. This includes being careful about how you put it on and take it off, what you do while wearing it, and when you need a new one. The World Health Organization gives the following guidelines:

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Important: Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Important: Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water

# GENDER-BASED VIOLENCE

## SERVICES AVAILABLE DURING LOCKDOWN

### WHAT TO DO IF YOU ARE STUCK WITH AN ABUSER



Stay in touch with your friends and family



Have a safety plan in place: plan your places of safety and exit plan



Call and access supportive counselling services, such as the GBV Helpline



Courts will be open during the lockdown if you need to get an interim Protection Order against an abuser

### WHAT TO DO IF SOMEONE YOU KNOW IS EXPERIENCING GENDER-BASED VIOLENCE



Call or message them: let them know you care and are there to support them



Assist them to develop a safety plan



If you are worried someone is in danger then immediately call the GBV Helpline

### NATIONAL GBV HELPLINE (24HR HELPLINE)

0800 428 428 SKYPE: HELPMGBV

TOLL-FREE NUMBER: \*120\*787#

SMS 'HELP' TO 31531



# GENDER-BASED VIOLENCE

## SERVICES AVAILABLE DURING LOCKDOWN



### HOTLINES:

National GBV Helpline (24hr helpline)	0800 428 428 Skype: HELPMGBV Toll-free number: *120*787# Sms 'help' to 31531
Women Abuse Hotline	0800 150 150
Stop Gender Violence Hotline	0861 322 322
Childline (24hr crisis line and counselling)	0800 055 555
Lifeline (24hr crisis intervention service/ toll free helpline)	0861 322 322/ 0800 150 150
CBVF-related service complaints (SAPS)	0800 333 177
Rape Crisis	021 684 1180/ 021 633 9229
Rape Crisis Cape Town	021 447 9762
Police Child Protection Units	0860 010 111
Your closest police station	
Marie Stopes (sexual and reproductive healthcare services)	0800 117 785

### TO BE DIRECTED TO YOUR NEAREST SHELTER:

Ask the National GBV Helpline to direct you to your nearest shelter



### COUNSELLING OVER THE PHONE:

Lifeline (WhatsApp call counselling)	065 989 9238
Athlone House of Strength	021 862 9983
Mosaic (counselling and legal aid)	021 761 7585
Sex Workers Education & Advocacy Task Force (SWEAT) 24hr crisis line	0800 606 060 message/please call me to 071 357 7632
Cape Mental Health	021 447 9040
SA Depression and Anxiety Group	0800 456 789 Sms 31393



### LEGAL ADVICE:

CALS (for sexual violence)	073 325 5311 matimba.hlungwani@wits.ac.za
Centre For Child Law (for issues related to children's rights and wellbeing)	0124204502 centreforchildlaw@up.ac.za SMS 065 954 2647
Women's Legal Centre (National Line)	079 421 8197 WhatsApp, call or please call me info@wlce.co.za
Probono.org (family law and children's rights)	0677546334 WhatsApp or call

# Moving food and other donations across the city during lockdown

## PHYSICAL MOVEMENT ACROSS THE CITY SPREADS COVID-19.



As we prepare for lockdown and look to support other CANs, remember that the risk for spreading COVID-19 is extremely high. The solidarity between CANs is amazing! Even though these are difficult choices - please remember moving people or donations across the city may cause more harm than good.

### ~~SOCIAL~~ PHYSICAL DISTANCING. SOCIAL SOLIDARITY

If it is absolutely essential to transport donations, take these safety precautions:

- 1 All donations should be **sanitized** before donating
- 2 **Wash hands** before, during and after the handling of goods and wear gloves
- 3 Walk, use a car or cycle. **Avoid public transport**
- 4 Do not hesitate to turn away donations if they **do not meet these standards**

### SANITIZING DONATIONS USING MIXED BLEACH PRODUCTS



- 1 Clean the surface with Sunlight/Handy Andy or similar product, then wipe off the cleaning product before applying the mixed bleach
- 2 Mix 4 teaspoons of bleach for every 1 litre of water
- 3 Do not mix bleach with ANY other cleaning product. Only use water.
- 4 Apply the mixed bleach to the surface, allow it to sit for 2 mins, then wipe off with water
- 5 Dispose of any cleaning gear (gloves, cloths, paper towel) immediately to prevent the germs from spreading.
- 6 Clothes should be washed in hot water and soap before donating

# 6. Official information and resources

## Getting sick during lockdown (from SA National Department of Health)

### Getting sick during lockdown

---

You will be able to seek medical care during the lockdown. Emergency services including doctors, clinics, hospitals and pharmacies continue to operate as usual.

Practice hygiene when you go out, wash your hands when leaving home, do so again at your destination and before you depart for home.

If you are showing symptoms of Covid-19, & need medical care:

- Call your doctor or clinic and report your symptoms.
- Wear a facemask when you enter the healthcare facility.
- Ask your healthcare professional to inform the NICD if you test positive for Covid-19.
- Keep a distance of at least one-and-a-half meters from your family members at home.

---

Learn more to Be **READY** for #COVID19:  
[www.sacoronavirus.co.za](http://www.sacoronavirus.co.za)

NICD Hotline: 0800 029 999  
WhatsApp 'Hi' to 0600 123 456



# Four precautions to avoid being infected (from SA National Department of Health)

## 4 PRECAUTIONS TO FOLLOW TO AVOID BEING INFECTED



### 1

#### WASH YOUR HANDS

Wash your hands with soap thoroughly. Wash the back of your hands, between the fingers and under the nails. Always wash your hands with soap before you eat and after being out in public.



### 2

#### GOOD PERSONAL HYGIENE

Cover your mouth with a tissue paper when coughing or sneezing. Avoid touching your face with dirty hands at all times. If you have to, be sure to wash your hands with soap thoroughly first.



### 3

#### DO NOT SHARE FOOD AND UTENSILS

Bacteria, viruses and infection can be transmitted onto knives, forks, spoons and straws. Only use clean utensils and do not share drinks. Always clean your hands before eating.



### 4

#### SEE A DOCTOR IF YOU ARE UNWELL

Typical symptoms include cough, runny nose, fever and shortness of breath. If you are experiencing any of these symptoms, seek medical attention promptly. Call the clinic or doctor ahead of your visit and inform them of your symptoms and travel history.

## 24HR NICD HOTLINE 0800 029 999

REMAIN VIGILANT AND ADOPT GOOD PERSONAL HYGIENE PRACTICES  
The situation is evolving, check updates on [www.health.gov.za](http://www.health.gov.za) and [www.nicd.ac.za](http://www.nicd.ac.za)



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA



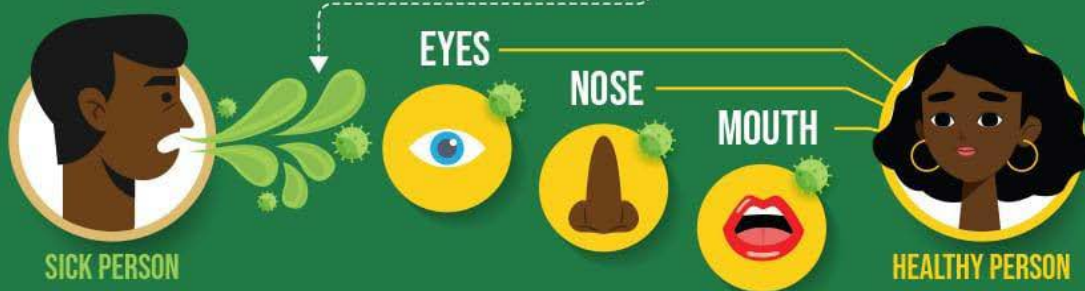
# How COVID-19 coronavirus spreads (from SA National Department of Health)

THERE'S ONLY ONE THING YOU NEED TO UNDERSTAND ABOUT HOW A

## COVID-19 CORONAVIRUS\* SPREADS

\*Coronaviruses are a large family of viruses which may cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

The virus spreads when these droplets get into your:



So if you see someone who is visibly coughing / sneezing / sick, you can choose to:

**1. Keep your distance.**



(0.5m to 2m will keep you safe from large droplets.)

**2. Avoid crowds**



(People who are infected can show no symptoms, but are still infectious.)

Sometimes a sick person's saliva can get on other things...



**HANDS DOORS DEVICES MOUSE CUPS PENS HANDRAILS UTENSILS**

And if you touch any of these things by accident, and then touch your face, rub your eyes or your loved ones face, you might all fall sick.

# Coronavirus: Let's stop the spread (Western Cape Government: Department of Health)

17 March 2020

## CORONAVIRUS Let's STOP the spread

- Coronavirus (or COVID-19) can cause fever, cough, sore throat, body aches.
- It is usually mild but sometimes it can become severe and cause difficulty breathing.
- If you are over 60 years or have a chronic condition then you are more at risk of severe disease.
- It is diagnosed using a throat swab test: you only need a test if you have symptoms.

### Protect yourself and your family from getting COVID-19:

Wash hands often with soap and water.



Don't touch your face with unwashed hands.

Avoid close contact with people who are sick or have travelled internationally.



### Protect yourself if you have a chronic condition like HIV, TB, diabetes, lung or heart problems:

- Keep your appointments and take your medication correctly every day.
- If you have stopped your medication, go to your healthcare facility to start it again.



### If you get symptoms of coronavirus:

You might have coronavirus, but do not panic. Most people with coronavirus have a mild illness.

#### Visit your doctor or clinic:

- Call ahead or alert the clinic as soon as you arrive.
- If difficulty breathing, seek health care urgently.



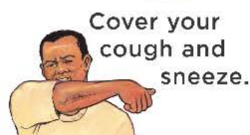
#### Isolate yourself:

Stay home for 14 days from start of symptoms. Don't go to work or school. Avoid public transport and public places.



### Prevent spread while isolating yourself:

Wash hands often.



Cover your cough and sneeze.

Clean surfaces (counters, door handles etc.) regularly - use 4 teaspoons household bleach in 1 litre water.



Avoid close contact, even if you live in a crowded place. Do not hug, touch or kiss.

Don't share dishes, cups, eating utensils, towels, or bedding. Wash these well.



Open windows and doors.

If your symptoms get worse or you have difficulty breathing, urgently contact your doctor or clinic or phone the hotline:

National Hotline **0800 029 999**

Provincial hotline **021 928 4102**

It may be difficult to follow this advice - do the best you can.  
Be kind and support one another through this stressful time.

**Together we can beat coronavirus!**

For more information:  
[www.westerncape.gov.za/coronavirus](http://www.westerncape.gov.za/coronavirus)



Western Cape  
Government  
Health

# Coronavirus – COVID-19: General advice (Western Cape Government: Department of Health)

13 March 2020

## **RONAVIRUS – COVID-19** General advice

### What is COVID-19?

A respiratory illness similar to flu (cough, fever, fatigue & aching body/muscles). More commonly than flu, it can become severe causing viral pneumonia (difficulty breathing).

4 out of 5 people will have a mild illness and recover without treatment. The elderly and those with underlying health conditions have increased risk of severe illness. Cases in children are rare.

### How does it spread?

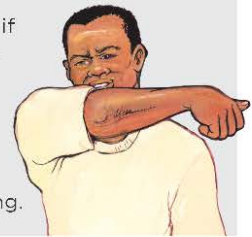
You can pick up coronavirus from:

- Touching an infected surface or object. The virus can enter your body when you touch your nose, mouth and eyes.
- Very close contact (1-2 metres) with a sick patient.



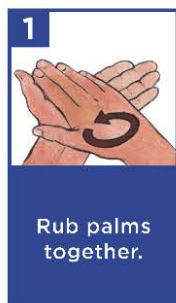
### Prevent spread to keep you and your family safe:

- Cover your mouth and nose with a tissue or your sleeve/elbow (not your hands) when coughing/sneezing. Discard used tissues immediately and wash your hands.
- Avoid close contact with those who are sick. Wearing a mask is unlikely to protect you if you are well. People who are coughing and sneezing who wear a mask are less likely to infect others.
- Avoid touching face, eyes, nose or mouth.
- Clean and disinfect frequently touched objects and surfaces (counters, bedside table, doorknobs, bathroom surfaces, phones).
- Wash hands often, especially before handling food/after using toilet or coughing/sneezing.



### Wash your hands well

- Use these steps to wash your hands for at least 20 seconds.
- Roll up your sleeves, rinse hands in clean water and apply soap to palm of hand:



- Rinse your hands with clean water and dry on paper towel or allow to dry on their own.

**General Public Hotline 0800 029 999**

Operating 24 hours per day.

For more information:  
[www.westerncape.gov.za/coronavirus](http://www.westerncape.gov.za/coronavirus)



# Taking care of someone with COVID-19 in your home (from World Health Organization)



World Health Organization

## Home care for people with suspected or confirmed COVID-19

Take care of yourself and your family

### For caregivers

Ensure the ill person rests, drinks plenty of fluids and eats nutritious food.



Wear a medical mask when in the same room with an ill person. Do not touch the mask or face during use and discard it afterward.

Frequently clean hands with soap and water or alcohol-based rub, especially:

- after any type of contact with the ill person or their surroundings
- before, during and after preparing food
- before eating
- after using the toilet



Use dedicated dishes, cups, eating utensils, towels and bedlinens for the ill person. Wash dishes, cups, eating utensils, towels, or bedlinens used by the ill person with soap and water.

Identify frequently touched surfaces by the ill person and clean and disinfect them daily.



Call your health care facility immediately if the ill person worsens or experiences difficulty breathing.