

Temporary COVID-19 care away from home

Please don't panic. Most people with COVID-19 will have mild-moderate symptoms and can be safely treated outside of hospital. The reason you have been asked to stay at a facility is because you don't have a separate room at home or it's not safe for you to do so. The Western Cape Government and municipalities are providing comfortable facilities where you can be separated from your families until it is safe for you to return.

Temporary COVID-19 facilities:

- **Isolation facilities** for mild-moderate symptoms where you can recover from COVID-19 (usually 14 days)
- **Hospitals** - for severe symptoms
- **Transitional facilities** when results are awaited (usually 1-2 days)
- **Longer term quarantine facilities** for people who have been close contacts (usually 7-14 days)

It's important that all people affected by COVID-19 are separated to limit spread of the virus. People with confirmed COVID-19 will be in separate facilities. People waiting tests and contacts

may be at the same facility but will be separated.

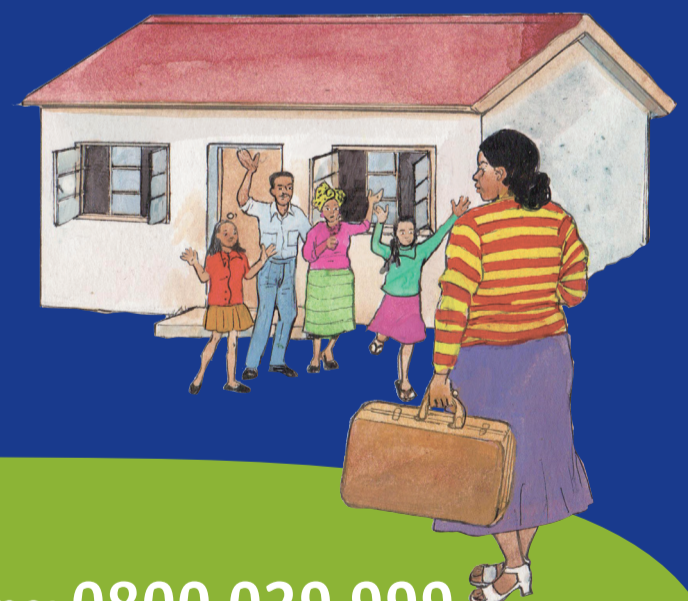


Isolation is when a person with confirmed COVID-19 is separated from others.

Quarantine is when a person who does not have COVID-19 but who has been in close contact with someone who has is separated from others; or who is awaiting test results.



Separation from your families is a difficult experience, but necessary to prevent spreading the virus to your loved ones and community. Your health worker and social services will advise you on the benefits of being cared for away from home.



National Hotline: 0800 029 999



Provincial Hotline: 021 928 4102



National WhatsApp: 0600 123 456



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FOR MORE INFORMATION:
www.westerncape.gov.za

What should I bring with me?

This is like going away for a period



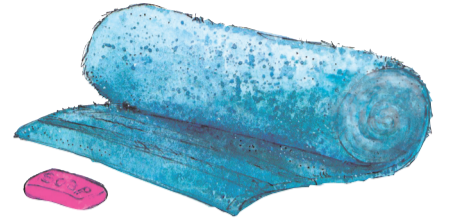
Several changes of clothes and pyjamas

Favourite snacks or treats

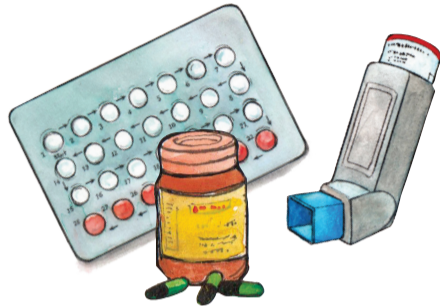


Toothbrush, toothpaste and other toiletries

Towels, face cloths, soap



A phone and charger



Chronic medication

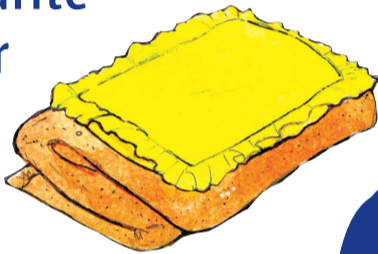


Something that reminds you of your loved ones e.g. family photo

Books, magazines or crafts (e.g. knitting, sewing, wood whittling/ carving)



A favourite pillow or blanket



Please leave valuables at home

What can I expect?

- Transport to and from the facility
- A room and access to a bathroom
- Regular meals
- To monitor and report your symptoms
- To stay in touch with your loved ones using your own phone
- To clean your room
- Laundry facility
- Rules to protect other guests and staff e.g. not leaving your room
- No visitors will be allowed
- No alcohol or drugs will be allowed
- Advice from your health on social worker on returning home

What can my household expect?

- Health Teams will assess level of risk in each household and recommend testing and quarantine as needed.
- Young children will not be separated from their mothers or caregivers.
- Health staff will work with community leaders to ensure your household is not victimised. All threats are taken seriously and if necessary your household members will be accommodated elsewhere until it is safe to return. All changes will be clearly communicated to you.



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