



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# **Covid-19 Adjusted Alert Level 1 Operations and Service Notifications**

Last updated: 26 March 2021

This document is a summary of the latest service delivery updates found online at [www.capetown.gov.za/coronavirus](http://www.capetown.gov.za/coronavirus)

The information in this document is subject to change.

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## City facilities (Open | Closed)

Non-essential facilities are closed until further notice. Our essential service facilities continue to operate, but access may be restricted in the interest of public safety.

We are opening our service facilities with a phased approach in line with national government health and safety regulations.

### Recreational facilities

Art centres	Some open
Beaches	<a href="#">Open</a>
City sports fields	<a href="#">Open</a>
Community halls and Recreational hubs / Civic centres (including City Hall)	<a href="#">Open</a>
ECD centres	<a href="#">Some open</a>
Museums	Some open
Nature reserves and conservation areas	<a href="#">Open</a>
Parks	<a href="#">Open</a>
Resorts, braai and picnic spots	<a href="#">Open</a>
Spray parks	<a href="#">Open</a>
Stadia	<a href="#">Open</a>
Swimming pools	<a href="#">Open</a>

### Service facilities

Cash offices and walk-in centres	<a href="#">Open</a>
Cemeteries	<a href="#">Open</a>
Clinics and healthcare facilities	<a href="#">Open</a>
Driving licence testing centres (DLTCs)	<a href="#">Open</a>
Drop-off facilities	<a href="#">Some open</a>
Film Permit Office	<a href="#">Online applications only</a>
Home Composting Programme	Closed
Housing offices	<a href="#">Some open</a>
Libraries	<a href="#">Some open</a>
Motor vehicle registration centres (MVRs)	<a href="#">Open</a>
Municipal courts	<a href="#">Open</a>
MyEstate mobile housing services	Closed
Refuse Collection Depots	Open
Subcouncil offices	<a href="#">Open</a>
Tender Office	Open
Valuation Office Customer Service Desk	Closed

## Cash Offices/Walk-in Centres

The facilities below are open for indigent applications, municipal account payments, payment arrangements, and rates rebates applications.

Office	Status	Operating hours	
		Weekdays	Weekends
Bellville	OPEN	08:00 - 15:30	Saturday: Closed
Brackenfell	OPEN	08:00 - 15:30	Saturday: 08:00 – 11:30
Cape Town Civic Centre	OPEN	08:00 - 15:30	Saturday: 08:00 - 11:30
Durbanville	OPEN	08:00 - 15:30	Saturday: Closed
Fezeka	OPEN	08:00 – 15:30	Saturday 08:00 – 11:30
Fish Hoek	OPEN	08:00 - 15:30	Saturday: 08:00 - 11:30
Goodwood	OPEN	08:00 - 15:30	Saturday: Closed
Khayelitsha	OPEN	08:00 - 15:30	Saturday: 08:00 - 11:30
Kuils River	OPEN	08:00 - 15:30	First and last Saturday of the month: 08:00 - 11:30
Lentegeur	OPEN	08:30 - 15:30	08:00 - 11:30
Liberty Promenade Mall	OPEN	08:30 - 15:30	09:00 - 12:30
Manenberg	OPEN	08:30 - 15:30	Saturday: 08:00 - 11:30
Milnerton	OPEN	08:30 - 15:30	Saturday: 08:00 - 11:30
Parow	OPEN	08:00 - 15:30	Saturday: Closed
Plumstead	OPEN	08:00 - 15:30	Saturday: 08:00 - 11:00
Somerset West	OPEN	08:00 - 15:30	Saturday: Closed
Strand	OPEN	08:00 - 15:00	Saturday: 08:00 – 11:30
Strandfontein	OPEN	08:00 - 15:30	Saturdays: 08:00 - 11:30
Table Bay Mall	OPEN	08:30 - 15:30	09:00 - 12:30
Wesfleur	OPEN	08:00 - 15:30	First and last Saturday of the month: 08:00 - 11:30

## Clinics and healthcare facilities

### Clinics/Community Day Centres (CDCs)/ Community Health Centres (CHCs)

Clinics may close at short notice if a staff member tests positive for Covid-19. The clinic will reopen once it has been decontaminated.

Find a [clinic or healthcare facility near you](#).

### Covid-19 testing

#### Testing schedule 2020/21

Some of our clinics and healthcare facilities are offering scheduled Covid-19 testing. [View the City Health Covid-19 Testing Schedule 2020/21](#) to find out when City Health facilities will be testing.

### Field Clinics

Certain services will be transferred from clinics to field clinics to create space for managing Covid-19 cases. The field clinics are either prefabricated structures on clinic premises, or we are using community halls in close proximity.

[View a list of Clinic and healthcare facilities](#) to find out which clinics are offering Covid-19 services.

Clinic	Location	Open/closed
<a href="#">Albow Gardens Field Clinic</a>	Brooklyn Library Hall	OPEN
<a href="#">Bloekombos Field Clinic</a>	Pre-fabricated structure at Bloekombos Clinic	OPEN
<a href="#">Blue Downs Field Clinic</a>	Pre-fabricated structure at Blue Downs Clinic	OPEN
<a href="#">Brackenfell Field Clinic</a>	Pre-fabricated structure at Brackenfell Clinic	OPEN
<a href="#">Brighton Field Clinic</a>	Pre-fabricated structure at Brighton Clinic	OPEN
<a href="#">Dr. Ivan Toms Field Clinic</a>	Pre-fabricated structure at Dr Ivan Toms Clinic	OPEN
<a href="#">Eerste River Field Clinic</a>	Eerste River Multi-Purpose Hall	OPEN
<a href="#">Elsies River Field Clinic</a>	Elsies River Civic Centre	OPEN
<a href="#">Gugulethu Field Clinic</a>	Ikwezi Community Centre	OPEN
<a href="#">Heideveld Field Clinic</a>	Cathkin Community Hall	OPEN
<a href="#">Hout Bay Field Clinic</a>	Existing consultation room capacity at Hout Bay Clinic	OPEN

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Clinic	Location	Open/closed
<a href="#">Ikhwezi Field Clinic</a>	Pre-fabricated structure at Ikhwezi CDC	<b>OPEN</b>
<a href="#">Kasselsvlei Field Clinic</a>	Bellville Banquet Hall	<b>OPEN</b>
<a href="#">Kuyasa Field Clinic</a>	Kuyasa Library Hall	<b>OPEN</b>
<a href="#">Langa Field Clinic</a>	Langa Community Hall	<b>OPEN</b>
<a href="#">Lentegeur Field Clinic</a>	Lentegeur Civic Centre	<b>OPEN</b>
<a href="#">Manenberg Field Clinic</a>	Manenberg Community Hall	<b>OPEN</b>
<a href="#">Masiphumelele Field Clinic</a>	Masiphumelele Community Hall	<b>OPEN</b>
<a href="#">Mzamomhle Field Clinic</a>	Pre-fabricated structure at Mzamomhle Clinic	<b>OPEN</b>
<a href="#">Nolungile Field Clinic</a>	Site C Library Hall	<b>OPEN</b>
<a href="#">Nyanga Field Clinic</a>	Pre-fabricated structure at Nyanga Clinic	<b>OPEN</b>
<a href="#">Ocean View Field Clinic</a>	Ocean View Civic Centre	<b>OPEN</b>
<a href="#">Parkwood Field Clinic</a>	Pre-fabricated structure at Parkwood Clinic	<b>OPEN</b>
<a href="#">Phumlani Field Clinic</a>	Pre-fabricated structure at Phumlani Clinic	<b>OPEN</b>
<a href="#">Protea Park Field Clinic</a>	Rebekka Van Amsterdam Hall	<b>OPEN</b>
<a href="#">Ravensmead Field Clinic</a>	Ravensmead Recreation Hall	<b>OPEN</b>
<a href="#">Sarepta Field Clinic</a>	Sarepta Community Hall	<b>OPEN</b>
<a href="#">Silvertown Field Clinic</a>	Bridgetown Community Centre	<b>OPEN</b>
<a href="#">Sir Lowry's Pass Field Clinic</a>	Pre-fabricated structure at Sir Lowry's Pass Clinic	<b>OPEN</b>
<a href="#">St Vincent Field Clinic</a>	Hugenote Hall	<b>OPEN</b>
<a href="#">Tafelsig Field Clinic</a>	Thusong Centre	<b>OPEN</b>
<a href="#">Town Two Field Clinic</a>	Pre-fabricated structure at Town Two CDC	<b>OPEN</b>
<a href="#">Wallacedene Field Clinic</a>	Pre-fabricated structure at Wallacedene Clinic	<b>OPEN</b>
<a href="#">Weltevreden Valley Field Clinic</a>	Colorado Community Centre	<b>OPEN</b>

### Environmental Health (EH) Offices

[View a list of Environmental Health Offices](#)

### Driving Licence Testing Centres (DLTCs)

[All our DLTCs](#) are open between 08:00 and 15:30 on weekdays (Monday - Friday) and 08:00 – 12:30 on Saturdays.

#### Extended services

The following DLTCs are open on Sundays from 08:00 - 12:00

[Fish Hoek](#) | [Gallows Hill](#) | [Goodwood](#) | [Hillstar](#) | [Milnerton](#) | [New Ottery](#) | [Parow](#) |

#### Services available/ unavailable

**The following services are available at our DLTCs:**

- [Driving licence applications](#)
- [Foreign conversions of driving licences](#)
- [Learner licence applications and tests](#)
- [Renewal of driving licences](#), temporary licences, PRDPs, permits, etc.
- Tow-aways and impoundments
- [Traffic fine/ warrant payments](#)

**Please note:** New bookings for learner and driving licence tests are available, however, there may be a delay. We are currently conducting all previously booked tests so you may need to wait for an available date.

View the [Waiting times for driver's licence tests](#). View a [list of Motor Vehicle Licensing and Registration offices](#).

**Extensions:** If your driving licence card, PrDP, temporary driving licence or learners licence expired between 26 March 2020 and 31 December 2020, an automatic extension is granted until the 31 August 2021.

## Drop-off facilities

The following drop-off sites are now open, and accepting the following waste materials free of charge:

View the [Conditions of Use for Drop-off facilities](#).

KEY:	
Permitted	✓
Not permitted:	✗

DROP-OFF FACILITIES		GARAGE WASTE	CLEAN BUILDER'S RUBBLE	CLEAN GARDEN WASTE	RECYCLABLES	SITES OPENING AND CLOSING TIMES			
		Residents only	Open to all users	Residents and garden refuse companies	Open to all users	Monday - Friday	Saturday and Public Holidays	Sundays	
1.	Atlantis, Dassenberg Rd (Limited Capacity Available)	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00– 13:00	
2.	Belhar, Adam Tas Avenue, Belhar	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
3.	Bellville Refuse Transfer Station, off Sacks Circle Bellville	✓	✗	✗	✓	08:00 – 18:00	08:00– 18:00	09:00 – 13:00	
4.	Bellville Landfill, off Sacks Circle Bellville	This site only accepts Builders Rubble.							
5.	Coastal Park Landfill, Baden Powell Drive, Muizenberg	✓	✓	✓	✓	08:00 – 18:00	08:00 – 18:00	09:00 – 13:00	
6.	De Grendel, Cnr 5 <sup>th</sup> Avenue and Bertie Genade Str, Parow (Limited Capacity Available)	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
7.	Delft, Fabriek Street, Delft	✓	✓	✓	✓	08:00– 18:00	08:00 – 17:00	09:00 – 13:00	
8.	Faure, Old Faure Road, Eerste River	✓	✓	✓	✓	08:00 – 18:00	08:00– 17:00	09:00 – 13:00	
9.	Gordon's Bay, Sir Lowry's Pass Road	✓	✓	✓	✓	08:00 – 19:00	08:00 – 17:00	09:00 – 17:00	
10.	Hout Bay, Main Rd, Near Mandela Road	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
11.	Induland, Induland Ave, Hanover Park	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
12.	Kensington, Dapper Rd (Limited Capacity Available)	✓	✓	✓	✓	08:00- 18:00	08:00 – 17:00	09:00 – 13:00	
13.	Killarney, Potsdam Rd	✓	✓	✓	✓	08:00 – 19:00	08:00 – 17:00	09:00 – 17:00	
14.	Kommetjie, Kommetjie Rd	✓	✓	✓	✓	08:00 – 19:00	08:00 – 17:00	09:00 – 17:00	
15.	Kraaifontein Waste Management, Cnr Maroela and Sandringham Rds	✓	✓	✓	✓	08:00 – 16:00	08:00 – 16:00	09:00 – 13:00	
16.	Mitchells Plain, Spine Rd	✓	✓	✓	✓	08:00 – 19:00	08:00 – 17:00	09:00 – 17:00	
17.	Ravensmead, Industrial Ring Rd	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
18.	Retreat, 10 <sup>th</sup> Avenue	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
19.	Schaapkraal, Old Schaapkraal Rd	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
20.	Sea Point, Tramway Rd	✗	✗	✗	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
21.	Simon's Town, Blue Waters Close	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00- 13:00	
22.	Swartklip, Swartklip Rd, Mitchells Plain	✗	✗	✓	✓	08:00 – 18:00	08:00 – 18:00	09:00 – 13:00	
23.	Tygerdal, Orange Street	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
24.	Vissershok Landfill Site, Frankdale Road, off N7, Table View	✓	✓	✓	✓	08:00 – 18:00	08:00 – 18:00	<b>CLOSED</b>	
25.	Welgelegen, Akademie Street	✓	✓	✓	✓	08:00 – 18:00	08:00 – 17:00	09:00 – 13:00	
26.	Woodstock, Beach Rd	✓	✓	✗	✓	08:00 – 19:00	08:00 – 17:00	09:00 – 13:00	
27.	Wynberg, Rosmead Ave	✓	✓	✓ (residents only)	✓	08:00 – 19:00	08:00 – 17:00	09:00 – 17:00	

### Drop-off facilities that are closed

[Athlone Refuse Transfer Station](#) (Household Hazardous waste and Transfer Station sections), Bhunga Avenue

**Please note: The drop-off facility section is open, but only for garden greens and garage waste disposal.**

## Household hazardous waste (HHW)

We have opened Athlone Refuse Transfer Station Household Hazardous Waste (ARTS-HHW) facility, however, the ARTS-general drop-off facility for use by residents is closed.

View our [Hazardous Waste Types and Disposal Guides](#).

The following Household Hazardous Waste can be disposed of at Athlone Refuse Transfer Station:

Accepted as household hazardous waste	Not accepted
<ul style="list-style-type: none"> <li>Asbestos waste: limited to plant containers, gutters or old cement heaters</li> <li>CFL (compact fluorescent lamps); other discharge lamps</li> <li>Chemical waste products: air fresheners etc.</li> <li>Electronic waste: cellphones, appliances etc.</li> <li>Old paint and brushes</li> <li>Pesticide waste</li> <li>Swimming pool chemicals</li> <li>Used batteries</li> <li>Used oils</li> </ul>	<ul style="list-style-type: none"> <li>Any product contaminated by infectious bodily fluids</li> <li>Bulk household hazardous waste (from home, business, school)</li> <li>Explosive, compressed waste: e.g. gas cylinders</li> <li>Medical waste: used bandages, expired medicine</li> <li>Sanitary waste: Soiled disposable nappies and adult diapers</li> </ul>

## Early Childhood Development Centres (ECDs)

The following ECD centres are open:

[Ecclesia ECD Centre](#) | [Eulalie Scott Educare Centre](#) | [Fisantekraal ECD Centre](#) | [Jenny Morris Educare Centre](#) | [Little Lillies Educare Centre](#) | [Masiphumelele Educare Centre](#) | [Mfuleni ECD Centre/ Sisonke](#) | [Mighty Minds Educare Centre](#) | [Rainbow ECD Centre](#) | [Happy Valley \(Sing for Africa\) ECD Centre](#) | [Zusakhe ECD Centre](#)

## Housing Offices

The following housing offices are open on Weekdays from 8:00 – 15:00. View the full list of [Housing Offices](#).

[Adriaanse](#) | [Bonteheuvel](#) | [Leonsdale](#) | [Lwandle](#) | [Manenberg](#) | [Parkwood](#) | [Parow](#) | [Ravensmead](#) | [Retreat](#) | [Scottsdene](#) | [Valhalla Park](#) | [Wesfleur](#)

## Libraries

The City's Library Service is gradually returning to a full service offering. Some libraries are now allowing walk-ins and browsing.

### Services available

Operating hours	
Monday- Friday: 09:00-16:00	Saturday: 09:00-12:00

- Loan period** – 30 days
- Renewal** – one renewal for additional 30 days
- Borrowing privileges** – 20 items including five audio-visual items (CDs/DVDs)
- No reservations or inter-library loans will be done at present

For more information, go to [opac.capetown.gov.za](http://opac.capetown.gov.za)

**Not all libraries are offering the same services, find out which services are available at each library below:**

Drop and collect, browsing, study access and SmartCape access:
Adriaanse, Athlone, Avondale, Belhar, Bellville South, Bishop Lavis, Brooklyn, Bothasig, Brackenfell, Bridgetown, Brown's Farm, Camps Bay, Claremont, Central, Crossroads, Delft, Delft-South, Dunoon, Durbanville, Eersteriver, Eikendal, Elsies River, Fisantekraal, Fish Hoek, Grassy Park, Gugulethu, Hanover Park, Harare, Huguenot Square, Kensington, Koeberg, Kraaifontein, Kuyasa, Lansdowne, Langa, Leonsdale, Lotus River, Macassar, Maitland, Mamre, Manenberg, Masiphumelele, Meadowridge, Melton Rose, Milnerton, Moses Mabhida, Muizenberg, Nyanga, Ocean View, Ottery, Parow, Philippi East, Pinelands, Retreat, Rondebosch, Rylands, Colin Eglin Sea Point, Scottsdene, Simonstown, Southfield, Strandfontein, Strand, Suider-Strand, Table View, Mitchell's Plain Town Centre, Valhalla Park, Vredehoek, Westridge, and Woodstock.



<b>Drop and Collect ONLY</b>
Goodwood, Gordon's Bay, Lentegeur, Kommetjie, Mowbray, Pelican Park Satellite, Plumstead, Rocklands, Somerset West and Weltevreden
<b>Drop and Collect and browsing ONLY</b>
Edgemead   Khayelitsha Site B   Kulani   Masakhane   Tygervalley
<b>Drop and Collect, browsing and SmartCape access</b>
Lwandle/Hector Pietersen   Kloofstreet   Kuils River   PD Pause   Sir Lowry's Pass   Tokai   Wynberg
<b>Drop and Collect, browsing and study access ONLY</b>
Bonteheuwel   Heideveld   Hout Bay  Nazeema Isaacs
<b>Drop and Collect, Study and SmartCape access ONLY</b>
Hangberg   Mfuleni   Tafelsig

### Motor Vehicle Registration and Licensing (MVR) offices

The following MVR offices are open for registration and licensing of all vehicles

Office	Status	Operating hours	
		Weekdays	Weekends
Airport Industria	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 – 11:30
Atlantis	<b>OPEN</b>	Mon, Wed, Fri: 08:00 - 15:30	Saturday: closed
Bellville	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 – 11:30
Brackenfell	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 – 11:30
Cape Town Civic Centre	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 – 11:30
Durbanville	<b>OPEN</b>	08:00 - 15:30	Saturday: Closed
Fezeka	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 – 11:30
Fish Hoek	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 - 11:30
Goodwood	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 - 11:30
Kuils River	<b>OPEN</b>	08:00 - 15:30	1 <sup>st</sup> and last Saturday of the month: 08:00 - 11:30
Liberty Promenade Mall	<b>OPEN</b>	08:30 - 16:00	09:00 - 12:30
Milnerton	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 – 11:30
Parow	<b>OPEN</b>	08:00 - 15:30	Saturday: Closed
Pinelands	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 – 12:00
Plumstead	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 - 11:30
Somerset West	<b>OPEN</b>	08:00 – 15:30	Saturday: Closed
Strand	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 - 11:30
Strandfontein	<b>OPEN</b>	08:00 - 15:30	Saturday: 08:00 - 11:30
Table Bay Mall	<b>OPEN</b>	08:30 - 16:00	09:00 - 12:30

### Municipal courts

All municipal courts are open for all cases. Restrictions on access to court buildings will be enforced to ensure compliance with the recommended social distancing guidelines.

Office	Address	Contact numbers
<b>Atlantis</b>	Wesfleur Municipal Building, Wesfleur Circle, Atlantis	021 444 4225/ 021 444 4227
<b>Blue Downs</b>	Blue Downs Magistrate's Court, Butskop Road, Blackheath	021 909 5268/ 021 909 5278
<b>Cape Town</b>	Strand Concourse, Cape Town	021 400 2183/ 021 444 7551 / 2/ 3 / 4 / 5
<b>Goodwood</b>	Hugo Street, Goodwood	021 444 7359 / 021 444 7361/ 3 / 021 444 8228 / 9 /
<b>Khayelitsha</b>	Corner Walter Sisulu and Steve Biko Drives, Khayelitsha	021 361 1144 / 021 361 1269
<b>Mitchells Plain</b>	Cnr Melkbos and Merrydale Avenues, Lentegeur	021 400 6275/ 6/ 7/ 8/ 9 / 80/ 81/ 82
<b>Parow</b>	Beacon Street, Parow	021 444 1851 / 021 444 1973/ 021 444 4383 / 4/ 5

Office	Address	Contact numbers
<b>Simon's Town</b>	Simon's Town Library, St Georges Street	021 786 8600 / 021 786 4602
<b>Somerset West</b>	Town Hall, Cnr Main and Church Streets, Somerset West	021 444 6935/ 6 / 7 / 8
<b>Strand</b>	Municipal Court, Cnr Main Road and Fagan Street, Strand	021 850 4100 / 021 850 4255
<b>Wynberg</b>	Wynberg Magistrate's Court, Church Street	021 444 6862/ 3/ 4 / 5 / 6 / 021 444 6931/ 021 444 6857

### Available services

- Court appearances
- General enquiries relating to any summons/notice
- Paying of traffic fines and warrants of arrest
- Payment of any admission of guilt fines for other summons/notices to appear (section 56 notice) issued by the City
- Written representations directed to the relevant prosecutor.

### Nature Reserves and conservation areas

See a list of all [Nature Reserves](#) and [Biodiversity Parks](#).

- Adhere to notices at the entrance
- All water bodies will be open for exercise and recreational purposes
- [Entrance fees](#) will be charged as per normal, and where applicable
- Limited ablution facilities and bird hides will be available
- No entry without a mask or cloth to cover your nose and mouth
- Reserve offices will remain closed to public
- Reserves will be open as per the normal times and indicated at the entrance

Picnic spots and braai areas in the nature reserves are open, but the City will limit the number of visitors in line with Covid-19 health and safety protocols, as and when needed. The applicable nature reserves are: Helderberg; False Bay; Blaauwberg; Tygerberg; Table Bay; Durbanville; and Bracken.

**Remember: No alcohol is allowed in the nature reserves, with the exception of pre-approved events.**

### Resorts

#### Resort operational times and regulations

1. All [City resorts](#) are open.
2. Camping sites will be available from 12 March 2021
3. Bookings for the Easter Holidays will be open from 11 March 2021.
4. All persons entering City premises do so at their own risk. The City will not be held responsible for any damage, loss or injury to any person or property arising from any cause whatsoever. Based on national Covid-19 health and safety regulations, the City has reviewed access to City resorts. Visitors are required to take note of the following conditions currently in effect:

#### Terms and conditions for patrons visiting City resorts during lockdown

1. Face masks are mandatory therefore, "no mask, no entry" at all City facilities. Also remember that masks must be worn at all times whilst inside the resort. Notices to this effect have been placed at the entrance of all City premises and must be adhered to.
2. All visitors must sanitize their hands on entry at each facility. Hand sanitizers and notices have been placed at each entrance of all City buildings. Note that theft and vandalism of City provided hand sanitizers on premises is prohibited and anyone found guilty of this offence will be criminally charged.
3. All staff and patrons will be subjected to a Covid-19 screening process before access to the resort is granted.
4. The number of patrons allowed at City facilities has been reduced. Based on the current Covid-19 lockdown regulations, a maximum capacity of patrons will be allowed into each resort. The maximum capacity is determined at the discretion of facility management at each resort.
5. 1,5 m social distancing must be strictly adhered to, specifically in areas that have been clearly demarcated.
6. Outdoor play and recreational areas (e.g. such as playgrounds, tidal and swimming pools) can only be used, if social distancing can be implemented. Children need to be supervised at all times. Note that patrons are

responsible for sanitizing before and after use, as the City does not provide for sanitizing outdoor equipment after every use.

7. Campers make use of shared public ablutions and City facilities at their own risk. Facilities are cleaned three times a day and will be closed whilst cleaning and sanitizing is taking place. Patrons are responsible for their own cleaning and sanitizing of facilities from 16.00pm – 08.00am when there is no staff on duty.
8. Campers are requested to keep facilities clean and tidy for their own safety and that of others. Any abuse of facilities should be reported to reception or security.
9. Campsites are not deemed to be low risk accommodation during the Covid-19 period. Patrons are encouraged to self-isolate elsewhere, prior to visiting a campsite.
10. Any person who develops Covid-19 symptoms whilst at a campsite will be sent home immediately.
11. No patrons are allowed visitors at campsites.
12. Don't share any personal items with people that you don't live with.
13. Children need to be assisted and supervised by an adult when using ablutions and hand washing taps or basins.
14. Hand must be washed thoroughly after using waste bins, touching handles and other frequently used touch points.
15. Campers must keep to a 1.5m social distance at all times. If an ablution is full, please wait outside and adhere to social distancing whilst in line.
16. Patrons are encouraged to bring their own hand sanitisers and wet wipes to clean surfaces in the shared communal areas.
17. Congestion in communal areas such as receptions and waiting areas must be limited. The number of people allowed to enter the reception area will be controlled by facility staff.
18. Management reserves the right to close a resort at any time and may cancel bookings at short notice, if national regulations change and/or or if there is a Covid-19 positive case or risk of outbreak at any resort.

**We ask that you prepare yourself accordingly and take note of the regulations currently being implemented, prior to visiting any City facility. It is important that we all work together to ensure adherence for the safety of everyone.**

**The City reserves the right to terminate access and use of this facility for any person, in the event of non-compliance with Covid-19 regulations.**

**If you display any symptoms of Covid-19 or if you have a cold or flu, please do not enter the facility. Immediately contact your medical practitioner or the Covid-19 helpline on 0800 029 999 or 021 928 4102 or WhatsApp 0600 123 456.**

## Swimming pools

### The following swimming pools are open:

Bellville South; Kensington; Langa; Morningstar; Sea Point; Trafalgar Park; Athlone; Bellville; Blue Downs; Bonteheuwel; Browns Farm; Delft; Eastridge; Emthonjeni; Goodwood; Hanover Park; Khayelitsha; Lenteguur; Manenberg; Muizenberg; Parow North; Retreat; Ruyterwacht; Strand; Wesfleur; Westridge; Wynberg

**All swimming pools will close on 12 April 2021 unless otherwise specified.**

### The following swimming pools are closed:

Elsies River | Long Street | Mnandi | Newlands | Observatory | Parow Valley | Ravensmead | Vulindlela

[View the schedule for more information.](#)

## Service notifications

Go to [www.capetown.gov.za/coronavirus](http://www.capetown.gov.za/coronavirus), or follow us on Twitter [@CityofCTAlerts](https://twitter.com/CityofCTAlerts) or [Facebook](https://www.facebook.com/capetown) for the latest updates.

## Business support

### Business support options for guest houses and B&Bs

Go to [Business support options for guest houses and B&Bs](#) to find out how to apply.

### Invest Cape Town

## Business support options for guest houses and B&Bs

### Support and advice for business and industry

Find all the latest news, press releases, research and downloadable resources for business from the provincial and national government. It is also linked to Wesgro, Cape Town Tourism and other useful sites. Go to [www.investcapetown.com](http://www.investcapetown.com) to find credible and vital information and feel free to share it.

## Relief options for commercial property owners

If your account is in arrears but you do not normally qualify for rates rebates or indigent benefits.

Apply for a payment arrangement at no interest via email:

[Covid19.Relief@capetown.gov.za](mailto:Covid19.Relief@capetown.gov.za) or SMS to 48043

## Rental relief options for City's business lessees

For those businesses leasing property from the City that were forced to close temporarily or permanently, the following two-phased consumer journey has been adopted:

**Phase 1:** Rental reduction based a proven business case by the applicant.

**Phase 2:** Payment arrangements based on a proven business case, aligned to existing lease terms and conditions.

Email [realestate.service@capetown.gov.za](mailto:realestate.service@capetown.gov.za) for more information and details on how to apply.

## National government and external business relief options

Visit: <https://www.gov.za/Coronavirus/support-business> for National Government business support options.

### The South African Future Trust:

This fund, set up by Nicky and Jonathan Oppenheimer, provides funding for businesses affected by the crisis. Apply for interest-free loans to pay employees. You can apply via your own bank.

More information can be found here: <https://opp-gen.com/saft/>.

## Cemetery operations (funerals and burials)

Our cemeteries are open, but [operating with certain limitations](#). Find out more about [our cemeteries](#).

[National regulations around the treatment of Covid-19 deceased and funerals](#)

## Council

- All [subcouncil offices](#) are open to the public.
- See the [councillor directory](#) to get in touch with a Councillor.
- Remote meetings resumed on Monday, 25 May 2020. [Check the meeting calendar](#).

## Events

### Protocols for hosting safe events during Covid: Standard Operating Procedure (SOP)

The Events Permit Office will only accept and process applications for events **not exceeding 250 participants**.

Current regulations, gazetted on Monday, 1 March 2021, only allow for gatherings with a maximum of 100 participants for indoor facilities and 250 for outdoor gatherings.

We will require a risk assessment and a Covid-19 mitigation plan for every event before an [event permit is issued](#).

Our [Event Permit office](#) will advise on the SOPs and, along with city law enforcement agencies, will monitor compliance on the implementation of the Covid-19 mitigation and safety measures.

All event organisers and their service providers must adhere to all the protocols and applicable regulations, including hygiene on set and social distancing, to ensure the [safety of everyone at an event](#).

All venue owners/ managers and event organisers must agree on, and document their respective roles and responsibilities regarding Covid-19 mitigation implementation measures before, during and after an event.

Find out more about [Event safety and download the SOP document](#).

## Filming

Our Film Permit office is open, but we are only accepting [online applications](#) until further notice.

## Health services

### Clinic services

We have implemented measures to manage clients at City clinics during the Covid-19 pandemic, including:

- An appointment system to reduce time spent at the clinic
- Fast lane for family planning, immunisation, pregnancy tests etc.
- Recalling patients and close contacts of TB patients telephonically to discuss abnormal sputum, blood results etc.
- Triage and screening of patient at entry points.

### Services that have been reduced until further notice include:

- deworming for children older than two
- male circumcision
- outreaches to educare centres (these facilities are currently closed)
- postponement of non-urgent nutritional appointments
- routine weighing of children (only weighing children attending for immunisation and curative services)

## Hotspots

Six hotspot sub-districts were identified in Cape Town, including:

Sub-district	Areas most severely affected
Tygerberg	Bellville, Elsies River, Goodwood
Khayelitsha	
Western	DuNoon
Klipfontein	Delft, Delft South, Gugulethu, Nyanga, Manenberg
Southern	ImizamoYethu, Philippi
Eastern	Mfuleni

## Revised Covid-19 strategy

Our Health Department is working closely with its provincial health partners to implement the revised Covid-19 strategy in the metropole.

**With the virus caseload rising, the emphasis has shifted to a risk stratified case management approach, including:**

1. identifying where the Covid-19 hotspots are, and
2. identifying individuals in those areas who are high risk.

The Western Cape Health Department announced that testing for Covid-19 will be limited to high risk individuals going forward.

### You will be considered high risk if:

- You are a health care worker with coronavirus symptoms
- You are already in hospital and have coronavirus symptoms
- You are over 55, have other illnesses such as diabetes, hypertension etc. And have coronavirus symptoms
- You are under 55, with underlying conditions and have coronavirus symptoms
- You live in a care facility or old age home and have coronavirus symptoms

## Safety and security

### Donate essential items

Donate essential items: food parcels, vanity packs (soap, toothpaste, toothbrushes, facecloths, sanitary towels), toilet paper, adult diapers, mattresses, blankets, personal protective equipment

**For more information, contact our Disaster Risk Management Centre:**

Telephone: [021 597 6004](tel:0215976004)

Email: [disaster.donations@capetown.gov.za](mailto:disaster.donations@capetown.gov.za)

### Donate to the animal welfare sector

The pandemic has affected entire communities, including animals. Some animals have become strays, and others have been surrendered to struggling animal welfare shelters or advertised for adoption by owners on social media.

The Cape Animal Welfare Forum (CAWF) appreciates any donations towards any of the 33 charities that are registered under CAWF. Some examples of needed donations include: pet food, blankets, saleable household goods to support the animal charity shop including clothing, household goods, books or linen.

For more information on how you can help, contact the chairperson of CAWF, Karen de Klerk on the following email address: [info@cawf.co.za](mailto:info@cawf.co.za)

### Neighbourhood Watch (NHW) groups

All members must comply with the national regulations and directives made by the Department of Health.

**For more information and general enquiries, email:** [neighbourhood.watch@westerncape.gov.za](mailto:neighbourhood.watch@westerncape.gov.za)

## Tenders/RFQ and Supply

Our Tender Office is open for in-person collection and submission of tender / RFQ documents.

## Transport, fines and vehicle licensing

### Learner/ driver's licence renewals

All learner's licences, driving licence cards, temporary driving licences and professional driving permits that expired between 26 March 2020 and 31 December 2020, remain valid and the **grace period for renewals has been extended to 31 August 2021**.

### Car licence disc renewals and registration

#### Online vehicle licence disc renewals

[Register for e-Services](#) to [renew your licence](#) online.

**Please note:** If you applied online before 26 March 2020, your disc will still arrive. The postal service has resumed but there are backlogs. If you applied online after 26 March 2020, you need to reapply online.

**Note the following (regulations as per the National Department of Transport):**

- All motor vehicle licence discs that expired on 31 March, 30 April, 31 May or 31 August 2020 **had until 22 September 2020 to [renew their licences](#)**.
- **Discs that expired on 30 June 2020:** payment and renewal had to be renewed by 21 July 2020
- **Discs that expired on 31 July 2020:** payment and renewal had to be renewed by 21 August 2020

### Motor trade number licence renewals

The grace period for Motor trade number licences that expired between 26 March 2020 and 31 May 2020 ended on 30 November 2020.

## Roadworthy certificates

Roadworthy certificates must be renewed by 31 January 2021

## Traffic fines and warrants

Municipal courts have reopened. No new traffic cases were enrolled during National Lockdown Alert Levels 5 and 4, therefore, summonses may be re-issued at a later stage. If you had matters on the court roll during these levels, liaise with [the relevant court](#) in order to establish the status of your case.

Pay your traffic fine online, go to [www.paycity.co.za](http://www.paycity.co.za) or [www.paymyfines.co.za](http://www.paymyfines.co.za).

## Public transport

**MyCiTi:** Check [the website](#) for active bus routes.

For travel permit information, go to <https://sacoronavirus.co.za/guidelines-and-relief/> and consult the regulations.

## Urban Management

### Informal Trading

Registered traders do not need to apply for a Covid-19 permit if they already have a valid trading permit issued by the City.

- View the [Informal Trading Conditions](#).

Call the City's Urban Management Directorate call centre for more information on **021 400 3131** (Option 6).

For more information and/or queries regarding the toolkits, please call **021 400 3131** (option 6) or email [informal.trading@capetown.gov.za](mailto:informal.trading@capetown.gov.za) or [business.support@capetown.gov.za](mailto:business.support@capetown.gov.za).

[Apply for an informal trading permit](#) online via e-Services.

## Waste services

### Refuse collection delays

**Please note: we are currently experiencing delays in the maintenance of Solid Waste vehicles.**

Please leave your bin out until 21:00, and bring it out again the following morning at 06:00. If not collected on the scheduled day, your refuse will generally be collected the following day. In exceptional cases, where even this is not possible due to various issues, bring your bin out every day until your refuse is collected (including Saturdays and Sundays).

For the latest updates follow us on Twitter [@CityofCT](#) or [Facebook](#).

**Read the following useful guides to minimise negative impacts:**

- [Refuse Collection Delays: Bin Care and Waste Disposal Guidelines](#)
- [Guidelines for Domestic Waste Disposal During the Covid-19 Pandemic](#)

### Waste disposal

- [Waste Disposal and Drop-offs Notice](#)
- See our Solid Waste Management's [Covid-19 Disposal Arrangements Notice](#).

## Water and Sanitation

### Spring water collection points

The following Springs are open to the public:

**The Newlands Springs:** *northern side of the Newlands Swimming Pool, near the Dean Street Shopping Centre.*

**Bradwell Springs:** *corner of Upper Buitenkant and Ludlow Street site.*

Both sites will be open Monday to Sunday from 05:00 - 21:00.

**You must adhere to the following rules at all times when visiting the sites:**

- Collections are limited to a maximum of 25 litres at a time to prevent backlogs from forming
- Ensure your container does not touch the tap
- Keep a physical distance of 1,5 meters from others at all times.
- No entry to the site without a mask
- Open and closed taps with the back of your hands
- Sanitise your hands upon entering the site.

**The following safety measures are in place to help prevent the spread of Covid-19:**

- Additional security will be provided to manage the physical distancing, parking arrangements, and other Covid-19 regulations.
- Eight taps will be open (out of the current 16) at the Newlands spring site to allow for physical distancing during water collection.
- Hand sanitiser will be provided at the entrance to the facility
- Security will be monitoring and ensuring that containers do not touch the bottom part of the tap.
- This water is **not for commercial use**, and may not be sold. Our City Health, Law Enforcement and Water Departments will monitor the site and act on municipal violations as they arise.

**Reminder:** the **spring water is not treated**, and it is used at your own risk.

## Online and telephonic services

We encourage you to use our telephonic and online services to conduct your business, wherever possible. Avoiding social contact will help to reduce the spread of the virus.

- Our call centre is still operating 24/7, but only for essential service queries.
- [Contact the City](#)
- [Submit a service request online.](#)

## Building plan, land use and development applications

The construction industry, residents, government departments and professionals can continue to submit building plans, development and land use applications via our e-Services platform.

- [Register for e-Services](#)
- [Submit an application using our Development Application Management System \(DAMS\)](#)

## Financial relief options

### Indigent relief

We have [adjusted the processes of our indigent, disabled and pensioner rebate applications](#), which will help those affected by the Covid-19 crisis to qualify faster for rebates.

- Send an email to [indigent.relief@capetown.gov.za](mailto:indigent.relief@capetown.gov.za) or visit [www.capetown.gov.za/indigentbenefits](http://www.capetown.gov.za/indigentbenefits)
- View other [financial relief options for property owners](#) during the Covid-19 crisis.



## Invoices and account payments

The South African Post Office (SAPO) is open, however, they are operating with skeleton staff due to the pandemic. To avoid possible delays, and to ensure that you receive your bill on time, make use of our online options:

- If you did not receive your invoice via post, you can request a copy via email to [accounts@capetown.gov.za](mailto:accounts@capetown.gov.za).
- [Register for e-Services](#) to view all your account details online, and [register for e-Billing](#) to receive your monthly rates account via email.

Find out more about how to [pay your rates and services account](#).

## Register for e-Services

**Our e-Services platform allows you to:**

- [Pay and renew your vehicle licence](#)
- [Receive accounts via email, pay accounts, view current account and account history](#)
- [Log service requests](#)
- Submit [water meter](#) and [electricity meter](#) readings

## Reporting

### Electricity faults

**For faults and emergencies:**

- send an SMS to 31220 or,
- email [power@capetown.gov.za](mailto:power@capetown.gov.za) or [faultreport.centre@capetown.gov.za](mailto:faultreport.centre@capetown.gov.za).

Visit the City's website to [apply for a prepaid electricity meter](#) in the future.

**Alternatively, you can:**

- [register for e-Services](#) and manually submit your meter readings, or
- send a photo of the meter reading by email to [electricity.meterreading@capetown.gov.za](mailto:electricity.meterreading@capetown.gov.za), or
- phone [021 444 6286](tel:0214446286) / [021 444 8432](tel:0214448432) / [021 444 8478](tel:0214448478) / [021 444 1554](tel:0214441554) or [0860 103 089](tel:0860103089).

### Water faults

Submit water-related service requests, including: burst mains, no water at a property, stolen meters and sewer blockages/overflows, using the following channels:

- Call [0860 103 089](tel:0860103089) (choose option 1 for Solid Waste and option 2 for water-related matters)
- Email [water@capetown.gov.za](mailto:water@capetown.gov.za) or SMS 31373 (max of 160 characters)
- Online: <http://www.capetown.gov.za/servicerequests/>

### Other

View our [Fault Reporting Guide](#) for a list of the type of faults you can report using the following channels:

1. Call [0860 103 089](tel:0860103089)
2. [Submit a service request \(C3\) online](#)

## Other

Always remember to take note of the reference number provided. You will need your reference number to follow up on any service requests that you have submitted.

For refuse collection delays, stolen bins etc., email: [wastewiser.user@capetown.gov.za](mailto:wastewiser.user@capetown.gov.za)

## Guidelines

### Guidelines for Domestic Waste Disposal During the Covid-19 Pandemic

Follow our guidelines for the disposal of household waste to help prevent the spread of Covid-19. These guidelines are aligned to national and provincial guidelines and exist to curb the spread of the coronavirus to the refuse collection staff and others.

1. All waste items that have been in contact with someone who has Covid-19 or who you suspect may have been infected, must be disposed of in a separate container (e.g. used tissues, wipes, masks etc.)
2. Double-bag this waste.
3. Keep this waste on the property for at least five days before placing it out for collection.
4. Other household waste can be disposed of as normal.
5. Practise social distancing when interacting with Solid Waste staff.
6. Wash your hands before and after handling the bin and sanitise the lid, if possible, to prevent your bin from possibly becoming a site of transmission for the disease.

### Guide for Waste Service Providers

Our [Integrated Waste Management By-law, 2009](#), gives us the power to regulate, control and monitor the generation, management and disposal of solid waste in Cape Town.

#### Registration of unaccredited waste service providers

We have decided to allow the disposal of business waste at our facilities. This provision is only for vehicles with a maximum carrying capacity of 1,5 tons, and accreditation that aligns with our [Policy for the Accreditation of Service Providers of Waste Management Services](#) is required.

Tariffs for business waste disposal applies. It is illegal to operate without a permit or accreditation. You are required to [apply for accreditation](#) and obtain the necessary permit. Once approved, you will be issued with a permit letter.

### Dispose of builder's rubble for free

From 1 September 2020, accredited builder's waste generators will be able to dispose of their clean builder's rubble at Bellville South Transfer Station for free, terms and conditions apply.

[Read the notice to find out more.](#)

### Health and safety rules for public transport

Follow these basic health and safety rules to limit the spread of Covid-19 when using public transport: Staying at home is still the safest option, but if you must travel, only do so for work purposes, or for essential goods and services.

**Note:** You will not be allowed to access any public transport without a mask or scarf.

If you have to use public transport:

- a mask or scarf covering your nose and mouth must be worn **at all times**;
- avoid physical contact with others by standing and sitting at least 1,5 m apart;

## Health and safety rules for public transport

- avoid touching common surfaces;
- avoid touching your face;
- stay at home if you are feeling sick;
- use hand sanitiser if it is available; and
- wash your hands with soap and water before and after the trip.

## Refuse Collection Delays: Bin Care and Waste Disposal Guidelines

### Bin care

1. Freeze any meat products (i.e. chicken, red meat, off-cuts, etc.) until collection day. Placing it into your bin frozen will prevent the breeding of flies.
2. Remember to wash your hands thoroughly after handling your bin and your waste.
3. Store your bin in a cool place and avoid direct sunlight – this will reduce/prevent flies breeding in your bin. It also helps to spray your bin with insecticide.
4. Wash and disinfect your wheelie bin regularly, especially when placing it outside and bringing it back inside

### Dos and Don'ts

- Do not resort to illegal dumping. Excess refuse can be bagged and will be collected on the next removal day.
- Keep your bin on your property until the next scheduled removal day.
- Practise social distancing and do not approach staff members as they go about their duties.

### Make space in your bin

- Take your clean, dry recyclables to one of our [open drop-off facilities](#) . Alternatively, you can make use of an accredited recycling collection company. You can use our [waste recyclers app](#) to find one near you. Recycling eases pressure on collections services, in our landfills and on the environment.
- Garden greens are also accepted at selected [drop-off facilities](#).
- Where possible, practise [home composting](#) - this will free up more space in your bin.

## Standard Operating Procedure (SOP) for Filming in Cape Town

We will require a risk assessment and a Covid-19 mitigation plan for every location being used before a film permit is issued.

Our law enforcement agencies will monitor compliance and will be there to advise production companies on the implementation of the Covid-19 mitigation and safety measures.

All those in the film industry, and those going out to film locations, must adhere to the protocols as well as all applicable regulations in terms of hygiene on set and social distancing to ensure the safety of everyone.

### Production companies will be required to comply with the following actions, among others:

- All staff, cast and crew must be screened daily at the start of each shift/shoot. A record of each person's daily temperature should also be kept.
- Cloth masks or face shields must be provided for cast and crew
- Covid-19 awareness information, including workplace protocols, must be displayed in common areas and copies provided to all staff
- Ensure that 70% alcohol-based hand sanitiser is made available for all cast, crew and service providers on sets and workspaces
- Only necessary permitted people should be allowed on set
- Sets/workspaces must be disinfected regularly before and after filming
- The number of people on set must not exceed 50 people as per the Arts and Culture Ministry directions
- Workplace equipment and props must be disinfected before they are returned to storage or service provider

[View the Standard Operating Procedures.](#)

## National regulations around the treatment of Covid-19 deceased and funerals

According to [Adjusted Alert Level 1 Regulations](#):

Attendance at a funeral is limited to 100 people or less: Provided that not more than 50 % of the venue's full capacity is used.

(2) Night vigils are not allowed.

(3) During a funeral, a person must wear a face mask and adhere to all health protocols and social distancing measures.

Advise for the public and undertakers

Consider cremation where cultural and religious beliefs do not exclude it

Covid-19 deceased should be buried/cremated within three days. These burials must be prioritised and cannot be booked in advance in excess of three days after date of death.

Stick to allotted times for burial (only 30 minutes allowed per ceremony)

Strongly consider weekday burials to reduce the number of burials on a Saturday as this impacts on the Department's ability to manage funerals effectively, but also increases the risk of exposure to Covid-19

### Treatment of deceased persons and funerals

#### Remains of a Covid-19 patient may only be transported in public if:

- placed in a polythene bag,
- sealed in an airtight container,
- placed in a sturdy non-transparent sealed coffin,
- embalmed and covered with a 5 cm layer of sawdust which is treated with a disinfectant.

A medical practitioner must declare in writing that the conveyance of the remains will not constitute a health hazard.

The vehicle used must be designated and certified to transport remains.

If the deceased did not die of an infectious disease, the remains must be accompanied by a certificate to that effect, issued by a medical practitioner or forensic pathologist.

A burial or cremation of the mortal remains of a person who died of Covid-19 must be carried out in terms of the [Human Remains Regulations](#).

Cremation is highly recommended, but in the event of a burial, the accompanying service (funeral service and burial) **may not last longer than two hours, with 30 min in the Cemetery**. Only immediate family members should be present – Covid-19 patients may not attend.

- Mourners should practise social distancing during and after the burial service.

### National Health Department guidelines for dealing with a Covid-related death in the home

In the event that a person infected with Covid-19 dies at home:

- Family/household members must not, at any stage, handle the body.
- Call SAPS ([10111](#)), Emergency Medical Services ([10177](#)) and your family undertaker, and inform them of the death and the circumstances – remember to advise them of the deceased's Covid-19 status.
- The deceased person's belongings should be handled with gloves and cleaned with a detergent followed by disinfection with a solution of at least 70% ethanol or 0.1% (1000 ppm) bleach.
- Clothing and other fabric that belonged to the deceased should be machine washed with warm water at 60-90 degrees and laundry detergent.
- If machine washing is not possible, linens can be soaked in in a large drum filled with hot water and soap. Use a stick to stir and be careful to avoid splashing.
- The drum should then be emptied, and the linens soaked in 0,05% chlorine for approximately 30 minutes. Finally, the laundry should be rinsed with clean water and the linens should be allowed to dry in full sunlight.

## Practical tips to manage mild Covid-19 cases in the home

As caseloads grows, more households are likely to be affected by Covid-19. See our practical tips for both patients and caregivers below:

At least 80% of those infected will present with mild to moderate symptoms.

Only get tested if you suspect you have Covid-19, and recover at home if you present with mild to moderate symptoms.

**You should remain isolated from the rest of your household for at least 14 days, if you:**

- are waiting for test results,
- have a confirmed or suspected Covid-19 diagnosis with mild symptoms, or
- have been identified as a close contact with someone with Covid-19

While at home, monitor your symptoms and temperature twice daily.

**If your symptoms begin to worsen you might require more advanced care – particularly if you:**

- develop problems breathing,
- experience persistent pain or pressure in the chest area, and/or
- struggle to wake up.

Call your healthcare provider or the provincial Covid-19 health line if your symptoms persist beyond seven days.

Generally, after 14 days you will be considered free of the virus if you are no longer showing symptoms. If in doubt, check in with your healthcare provider or local clinic just to be sure.

**You should only recover at home if:**

- you are able to isolate yourself from other household members.
- a healthy person is available to take care of you, and
- you have easy access to your healthcare provider, if need be.

**Some practical tips for taking care of someone with Covid-19, include:**

### Caring for the patient

- Assign one healthy person, with no underlying conditions to look after the patient, if possible.
- Avoid contaminated items (e.g. toothbrushes, eating utensils, towels, bed linen). Use dedicated linen and eating utensils for the patient.
- The patient should be in a well-ventilated single room. Other household members should stay in a different room, if possible, otherwise maintain a distance of at least 1, 5 m from the patient at all times.
- Limit movement of the patient in the house and minimise shared space.
- Visitors should not be allowed until the patient has completely recovered.
- Wash your hands after any type of contact with the patient or their immediate environment.
- After washing your hands, use disposable paper towels to dry hands, if possible. Otherwise, use clean cloth towels and replace frequently.

### Cleaning, hygiene and waste removal to avoid contamination

- 'Double bag' contaminated waste (e.g. tissues, disposable masks) and store for five days before putting out for collection
- Clean and disinfect bathroom and toilet surfaces at least once daily if you share the bathroom.
- Clean and disinfect the patients room daily, especially those surfaces touched frequently, e.g. bedside tables  
Regular household soap or detergent can be used for cleaning.
- Clean the patient's clothes, bed linen, towels, etc. Use regular laundry soap and water or machine wash at 60–90 °C (if possible) with common household detergent, and dry thoroughly.

### Practical tips to manage mild Covid-19 cases in the home

- Place contaminated linen into a laundry bag. Do not shake soiled laundry and avoid contaminated materials coming into contact with skin and clothes.

#### **What to do if you cannot self-isolate at home:**

1. Contact your nearest health facility, or
2. call the provincial hotline on [021 928 4102](tel:0219284102) to secure access to a quarantine or isolation facility.

#### **Look after yourself to look after others:**

All household members should take necessary precautions to ensure that they do not become infected.

- If you feel ill – stay at home!
- Practise responsible respiratory hygiene (cover your coughs and sneezes)
- Social distancing is everyone's responsibility – implement it strictly
- Wash your hands regularly with soap and water for at least 20 seconds
- Wear a cloth mask at all times when in public (do not touch your face)
- Wipe down all surfaces that you may come into contact with