



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

COVID-19 EDITION

CITY NEWS

THE NEWSLETTER FOR THE RESIDENTS OF CAPE TOWN

March 2020 / ISSUE 51

2

The City services that stay open – and are closed



3

About the virus, and why we all have to stay isolated



3

The most important rules for your protection



4

Ubuntu time: Tips to cope at home during lockdown



Only essential City facilities will remain open

During the national 21-day lockdown, only the most essential City services will remain in operation.

City's contact centre

The contact centre will operate 24/7 with a limited telephone service. Services are limited to water, sanitation, solid waste and reconnections only.

Residents are requested to please log their service requests via SMS, e-mail or online as far as possible.

- E-mail: water@capetown.gov.za
- SMS: 31373
- Phone: 0860 103 089
- Online: www.capetown.gov.za

Electricity services

The only service that will continue to be offered will be first-line response to network faults and breakdowns.

For faults and emergencies, please send an SMS to 31220, or e-mail power@capetown.gov.za or faultreport@capetown.gov.za.

Municipal account payments

Cash offices are closed. Customers must please continue to pay their monthly municipal accounts via EFT, online or while doing their essential shopping at Checkers, Pick n Pay, Shoprite, Spar or Woolworths.

Housing

All housing offices are closed. Public housing tenants experiencing an emergency, such as a burst water main or geyser, should send a WhatsApp to 063 299 992.

Cemeteries

Cemeteries will remain open, but the number of persons at the graveside during burial is limited to 50.



Helping those most in need: The City's Disaster Risk Management (DRM) Centre received a generous donation of 10 000 bars of soap from Pick n Pay. Frequent handwashing is essential to help control Covid-19, and the soap will be distributed to street people and night shelters. From left: Sean van Nietting (DRM), Shervau Hickley (Pick n Pay School Club), Samuel Freeman (DRM) and Moenier Jamalodien (DRM).

Play your part. Stop the virus.

Reducing the spread of Covid-19 means a 21-day national lockdown. Please take this very seriously. Stay at home, and stay calm.

The nationwide lockdown is the only way to limit the spread of coronavirus disease, Covid-19. You must comply, and reduce contact with other people as far as possible.

You may not leave your home except to buy essential groceries and medicines, seek medical assistance or attend a funeral.

In taking these extreme measures, the President and Government are following global best practice that has been shown to be effective.

Accordingly, the City has restricted its operations to essential services only.

Emergency, security and health services remain fully operational, and will be supported by Disaster Risk Management (DRM) staff, volunteers and reservists.

The South African Police Service will be supported by the Defence Force to ensure compliance with emergency measures.

Utility services – electricity, water and sanitation, and solid waste management – will continue as normal. Faults will be repaired, but work on capital projects has been suspended.

In general, public facilities are closed. These includes libraries, community centres and sporting and recreational facilities – including all beaches and nature reserves.

All early childhood development centres closed on Wednesday 18 March 2020, in line with the schools and national policy.

Cemeteries will remain open, although residents are advised upon making book-

ings that no more than 50 people may attend, and to please stick to their allotted times. The Recreation and Parks Department is working to keep gravesites as far apart as possible to limit contact between mourners.

All public meetings and non-critical meetings, gatherings and site visits will also be postponed indefinitely, unless an emergency meeting is called. The situation may be subject to frequent and rapid change.

The City is continuously assessing the situation and will inform residents accordingly. The information in this *CityNews* was accurate as of day 1 of lockdown, 27 March.

Because this is an emergency that the country has never had to deal with before, regulations may change. Please follow the City's digital channels listed below for updated information.

Stay at home, stay safe and please help ensure that others in your community do the same. Everyone is at risk.

How to protect yourself
Stay at home. Keep your distance.
Wash your hands frequently. Avoid touching your face. Cough or sneeze with care.
See page 3 for more information.

What the lockdown means for you

Because Covid-19 is passed on through human contact, reducing physical contact between people is vital to reduce the spread of the virus.

If the virus is not contained nationwide quickly, thousands of people could die. This is very, very serious. It is the biggest crisis the world has faced in 70 years – since World War 11.

That is why the Government has taken the extreme step of imposing a 21-day national lockdown. This is best practice worldwide.

Stay where you are

People must stay at home, may not travel and can only go to public spaces such as food shops and pharmacies when absolutely necessary. The numbers of people in shops at any time will be restricted. The sale of non-essential items, including alcohol, is prohibited.

You may not go for a walk – not even with a dog – or go jogging. You may, however, attend a funeral, but the number of mourners is limited to 50.

All public transport, from airlines to taxis and trains, is closed.

Apart from security, medical and emergency personnel, only people involved in essential activities such as food production, distribution and sales may go to work. Transport exceptions are made only for taxis and ride-hailing services to transport workers in these activities. All businesses that deliver essential services must arrange for the appropriate permits to operate.*

Not being able to work or trade is going to affect many people financially, and the government is working on mechanisms to provide relief.

* The City does not issue these permits. Visit <https://bit.ly/2xqVdVf>.

See: www.capetown.gov.za/thinkwater

Follow your City on:



www.capetown.gov.za



www.facebook.com/CityofCT



www.twitter.com/CityofCT



www.youtube.com/cctecomm

KORTLIKS

Tot verdere kennisgewing moet almal tuis bly. Jy mag slegs jou huis verlaat om noodsaaklike kruideniersware en medisyne te koop, mediese hulp te soek of 'n begrafnis by te woon.

Jy mag nie reis nie, en alle openbare vervoer word verbied, buiten vir noodsaaklike werkers en diegene wat op mediese noodgevalle reageer. Die landwyse inperking is die enigste manier om die verspreiding van die koronavirussiekte, Covid-19, te beperk.

Dienooreenkomstig het die Stad sy bedrywighede tot slegs noodsaaklike dienste ingeperk. Alle open-

bare geriewe – wat parke en strande insluit – is gesluit. Die Stad se oproepsentrum bly in werking, maar dienste is beperk tot water, sanitasie, vaste afval en her-aansluitings. Telefoondienste is beperk, so inwoners word aangemoedig om van e-pos of SMS gebruik te maak om foute aan te meld.

Inwoners word daaraan herinner dat munisipale rekeninge steeds in hierdie tyd betaal moet word. Maak so aanlyn of by die vernaamste kleinhandelkettings wanneer jy jou noodsaaklike inkopies gaan doen.

KHAWUNDIBALISELE

De sifumane esinye isaziso, ungahala ekhaya. Akunekanga uphume ekhaya ngaphandle kokuyothenga izinto ezityiwayo namayeza, ukuyofuna uncendo lwezempilo, okanye usiya emngcwabeni.

Awunako ukuthatha uhambo yaye zonke izithuthi zikawonke-wonke zithintelwe ngaphandle kwezo zokuthutha abasebenzi ababalulekileyo nokusabela kwezempilo ezingxamisekileyo.

Ukuvalwa kwezwelelonke yeyona ndlela kuphela yokuthintela ukusasazeka kwesifo sentsholong-

wane ye-corona, i-Covid-19.

ISixeko, ngokunjalo, siyinyinile imisebenzi yaso ukuya kwiinkonzo ezibalulekileyo kuphela. Zonke izinto ezenza kubemnandi – eziquka iipaki namalwandle – zivaliwe.

Iziko lokufowunela uncendo leSixeko liza kuhlala libenzena, kodwa iinkonzo zilinganiselwe emanzini, ugutyulo lwelindle.

Kufuneka uqhubeke nokuhlawula amatyala akho kamasipala, ungakwenza oko ekhompuyutheni okanye ezivenkileni ezinkulu apho uthenga khona.

Making progress possible. Together.

Don't stockpile or hoard

There is no reason to "panic-buy" or stockpile food and essential items. Supermarkets and grocery stores will remain open, and farming, food processing and distribution chains remain fully operational.

South Africa is easily able to meet all its food needs. The major food producers and retailers have assured the country that there will be no risk of running out of food or household items, including toilet paper. Petrol stations will remain open, as will LPG suppliers.

By stockpiling, you are placing an unnecessary burden on supply chains and stores, and may be denying your fellow citizens their essentials.

Some merchants may be tempted to raise prices, claiming that goods are in short supply. The president has decreed that such "price gouging" is a crime.

If you have proof that a merchant is gouging, please report this to the National Consumer Commission's toll-free hotline on 0800 014 880.

Be on the alert for "City" scammers

The City regularly receives reports of criminals approaching people at their homes, pretending to be municipal officials or City contractors. Now scammers are claiming to be doing home testing for Covid-19. This is not true.

City staff and contractors carry an identification card with the City's logo, and the name and photo of the person.

Residents must not allow anyone onto their premises until they have verified the details on the card. Do so by phoning the City's call centre on 0860 103 089 to confirm whether work is being carried out in your area.

Any suspicious behaviour must be reported to the City's law enforcement agencies on 021 480 7700 or the South African Police Service on 10111.

No markets or informal trading

All markets – both publicly and privately managed – have been closed.

This restriction also applies to all informal traders who operate in street trading zones and regulated areas.

The City is aware of the economic difficulties this decision will bring to our traders, but this has to be weighed against losing lives.

Subscribe to CityNews

If you would like CityNews delivered straight to your inbox, sign up at www.capetown.gov.za/subscribe.

CityNews Online is delivered every two weeks and includes updates on recent highlights, service delivery notices, reminders and alerts.

CityNews is distributed as an insert to a number of community papers and is also available at City libraries.

E-mail: citynews@capetown.gov.za
Fax: 021 400 1260
Postal: PO Box 298, Cape Town 8000



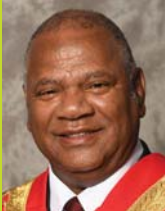
Together, we can get through these extraordinary times

welcome the extraordinary measures put in place by President Cyril Ramaphosa. These are unprecedented times, and the City fully supports the lockdown announced in order to curb the spread of the coronavirus.

This is why we have taken the important step of closing many municipal facilities to help limit possible contact between people – and to reduce the risk to our hard-working staff, many of whom interact with residents all day, every day.

The key message from the president is to stay home. The City takes this extremely seriously. I have had daily meetings with the Mayoral Committee and the Executive Management Team to prepare

A message from the Executive Mayor, Dan Plato



for the lockdown, provide me with updates and discuss any additional interventions that may be required.

We understand that you may be concerned, but there is no reason to panic.

Stay at home, and only go out when you absolutely must, to buy groceries and medicines, and don't take the whole family with you as you are placing them at risk. The key to containing the coronavirus is to reduce

contact between people. Take these four simple yet necessary precautions:

- Wash your hands frequently and thoroughly (for at least 20 seconds at a time).
- Avoid touching your face – particularly around your mouth, nose and eyes.
- Practise physical distancing – keeping at least 1,5 metres from other people wherever possible.
- If you cough or sneeze, do so into a tissue or the crook of your elbow. Dispose of the tissue responsibly.

Do this, and we can slow the spread of the virus and flatten the curve of infection.

Of course, many may still feel anxious, and I want to encourage you to be mindful of and kind to others.

This is a test for our humanity, and I urge

you to be considerate – particularly to those who are older and have underlying health conditions, as they are more vulnerable to contracting the virus.

We will be communicating regularly to keep you informed. Please check the City's website, Facebook and Twitter pages for the latest news and advice.

You can help in other ways as well. Many routine transactions with the City can be done online through e-Services on the City's website. Please register if you are not already an online customer, and reduce the need for physical interaction.

I wish you all continued health as we navigate these extraordinary times.

– Executive Mayor Dan Plato

Limited service delivery continues

Utilities and essential services continue, but non-essential ones are closed.

Essential City services, such as customer offices, will remain open, but precautions will be taken to ensure a higher level of hygiene. The number of staff has been reduced to accommodate physical distancing, and the number of people entering City offices will be restricted.

The City encourages account holders to make use of the City's online and telephonic services, as all customer services for over-the-counter transactions are suspended for the duration of the lockdown.

Contact centre

During the 21-day lockdown period, the City's call centre on 0860 103 089 will offer a reduced number of services. E-mail and other online channels will continue to operate, but urgent matters will receive priority.

Account payments

Accounts still need to be paid, and customers are encouraged to use the City's e-Services portal (see panel alongside). Other options include paying through online banking or automatic teller machines (ATMs). The City is listed as a beneficiary with all major banks, so account holders do not need to load bank details. To pay via

ATM, customers can ask their bank to add the City as an ATM beneficiary.

Customers can also register on www.easypay.co.za or www.paycity.co.za to pay accounts online.

Fault reporting

Report faults to the City's call centre on 0860 103 089 or via e-Services.

Electricity sales

Customers can buy prepaid electricity via a cellphone or online after registering on one of the following websites: easypay.co.za, electricity.co.za, ibuy.co.za, ontec.co.za, power24.co.za or prepaid24.co.za.

Community and recreational facilities

City facilities such as museums, community halls and civic centres are closed.

All beaches, swimming pools, spray parks, sports fields, recreational hubs, stadia, nature reserves, resorts, campsites and braai and picnic spots are closed, as are the Company's Garden and Green Point Park.

Libraries

All libraries are closed. Library material on loan from 1 March 2020 will be extended

until the end of April 2020.

Driving licences

Driving licensing testing centres (DLTCs) are closed.

Motor vehicle license renewals

Motor vehicle licence renewals, vehicle registrations and licence payments can be done online.

An online licence application takes around 14 days from the date of application to receiving it in the post. Residents must provide proof of address when renewing motor vehicle licences.

Traffic fines

Residents can pay fines online via www.paycity.co.za, online banking or ATMs.

Utility services

Delivery of utility services – electricity, water and sanitation, and solid waste management – will continue as normal. If your rubbish is not collected on your usual day, please leave it out and be patient. Reported faults will be repaired. However, no meter readings will be done during lockdown, and billings will be estimates.

A good time to use e-Services

The first line of defence against the coronavirus is to minimise contact between people, hence the national lockdown.

The City encourages account holders to make use of the City's online services where it is possible to do so, instead of visiting City customer centres for over-the-counter transactions.

The following transactions are available on the e-Services portal:

- Careers
- E-billing and account payments
- Fault reporting and service requests
- Identity document, company registration, tax certificate, bank statement and affidavit uploads
- Indigent applications
- Informal trader bay applications
- Land use and building plan applications (DAMS) and conveyancing transactions
- Motor vehicle licence renewals
- Pet registration
- Supplier self-service

To register for e-Services, go to www.capetown.gov.za and click on the "City Connect" button, then "Register".

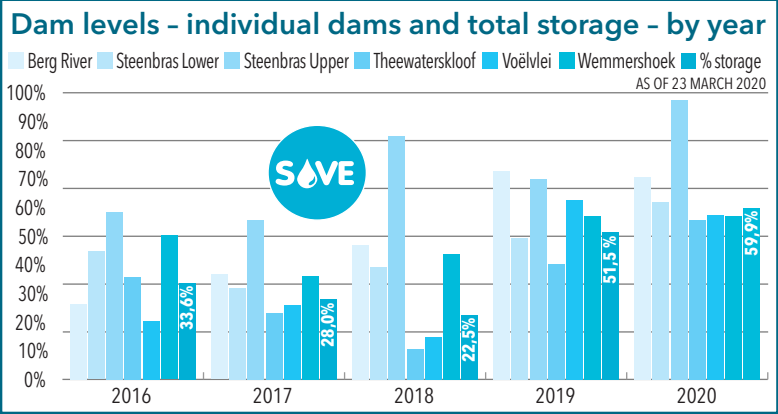
Please continue to use water sparingly

While winter rains are coming, and the dams are fuller than in past years, please use water sparingly. In mid-March, average daily use was 748 Mℓ/day, far above the target of 650 Mℓ/day.

Water use restrictions remain in force. Watering of gardens or irrigation with municipal drinking water is allowed only before 09:00 or after 18:00, for a maximum of one hour per day per property,

as follows:

- On Tuesdays, Thursdays and Saturdays, using dripper or soaker hose irrigation, or a bucket or watering can
- On Saturdays using sprinklers or a hosepipe fitted with a self-closing spray nozzle



KORTLIKS

Die burgemeester, Dan Plato, doen 'n beroep op inwoners om gehoor te gee aan president Cyril Ramaphosa se instruksies deur tuis te bly, fisiese distansiering toe te pas en streng higiëne te handhaaf. Die nasionale inperking is die enigste manier om die verspreiding van die koronavirus te stuit.

Slegs noodsaaklike Stadsdienste, soos kliëntekantore, sal vir eers oop bly vir die publiek. Byna alle openbare geriewe – waaronder die strande – is gesluit.

Markte is ook toe, en informele handel is verbode. Die Stad begryp dat dit ekonomiese swaarkry sal veroorsaak, maar die prioriteit is

nou om lewens te red.

Om besoeke aan Raadskantore vir roetinetransaksies te beperk, word inwoners aangemoedig om van die e-dienstestaplaform op die Stad se webtuiste gebruik te maak.

Daar is geen rede vir "paniekkopery" of om groot hoeveelhede kos en noodsaaklike items op te gaar nie. Kruidenierswinkels bly oop, en landbou-, voedselverwerkings- en verspreidingskettings hou aan werk.

Pasop vir swendelaars wat hulle as Stad-samptenare voordoen om toegang tot jou huis te verkry. Bel eers die Stad se oproepsentrum by 0860 103 089 om hulle identiteit na te gaan.

KHAWUNDIBALISELE

USodolophu Owongameleyo, uDan Plato, ukhuthaza abemi ukuba balandele imiyalelo kaMongameli Cyril Ramaposa yaye bahlale ekhaya, bagcine umgama ofanelekileyo phakathi komnye umntu, kunye nokuziqhelisa ucoceko olungqongqo.

Okwangoku ziinkonzo zeSixeko ezibalulekileyo kuphela ezifana nee-ofisi zabathengi eziza kuhlala zivulelekile kuntu. Zonke izinto ezenza kubemnandi – eziquka iipaki namalwandle – zivaliwe.

Iimarike zivaliwe, nendawo zokuthengisa ezingamiselwanga zithintelwe. ISixeko siyabuqonda ubunzima obuza

kubangelwa koku kwezoqoqosho, kodwa ukusindisa iimpilo kuyeyona nto ephambili.

Ukunciphisa ukufuna ukutyelela ii-ofisi zeBhunga ukwenzela intengiselwano yesiqhelo, abemi bayakhuthazwa ukuba basebenzise-i-Services ezikwiwebhusayithi yesiXeko.

Akukho sizathu zokuthenga ngokuphahazela okanye ukuthenga ukutya okuninzi nezinto ezibalulekileyo. Ziza kuhlala zisebenza livenkile ezinkulu neevenkile zokutya ziza kuhlala zivuliwe, namafama, ezenza ukutya kunye neevenkile zonolwabiwo ziza kuhlala zisebenza.

About Covid-19 and its risks

Understand what the coronavirus is, how it is spread, what the symptoms are, and who is most at risk. Many healthy people who contract it may not even know it or get ill, so lockdown is about protecting everyone.

Coronavirus disease 2019 (Covid-19) is a new disease that was first identified in Wuhan, China, last December. It has since spread worldwide, and the World Health Organisation (WHO) declared Covid-19 a pandemic on 11 March 2020.

Covid-19 is a highly contagious viral respiratory disease that spreads through close contact with infected persons. Because infected people only show symptoms between two and 14 days after infection, with an average being five days, people may be unaware that they carry the virus.

To reduce the spread of the disease, contact between people must be limited and strict hygiene is to be observed.

Lockdown is vital

South Africa has, along with many other countries, imposed a "lockdown" and restricted movement and contact between people. This drastic approach has been shown to be the most effective way to help reduce the spread of Covid-19.

The City, along with the provincial and national health departments, is mobilising resources to limit the impact. Please play your part to help to reduce the spread.

How is the coronavirus spread?

Transmission can occur:

- when an infected person coughs or sneezes, releasing droplets containing the virus into the air (and could also land on a surface), which then infect others.
- when you touch contaminated surfaces or objects, and then transfer the germs to your face, nose or eyes and become ill.

Stay informed ...

- Numerous resources have been made available regarding Covid-19. These include the following:
- Visit the **City's website** at www.capetown.gov.za, or follow the City on www.facebook.com/CityofCT or www.twitter.com/CityofCT.
 - The **National Institute for Communicable Diseases (NICD)** provides daily updates and advice on its website at www.nicd.ac.za. The NICD hotline on 0800 029 999 operates seven days a week, 24 hours a day. You can join the NCID WhatsApp group by sending "Hi" to 0600 123 456.
 - The **Western Cape government's** Coronavirus hotline on 021 928 4102 operates 24/7.



Executive action: Executive Mayor Dan Plato addresses residents at Vanguard Mall in Mitchells Plain during a City coronavirus awareness campaign. Residents were shown how to make simple, effective handwash bottles out of cold-drink bottles. The City has used these bottles to great effect for years as part of its annual childhood anti-diarrhoea campaigns. Now, more than ever, frequent hand-washing is critical.

Who is at risk?

Everyone is at risk of infection, but people with respiratory problems and pre-existing medical conditions, such as high blood pressure, heart disease, lung disease, cancer, diabetes, tuberculosis and HIV, are more at risk. Animals do NOT get or spread the disease.

People older than 60 appear to develop serious illness from the virus more often than others. The elderly are at very high risk.

Four out of five people who contract the disease will experience only mild flu-like symptoms and will recover without treatment. Older persons and those with underlying health conditions are at risk of developing severe symptoms, which may result in pneumonia, severe acute respiratory syndrome, kidney failure and even death.

What are common signs of infection?

Common symptoms are coughing, breathing difficulties and fever. Many infected people have also reported a loss of their sense of taste or smell.

Preventing the spread of the virus

By taking a few simple precautions, you can greatly reduce the spread of the virus. As the virus is spread by human contact, reducing the contact you have with others to an absolute minimum is very important.

This is why government has imposed a lockdown – to restrict the movement of citizens, and contact between them.

It is essential that you practise good hygiene and be mindful of others. See the panel alongside for more information.

When to seek medical assistance

If you experience bad flu-like symptoms – including a cough, a sore throat, shortness of breath or a fever of 38 °C – or you have come into close contact with a confirmed or suspected case of the coronavirus, you should seek medical attention.

The virus is placing enormous strain on limited healthcare resources, which have to be allocated very carefully. Please follow the steps outlined in the panel below and phone your healthcare provider or the national or provincial hotlines first.

If you are ill

If you become ill, please stay at home and isolate yourself from others in the house to prevent the spread of the infection.

City Health is prepared, but please take care with visits

All City clinics are working with the national and provincial departments of health, the National Institute for Communicable Diseases (NICD), Port Health as well as City and Provincial Disaster Management to ensure preparedness. City clinics can manage persons with symptoms and, if necessary, make the appropriate referral.

Residents should follow the normal route to access health services through their local primary health facility – their clinic – and not go to secondary or tertiary health facilities.

If you suspect that you may have contracted the coronavirus, **do not arrive at a clinic or your doctor without making an appointment.** This will give the clinic or your doctor time to make the necessary arrangements to prevent any possible spread of the virus.

When to seek medical assistance

Healthcare providers will only screen patients for the coronavirus if they are exhibiting symptoms, as there is limited capacity.

- Symptoms are flu-like, including a cough, a sore throat, short-

- ness of breath and a fever of 38 °C and higher.
- If you have come into close contact with a confirmed or suspected case of the coronavirus, or travelled abroad within the last 14 days, you should contact your nearest healthcare provider to arrange for a consultation.

Consider others when seeking care

Seek care in a way that prevents you from spreading the virus to others:

- First call your local health facility or clinic, the provincial hotline on 021 928 4102 or the NICD hotline on 0800 029 999 (toll-free). You will receive advice on what to do. Only go to your local facility if you are unable to make a call.
- Before you enter the facility, alert staff that you may have Covid-19. Expect to be asked to put on a face mask. You will be asked to wait separately from other patients.
- Should you develop difficulty breathing, seek care urgently. If possible, call ahead to your local health facility to inform them that you are on your way.

What you must do to keep yourself and others safe

The virus is primarily spread between people in a way similar to influenza (the flu), via droplets from coughing and sneezing. People who breathe in these droplets or touch infected surfaces could become infected.

Keep your distance

Reducing physical contact and, thus, the chance of spreading the infection is very important. Keep a distance of 1,5 metres from other people wherever possible – a practice known as “physical distancing”.

There is no way of knowing if another person is infected at first. It can take up to two weeks for an infected person to display symptoms. That's why the national lockdown is for three weeks.

Many infected people are asymptomatic – they show no symptoms at all and are unaware that they are hosts. Rather be safe than sorry.

Wash your hands frequently

Wash your hands frequently with soap and water for at least 20 seconds, or use hand sanitiser. Wash between your fingers, the backs of your hands, and under your nails. Ideally, dry your hands on paper towel, use that to turn off the tap, and dispose of the towel. It's especially important to wash your hands after touching public surfaces such as shopping trolleys, supermarket counters, lift buttons or ATM keypads.

Avoid touching your face

Be careful about touching your face, particularly your mouth, nose, eyes and surrounding areas, with unwashed hands.

Cover coughs or sneezes

Make sure that you cover your mouth and nose with a tissue when coughing or sneezing, as small droplets that come out of your nose and mouth can spread the virus. Throw the tissue into a bin immediately and wash your hands. If a tissue is not available, cough or sneeze into your upper sleeve or elbow.

Keep surfaces clean

Clean and disinfect frequently touched objects and surfaces such as desks, telephones and tables with soap and water or disinfectant.

KORTLIKS

Covid-19 is 'n uiters aansteeklike virale lugwegsiekte wat deur noue kontak met geïnfecteerde persone versprei. Almal is in gevaar, maar mense met bestaande mediese toestande en senior burgers is veral kwesbaar.

Mense kan aanvanklik onbewus wees daarvan dat hulle die virus onder lede het. Die beste manier om die verspreiding van die virus te beperk is deur kontak tussen mense te verminder en streng higiëne te handhaaf.

- Bly tuis en gaan slegs uit vir noodsaaklike items, soos kos en medisyne.
- Bly so ver moontlik minstens 1,5 meter weg van ander.
- Was jou hande deeglik en dikwels, veral nadat jy in

'n openbare ruimte was.

- Moenie met ongewaste hande aan jou gesig raak nie.
- Hoes of nies in 'n sneesdoekie of in die vou van jou arm.

Simptome van Covid-19 sluit in 'n knaende hoes, 'n seer keel, kortasemrigheid en koors. As jy vermoed jy het die virus opgedoen, bel die provinsiale blitslyn by 021 928 4102 of die blits-lyn van die Nasionale Instituut vir Oordraagbare Siektes by 0800 029 999 (tolvry).

Daar sal jy advies ontvang oor wat om te doen. Gaan slegs na jou naaste gesondheidsfasiliteit as jy nie kan bel nie. Moenie kliniek of dokter toe gaan sonder om 'n afspraak te maak en te noem dat jy dink jy het die virus nie.

KHAWUNDIBALISELE

I-Covid-19 sisifo esosulela kakhulu ukuphefumla esisasazeka ngokudibana nabantu abosulelekileyo. Wonke umntu usemngciphekweni, kodwa abantu abasele benezigulo abanazo nabantu abadala basemngciphekweni ngakumbi.

Kuqala abantu basenokungaqondi ukuba bayifumene ivirus. Indlela ebhetele yokunciphisa ukusasazeka phakathi kwabantu nokuziqhelisa ucoceko olungqongqo.

- Hlala ekhaya uphume kuphela ukuba uyofuna izinto ezibalulekileyo ezifana nokutya namayeza.
- Hlala imitha e-1,5 ubuncinane kwabanye nanini na unako.
- Zihlambisise qho izandla, ingakumbi emva kokuba ubukwindawo kawonke wonke.

- Musa ukubamba ubuso ngezandla ezin-gahlanjwanga.
- Ukuba uyakhohlela okanye uyathimla, kwenze oko kwiphepha eliyacuyacu (tissue) okanye kwingalo yakho egotyiweyo.

Iimpawu ze-Covid-19 ziquka ukukhohlela, umqala obuhlungu, ukusokola ukuphefumla nefiva. Ukuba ucingela ukuba ufumene ivirus fowunela i-Hotline yePhondo ku-021 928 4102 okanye i-NICD Hotline ku-0800 029 999 (umnxeba wafele-fele).

Uza kufumana ingcebiso ngomawukwenze. Ungaya kwiziko lakho lasekuhlaleni kuphela ukuba awukwazi ukufowuna. Ungavele nje ufike ekliniki okanye kugqirha wakho ngaphandle kokwenza idinga nokubachazela ukuba ucinga unentsholongwane.

Being in lockdown with others: Have a strategy

Having to stay home for three weeks as of 27 March is forcing household members into 24/7 closeness. It's going to be tough, particularly for working-from-home parents. This is the time for communication, cooperation, and some rules.

Officially, every single South African, unless they are working in essential and medical services industries, will have to stay home until 16 April. Many already had been self-isolating, and those able to work from home were asked to do so a week before the 27 March emergency lockdown. It's not going to be easy. Never has there been a more important time for families and home-sharers to work together for the physical, mental and emotional health of the entire nation.

The coronavirus is an extremely serious threat. Your family and home are only as safe as the weakest link. Every person in every household has a duty of care to ensure they keep themselves and others safe. Emotions will run high as cabin fever hits, but agreeing to certain ground rules up front will help ease the possibility of trauma. Here are some tips to consider:

- **Set your daily routine:** Keep to a daily routine of waking up early and being productive. Schedule mealtimes, alone times and family times. This is particularly important if you are working from

- home. Get up, get dressed, schedule your hours and stick to them. Be sure that others in the home understand that you need that time and space to work. Commit to time with young children and stick to your promises.
- **Consult before you act:** Leaving home for food shopping or critical medical needs is allowed. You are not permitted to walk your dog or go for a jog. Agree that before any person leaves the property, they consult so there can be a collective evaluation of the risks. It is everyone's risk.
- **Talk about issues:** People who live together are not used to being on top of one another 24/7, unable to go to work, school or to see friends. Irritations and tensions are inevitable. Agree to raise issues when they arise, and talk about them openly. Leaving them to simmer will lead to unnecessary major fallout.
- **Work together and contribute:** It's critical to work together to run the household and try and solve problems that come up. Agree to clearly divide up



Keeping boredom at bay: Cook up a careful strategy to cope with household lockdown.

the jobs to be done around the house, to be accountable to one another to get things done without being reminded or nagged. Even littlies can take on chores, and be rewarded appropriately.

- **Be creative with your time:** Everyone will get bored at some stage. Encourage and support one another to use this enforced free time creatively. People are normally so frantically busy in their daily lives that this is a time to do the things you want or need to. Clear out that cupboard, learn a new computer program, draw, paint, write or journal, garden if you have one, or plant into some pots if you don't. Cook together.
- **Stay connected daily:** Get together at least once a day to get a sense of how

each household member is feeling and managing. Work with networks in your neighbourhood and the city to stay in touch and support others who need help. Skype, video-call or phone family and friends regularly.

- **Be compassionate:** Every person is likely to feel anxious, depressed or angry from time to time. Promise one another to try to relate with understanding. Do your best to contain your own anxieties to stop them from spilling over.
- **Be physically active:** This is critical for people of all ages to keep boredom, frustration and depression at bay. If you are up for it, try one of the many #StayatHome challenges doing the rounds on social media, and do them as a family group. This could be a great time to try some yoga, breathing exercises, meditation or mindfulness practice.

Lastly, and perhaps most importantly, have courage. This is a tough time for everyone, and everyone needs to pull together. This too shall pass. Face the challenges with courage, together.

THANK YOU
to all the men and women who will continue delivering essential services during lockdown.

DANKIE
aan al die mans en vroue wat gedurende die inperking steeds noodsaaklike dienste sal lewer.

ENKOSI
Kuwo wonke amadoda namabhinqa
aza kuqhubeka nokuhambisa iinkonzo
ezibalulekileyo ngeli xesha lokuvalwa.

Let's keep Cape Town safe and healthy.
Together.

Kom ons hou Kaapstad veilig en gesond.
Gesamentlik.

Masiyigcine iNtshona Koloni ikhuselekile isempilweni.
Kunye.

Online resources for the kids (and you)

If you're at home with children of any age, there are two things you need to do. The first is to be sure they've been given good information about the situation – Eurac Research's excellent short video *The coronavirus explained to children* is perfect for young kids. The second is to find ways to keep them occupied with meaningful activities.

News24 has created a plan to help you, with tons of resources so you can simply reap the rewards: big smiles and a fairly quiet, mostly tidy home. Visit news24.com and follow the links to their coronavirus lockdown activities page. Click on "For the kids".

KORTLIKS

Die 21 dae lange inperking gaan nie maklik wees nie. Gesinne en huismaats sal moet saamwerk ter wille van almal se fisiese, geestes- en emosionele gesondheid. Elke lid van elke huishouding het 'n plig om hulleself en ander veilig te hou. Kom vooraf ooreen op 'n paar reëls:

- Beplan, en hou by 'n daaglikse roetine. Dit is veral belangrik as jy van die huis af werk.
- Raadpleeg mekaar voordat julle ry om kos of medisyne te gaan kry. Die risiko is almal s'n.
- Kom ooreen om kwessies uit te praat voordat dit 'n probleem word.
- Werk saam en help hou die huishouding aan

- die gang. Selfs die ou kleintjies kan take kry.
- Gebruik hierdie tyd om kreatief te wees.
- Bly in verbinding met mekaar en kontak familie en vriende gereeld met Skype, video- of gewone oproepe.
- Toon deernis: Almal van ons sal waarskynlik van tyd tot tyd depressief of kwaad voel. Probeer verstaan hoe ander voel. En doen jou bes om jou eie vrese in bedwang te hou.
- Bly fisies aktief: Dit is noodsaaklik om verveling, frustrasie en depressie te bestry.
- Laastens, en dalk die belangrikste, hou moed. Dis 'n moeilike tyd vir almal, en almal moet nou saamstaan. Ons sal hierdeur óók kom.

KHAWUNDIBALISELE

Ukuvala iintsuku ezingama-21 akuzuba yinto elula. Kufuneka iintsapho nabo babelana ngamakhaya basebenzisane ukwenzela umzimba, ingqondo nemvakalelo yomntu wonke. Wonke umntu kwikhaya ngalinye unomsebenzi wokuzigcina kunye nabanye bekhuselekile. Yivume eminye imithetho kwangaphambili:

- Yenza isicwangciso, yaye ugcine indlela yemihla ngemihla. Oku kubalulekile ikakhulu ukuba usebenzela ekhaya.
- Cela ngaphambi kokuba uhambe ekhaya ukuyothenga ukutya okanye uyofuna amayeza. Ngumngcipheko womntu wonke.
- Vuma ukuthetha ngemiba ngokuvulelekileyo ngaphambi kokuba ibeyingxaki.
- Sebenzisanani yaye nincedisane ekuphatheni ikhaya.

Nabantwana abancinci bangenza imisetyenzana.

- Lisebenzise kakuhle eli xesha.
- Hlala uqhagamashelana nabanye ze wenze u-Skype, i-video call okanye ufowunelane nosapho nabahlolo rhoqo.
- Yiba novelwano: Wonke umntu unalo Kungenzeka uzive udakumbile okanye unomsindo ngamanye amaxesha. Zama ukubalisa ngengqondo. Yenza okona kona kulungileyo ukulawula amaxhala akho.
- Yomelela ngokwasemzimbeni: Oku kubalulekile ukwenzela isithukuthezi, udano nokudakumba kube kude. Okokugqibela, neyona nto ebalulekileyo, yiba nesibindi. Eli lixesha elinzima kumntu wonke, yaye kufuneka wonke umntu asebenzisane. Nale, iza kugqitha.

CITY OF CAPE TOWN CONTACT NUMBERS				
Accounts and general enquiries Due to the constraints imposed by the national lockdown, the contact centre is operating at reduced capacity. E-mail and other online channels continue to operate, but urgent matters will receive priority. In-person queries are suspended. Tel 0860 103 089 (option 1) Fax 0860 103 090 E-mail accounts@capetown.gov.za contact.us@capetown.gov.za	Wherever possible, register faults at www.capetown.gov.za/servicerequests . Cable theft All-hours tel 0800 222 771 Electricity faults Due to reduced capacity, we are only able to respond to priority SMS and e-mail queries until further notice. SMS (free SMSs do not apply): 31220 E-mail: power@capetown.gov.za Eskom supply areas Call centre: 0860 037 566 SMS (free SMSs do not apply) 35328 E-mail: western@eskom.co.za	Water and Sanitation For emergencies only. Telephone: 0860 103 089 SMS (free SMSes do not apply): ... 31373 E-mail: water@capetown.gov.za Refuse services For emergencies only Telephone: 0860 103 089 E-mail: .. wastewise.user@capetown.gov.za	Roads and stormwater For reporting of critical issues such as potholes, flooding, fallen trees, open man-holes or chemical spills. Telephone: 0800 656 463 E-mail: .. Transport.Info@capetown.gov.za Metro Police and Traffic Services For emergencies only Telephone: 0860 765 423	Anti-corruption & fraud hotline Tel (anonymous, toll-free) .. 0800 323 130 Public transport (toll-free) Information centre 0800 656 463 Dial-a-Ride 0800 600 895 Contact your councillor Councillors remain available to assist communities with urgent matters during the lockdown, but in-person consultations are restricted until further notice. You can find your councillor's details on the City's website at www.capetown.gov.za under "Family and Home > Meet the City" Subcouncil offices are closed.

FOR EMERGENCIES CALL
021 480 7700
FROM ANY PHONE OR
107 FROM A LANDLINE

Find a programme, apply for a service, access online applications and more at City Connect on www.capetown.gov.za