

8 June 2020



CORONAVIRUS (COVID-19)


WASH YOUR HANDS


24/7 Hotline
021 928 4102


KEEP YOUR DISTANCE

www.capetown.gov.za/coronavirus

COVID-19 mailer: 8 June 2020

During these difficult times, the City of Cape Town continues to do everything possible to deliver services to you, our residents. We have developed this COVID-19 mailer to equip you with a convenient resource to access [all COVID-19 information](#). This includes the [latest statistics](#) on the progress of the disease in Cape Town, [measures that you can take to protect yourself and others](#), and details of [services and facilities affected by the national lockdown](#).

You have received this mailer because you are a valued resident who has interacted with the City of Cape Town. If you do not want to continue receiving updates on COVID-19 (ad hoc, no more than one per week during lockdown), you can [unsubscribe](#).

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COVID-19 essential updates

- **COVID-19 updates (updated daily):** [Visit our Coronavirus updates page](#) for all the latest COVID-19 updates and information at www.capetown.gov.za/coronavirus
- **Service notifications (updated daily):** [View a summary of all service notifications](#), facility operating hours, online and telephonic services as well as COVID-19 guidelines.
- **Follow us on Twitter** at [@CT Alerts](#) for up-to-date alerts on facility closures, roadworks, burst pipes, power outages etc.
- **COVID-19 regulations:** [View the Alert Level 3 lockdown regulations](#).
- **City news:** Read about the latest COVID-19 news in our [Media and News section](#).
- **National Government Risk Adjusted Strategy (Levels 1 – 5):** [View a comprehensive summary of all alert levels](#) and the applicable regulations.
- **COVID-19 dashboard:** Follow the [Western Cape Government provincial and Cape metro dashboard](#), updated daily at coronavirus.westerncape.gov.za/covid-19-dashboard.
- **COVID-19 fatality management:** [View the City's COVID-19 fatality management advice](#)

City contact channels

- **Report a fault:** Use our online [service request tool](#) to report urgent matters.
- **Call Centre:** [We offer limited services](#) during the COVID-19 lockdown. Where possible, use our online resources and report only essential service matters.
- **Facebook:** [Follow us on Facebook](#) to receive regular updates via social media.
- **Twitter:** [Follow our @CityofCTAlerts Twitter feed](#) to receive updates on service alerts via social media.

City services and facilities affected by COVID-19

- **Accounts:** [Find out about our updated billing process](#).
- **Call Centre:** [We offer limited services](#) during the COVID-19 lockdown. Where possible, use our online resources and report only essential service matters.
- **Service notifications:** [View a summary of all service notifications](#), facility operating hours, online and telephonic services as well as COVID-19 guidelines.
- **Waste disposal:** [View the COVID-19 Waste Disposal Arrangements Notice](#).

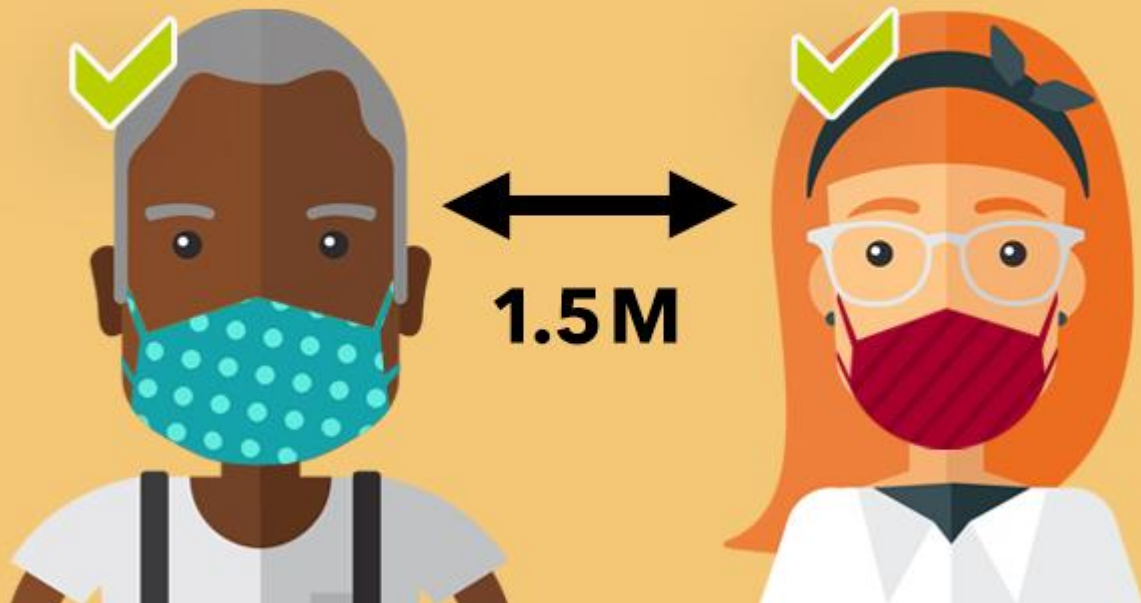
- Traffic/motor vehicle registration services: [View the COVID-19 National Lockdown FAQ](#) for information on traffic fines and vehicle licence renewals.



City facilities may close at short notice due to COVID-19

Follow us on [@CityofCTAlerts](#) (Twitter) or visit www.capetown.gov.za/coronavirus for updates on affected facilities.

NO MASK, NO ENTRY at all City facilities



Protect yourself and others. Together, we can get through this.

City business support

- Invest Cape Town: Visit the [Invest Cape Town website](#) for advice and support for your business or industry.
- COVID-19 business support: [Apply for support for your guest house or bed and breakfast.](#)
- Film permits: [Apply online for a film permit.](#)
- Building applications: [Submit your building applications online](#)



MyCiTi bus schedules may change at short notice due to COVID-19

Follow us on [@MyCiTiBus](#) (Twitter) or visit www.myciti.org.za for updates on affected routes.

City financial relief

- Property owners: Find out about the [financial relief options](#) that are available for residential and commercial property owners.
- Rebate applications: Find out about the [updated process for indigent, disabled and pensioner rebate applications](#).
- [View the COVID-19 Lockdown Billing and Relief FAQ.](#)

Donations: [Help those in need](#) by donating essential items during the COVID-19 crisis.

The following essential items are needed:

- Adult diapers
- Blankets
- Food parcels
- Mattresses
- Personal protective equipment
- Toilet paper
- Vanity packs (soap, toothpaste, toothbrushes, facecloths, sanitary towels)

Contact us for more information by emailing disaster.donations@capetown.gov.za or calling [021 597 6004](tel:0215976004).

COVID-19: The virus and how to manage infection

Learn about [COVID-19 symptoms, transmission, methods of prevention and what you can do to stay safe and healthy](#).

How to stay safe

Make sure that you:

- Wash your hands regularly with soap and water and use hand sanitiser when soap and water are not immediately available
- Always wear a mask in public
- Cover your coughs and sneezes
- Practise good social distancing (at least 1,5 metres)

Try to stay home as much as possible, and only go outside to buy essential supplies, commute to and from work and exercise between 06:00 and 18:00.

COVID-19: PROTECT OTHERS



Wear a mask
in public



Cover coughs
and sneezes

www.capetown.gov.za/coronavirus

COVID-19: What to do if you're infected or think that you are

Everyone is at risk of infection, but older persons (>60 years) and those with underlying health conditions or compromised immune systems are particularly susceptible.

[Check your symptoms and get advice](#) by contacting a healthcare facility if you suspect that you have COVID-19.

Common symptoms include:

- Coughing
- Sore throat
- Breathing difficulties
- Fever

If you think you've contracted the disease, you must self-isolate for at least 14 days. If you need medical assistance, call the COVID-19 hotline on [021 928 4102](tel:0219284102) or make an appointment with your nearest clinic or hospital. Do not arrive without a medical appointment.

For additional information, visit:

- [National Government COVID-19 information page.](#)

- [Western Cape Department of Health COVID-19 information page.](#)
- [World Health Organisation COVID-19 information page.](#)
- Access COVID-19 Occupational Health Services resources at the [National Institute for Occupational Health website.](#)

A vertical poster with a yellow background. At the top, the text "If you feel sick call the" is written in black. Below this is a dark red horizontal band containing the text "COVID-19 HOTLINE" and "021 928 4102" in white, bold, sans-serif font. On either side of the red band are stylized orange virus icons. At the bottom, the text "for medical advice and stay at home" is written in black on the yellow background.

If you feel sick call the

COVID-19 HOTLINE
021 928 4102

for medical advice and
stay at home

COVID-19: Resource downloads

Download our COVID-19 public safety materials:

- [COVID-19 Toolkit](#) (Health tips resource pack zip file)
- [COVID-19 Stop the Spread Poster](#)
- [COVID-19 Wear a Mask Poster](#)
- [COVID-19 Social Distancing Sticker](#)
- Coronavirus Disease 2019 (COVID-19) Poster ([English](#) | [Afrikaans](#) | [isiXhosa](#))

Communication channels and services are currently limited

www.capetown.gov.za/contacts

Customer Call Centre: **0860 103 089**

CONTACT US

Customer Call Centre
[0860 103 089](tel:0860103089)

Emergencies
107 (Landline)
[021 480 7700](tel:0214807700) (Mobile)



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