

# 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.

**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 has been in close contact with someone who has it is separated from others; or who is awaiting test results.



## Temporary COVID-19 facilities:

- **Isolation facilities** for mild-moderate symptoms where you can recover from COVID-19 (usually 10 days)
- **Hospitals** - for severe symptoms
- **Longer term quarantine facilities** for people who have been close contacts (usually 7-10 days)

### MAKE SAFER CHOICES

1. Sick? Stay home & arrange a test
2. Keep physical distance
3. Wear a mask
4. Cover your cough
5. Open doors & windows
6. Avoid crowds, close-contact & confined spaces
7. Wash/sanitise hands often

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.

**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 awaiting tests and contacts may be at the same facility but will be separated.**



Western Cape call centre:  
0860 142 142

WhatsApp: "Hi" to  
0600 123 456



Western Cape  
Government

**STAY SAFE**  
**MOVE FORWARD**



# What should I bring with me?

This is like going away for a time



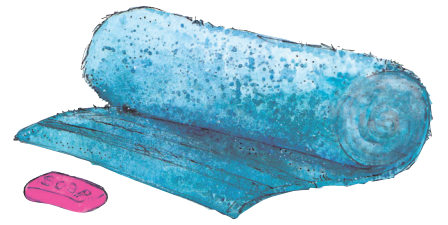
Clothes and pyjamas to last your stay

Favourite snacks or treats

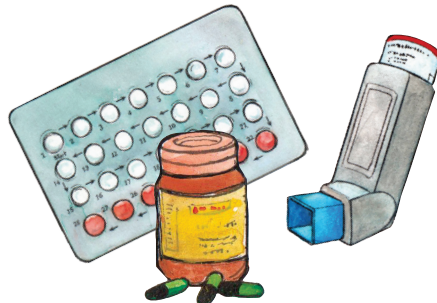


Toothbrush, toothpaste and other toiletries

Towels, face cloths, soap



A phone and charger



Chronic medication

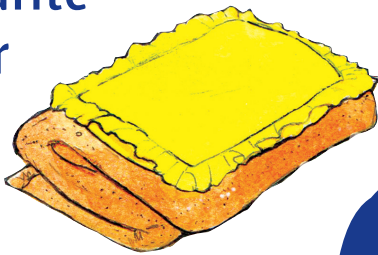


Something that reminds you of your loved ones e.g. family photo

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?

- 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
- 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 and 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.



STAY SAFE

**MOVE FORWARD**



Western Cape Government