



Western Cape
Government

Health



PACK
Practical Approach to Care Kit

1

Information and Advice for the Home: **Be coronavirus safe**



Practical Approach to Care Kit

PACK Home · 2020

Welcome to PACK Home

The Practical Approach to Care Kit – PACK – is used by nurses, doctors and community health workers in their everyday work to care for patients at the clinic and in the community – **PACK Adult**, **PACK Adolescent**, **PACK Child** and **PACK Community**.



PACK Home is designed for people seeking more information about how to care for their own health and the health of their family at home.

Collect and read all the **PACK Home** volumes in English, Afrikaans, isiXhosa, isiZulu or Sesotho:

Volume 1: Be coronavirus safe

Volume 2: COVID-19 at home

Volume 3: Chronic conditions at home

Volume 4: Mother and baby health at home

Volume 5: Child health at home

Volume 6: Adolescent health at home

Volume 7: Adult health at home

Volume 8: Care of the very ill at home

Volume 9: Community leader guidance



PACK Home was developed by the Knowledge Translation Unit, University of Cape Town Lung Institute, in partnership with the Western Cape Department of Health. Its content has drawn on the input of many people working in health care. We thank all those who informed and reviewed the content of **PACK Home**. See the list of their names on our website www.knowledgetranslation.co.za.

DISCLAIMER: This information should not be considered as medical advice. It is not a replacement for a visit with a nurse, doctor or other healthcare professional. If you have concerns about your individual medical situation, please see a healthcare professional. This information is provided on an 'as is' basis without any warranties regarding accuracy, relevance, usefulness or fitness for purpose. You use this information at your sole risk.

Contents

Coronavirus Disease 2019 – COVID-19	1
Protect yourself and your home from coronavirus	2
Protect those at risk of severe COVID-19	3
Wash your hands	4
Keep apart from others	5
Using shared toilets and taps	6
I had contact with COVID-19	7
Keep your home clean of coronavirus	8
Wear a mask in public	9
Look after your mental health	10
When to visit the clinic?	11
Be coronavirus safe when shopping	12
Be coronavirus safe at work	13
Be coronavirus safe when travelling	14
Be coronavirus safe at school	15
Be coronavirus safe when exercising	16
Getting help during COVID-19	17
Helplines and websites	18

Coronavirus Disease 2019 – COVID-19

- COVID-19 is similar to flu, causing cough, fever, sore throat, fatigue and aching muscles.
- If severe, it causes pneumonia with difficulty breathing.
- Most people have a mild illness and recover without treatment.
- Those over 60 years or with a chronic condition like HIV, TB, diabetes, hypertension, cancer, heart or lung disease are more at risk of severe COVID-19.



Coronavirus spreads easily

- When a person with COVID-19 coughs, they leave the virus on surfaces and in the air.
- You can catch coronavirus if:
 - you touch these surfaces and then touch your face, eyes, nose or mouth or
 - you have close contact (1,5 metres) with a person who has coronavirus.



COVID-19 is not linked with a specific group of people; we are all equally able to catch and spread it.



- COVID-19 is a new disease; there is much we don't know about it.
- People often fear what is new or unknown. This makes it easy to blame others.
- Avoid fake news about COVID-19 – share information from official sources.
- Support those with COVID-19 to seek health care and cope with everyday life while unwell or in isolation.

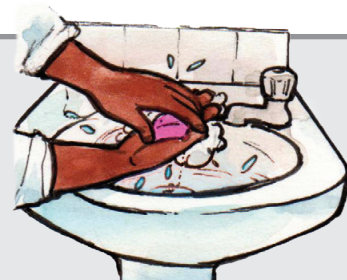
Be kind to your family, friends, colleagues, neighbours – we are all in this together.

Protect yourself and your home from coronavirus

Follow the 5 Golden Rules of Good Hygiene to stop the spread of coronavirus:

1

Wash your hands often for at least 20 seconds with soap and water.



2

Do not touch your face with unwashed hands.



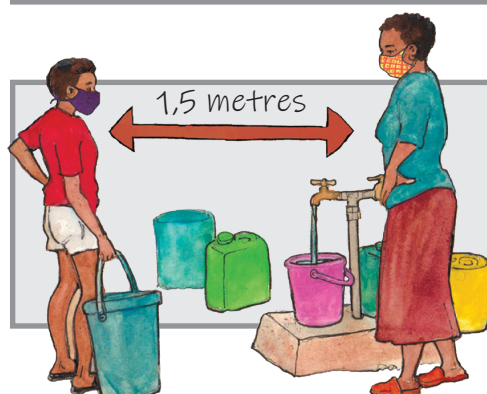
3

Cough or sneeze into your elbow or a tissue. Safely throw away the tissue.



4

Keep 1,5 metres apart from others.



5

Stay home if unwell.
Contact a hotline or your health worker.



Protect those at risk of severe COVID-19

If you get coronavirus and are over 60 years or have a chronic condition like HIV, TB, diabetes, hypertension, cancer or heart or lung disease, you are more at risk of severe COVID-19.

Avoid catching coronavirus and keep yourself healthy.

Look after your health and mental health.

See page 10. If you do become unwell, seek health care promptly.



Look after your chronic conditions with **PACK Home Volume 3: Chronic Conditions at Home**. If your chronic condition is controlled, this will help prevent severe COVID-19 if you do catch it.



Stick to the **5 Golden Rules of Good Hygiene**.

Avoid others as much as possible:

- Don't go out unless necessary.

Ask others to do the shopping and fetch your grants and medications.



- Avoid having visitors in your home.



Keep clean. Wash shared crockery and utensils well. Disinfect high touch surfaces like tables, chairs, doorknobs, light switches, remotes, handles and toilets. See page 8.

When others return from public places, ask them to have a wash and change clothes before interacting with you.

If others in the house have COVID-19 or had contact with COVID-19, try to live separately until the isolation time is over. See page 7.

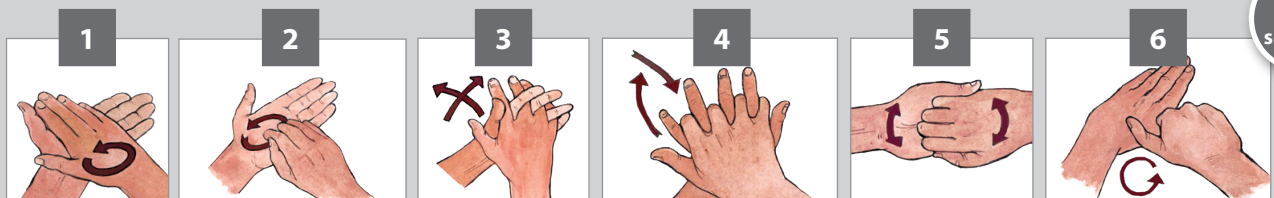
Wash your hands

Wash your hands as often as you can, but especially:

- After using the toilet or changing nappies.
- Before preparing or eating food.
- After caring for the sick.
- After touching high touch public surfaces like handles, ATMs and taxi seats.

Wash your hands for at least 20 seconds.

- Roll up your sleeves, rinse hands in clean water and apply soap to palm.



- | | | | | | |
|---------------------|---|---------------------------------|---|--------------------------------|------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| Rub palms together. | Rub tips of nails against palm. Swap hands. | Rub fingers between each other. | Place hand over back of other, rub between fingers. Swap. | Grip fingers and rub together. | Rub each thumb with opposite palm. |

- Rinse hands with clean water and dry them with paper towel or on their own.
- If you have sanitiser use it if your hands are not dirty and only if no soap and water are available.

If no running water at home, make a hand washing container:

- Make a hole in the lid of an empty plastic bottle.
- Fill the bottle with water. Screw on the lid.
- Wet hands with a little bit of water. Wash hands using steps above.
- Rinse your hands and the bottle.



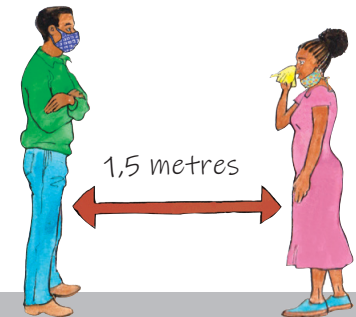
Don't touch your face with unwashed hands.



Keep apart from others

Why must we keep apart from each other?

- When a person with coronavirus coughs or sneezes, they leave the virus on surfaces and in the air.
- You may catch coronavirus if:
 - you touch these surfaces and then touch your face or
 - you have close contact (less than 1,5 metres) with a person who has coronavirus.



Keep apart from others to allow less chance for coronavirus to spread.

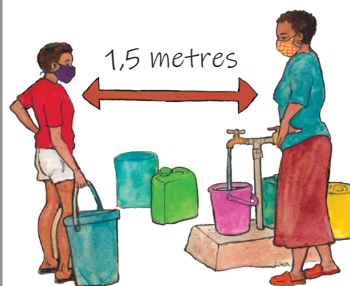
- This will help protect those at risk of severe COVID-19 – those over 60 years or with HIV, TB, diabetes, hypertension, cancer, heart or lung problems.
- It will also mean less stress on our clinics and hospitals so that those who need health care can still get it.

How do we keep apart from each other?

Stay home.



Keep at least 1,5 metres apart from people.



Only go shopping if you have to for food or medications.



Avoid public spaces and public transport if possible.

Cancel your social plans: no parties, sports events, meetings or group religious activities.

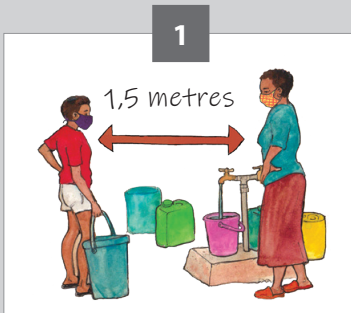


Do not shake hands, hug or kiss anyone outside those in your home.



Using shared toilets and taps

**If you use shared toilets and taps,
follow these rules to avoid getting coronavirus:**



If there is a queue, avoid close contact with others – stand at least 1,5 metres apart.



Avoid touching surfaces with bare hands. Use your elbow, foot or paper to touch surfaces like door handles, toilet seats, flushers or taps. Discard paper used to touch surfaces safely in a dustbin.



Do not touch your face, eyes, nose or mouth until you have washed your hands.

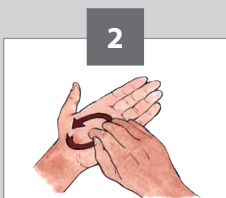
Wash your hands well before and after using the shared toilet.

Wash your hands for at least 20 seconds.

- Roll up your sleeves, rinse hands in clean water and apply soap to palm.
- If no soap and water are available, use hand sanitiser instead.



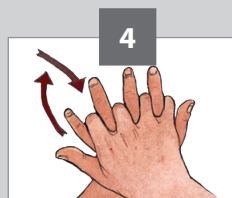
Rub palms together.



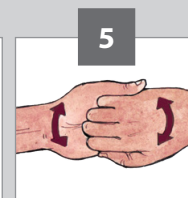
Rub tips of nails against palm.
Swap hands.



Rub fingers between each other.



Place hand over back of other, rub between fingers. Swap.



Grip fingers and rub together.



Rub each thumb with opposite palm.

20
seconds

- Rinse hands with clean water and dry them with paper towel or on their own.

I had contact with COVID-19

- Coronavirus spreads easily. If you had close contact (face-to-face, 1 metre or less apart) or live with someone with COVID-19, then you may have caught it.
- It can take up to 14 days before you become ill with COVID-19.
- If you have coronavirus, you may pass it on to others even before becoming ill.

Prevent spread to others

Stay at home. Separate yourself from others in another room. If you cannot stay in a separate room, you may need to stay in a facility to check on your health and prevent spreading coronavirus to others.

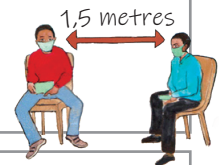


If you can be separate at home make sure you all follow these rules:



Follow the **5 Golden Rules of Good Hygiene.**

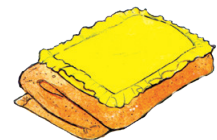
If you make contact with others, wear masks and open doors and windows. See page 9.



Clean high touch surfaces. See page 8.



Use separate dishes, towels and bedding. Wash well. Iron fabric when dry.



Look after yourself

- Look after your mental health. See page 10.
- If you have a chronic condition, adhere to your treatment.

Recognise when to seek health care

If you develop COVID-19 symptoms – fever, aching muscles, cough, sore throat, diarrhoea – contact your health worker or phone the hotline.

- Visit a health facility urgently if you have difficulty breathing, confusion, chest pain that won't go away or you cannot wake up.
- Call ahead. Avoid public transport. If needed, use an ambulance.

**Even if you feel well, you can still spread coronavirus to others.
Stop separation only after 14 days.**

Keep your home clean of coronavirus

- When a person with coronavirus coughs or sneezes, they leave the virus on surfaces. The virus spreads when you touch these surfaces and then touch your face.
- Cleaning and disinfecting surfaces will help reduce the spread of COVID-19, especially frequently touched public surfaces like door handles, ATM keypads and taxi seats, or surfaces in your home when someone has COVID-19.
- Cleaning will remove the dirt; disinfecting will remove coronavirus.

How to clean and disinfect surfaces:

- Wear gloves when cleaning and disinfecting. If gloves are not disposable, reuse them only for cleaning and disinfecting.
- If surfaces are dirty, first clean with detergent or soap and water.
- To disinfect, mix 6 teaspoons of bleach with 1 litre (4 cups) of water.
- Apply to the surface, leave for 2 minutes, then wipe off with water.



Bleach is poisonous.

- Do not drink bleach.
- Do not mix bleach with other cleaning products.
- Keep bleach away from children.
- Open windows and doors to let fumes out.



If someone at home has coronavirus, try to prevent its spread:

- Clean and disinfect high touch surfaces daily (tables, chairs, doorknobs, light switches, remotes, handles, desks and toilets).
- Put used cloths, paper towels or disposable gloves into a plastic bag immediately to prevent coronavirus from spreading.
- Do not touch your face while cleaning.



When finished, wash your hands well with soap and water for 20 seconds.

Wear a mask in public

- Cloth masks may protect you from coronavirus and help to reduce its spread.
- Remember to still follow the **5 Golden Rules of Good Hygiene** while wearing a mask.
- Children under 2 years should not wear a mask.
- A good cloth mask has 2 outer layers of thick-weave cotton, an inner layer of soft cotton (avoid T-shirt fabric) and it can be washed in hot water and ironed.

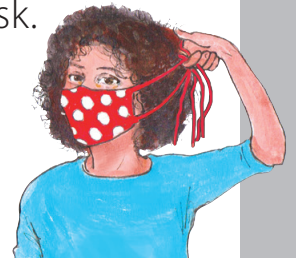


If you are sick with COVID-19 or caring for someone who has it, speak to your health worker or hotline about what masks and protection to use.

Use a cloth mask safely:



- Wash your hands before and after using your mask.
- Ensure your mask covers your mouth and nose.
- Touch only the straps when you remove it.
- Replace your mask if wet. Put it into a container until you can wash it.



Do not touch your face or fiddle with your mask.

Do not share masks. If you do not have one, use a scarf or bandana instead.



Do not leave used masks lying around; they may have coronavirus on them.



Wash masks with soap and hot water. Dry and iron it to disinfect it.



Have at least 2 masks so that you have a clean one ready.

Look after your mental health

- The threat of COVID-19 on our health and livelihood can feel scary and make us stressed.
- Make sure you take care of the mental health of yourself and your family.

Know the facts.

- We are often afraid of the unknown.
- Ignore gossip and fake news – listen to advice from trusted sources.



Have a routine for your day

- Structure your day by setting times for sleeping, meals, exercise, work and chores.



Stay connected

- Use social media to check in with family and friends.
- Spend time with the supportive people in your home.
- Find ways to have fun!



Do some exercise every day

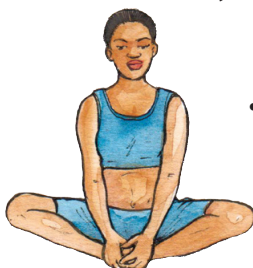


Get enough sleep



Take time to relax

- Find a creative or fun activity to do.



- Do a relaxing breathing exercise each day.



Seek help if you need it

- If you are feeling stressed and need someone to talk to, reach out to someone you trust or call a helpline. See page 18.
- Read about getting help during COVID-19 on page 17.



When to visit the clinic?

- During this time, hospitals and clinics are busy with patients with COVID-19.
- Avoid unnecessary clinic visits.

Visit the clinic or hospital urgently if you have:

- Difficulty breathing
- Chest pain
- Severe diarrhoea and vomiting
- Become confused
- A severe headache with vomiting
- A child too unwell to drink

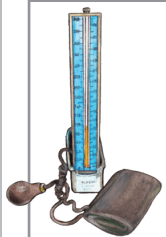
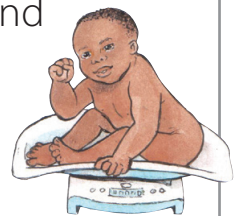
But make sure you do visit your clinic for these reasons:



If you are **pregnant** to check your and your baby's health – keep the appointments on your maternity card.



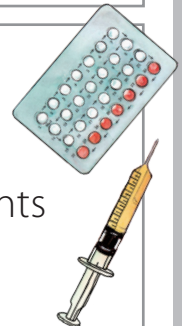
For **well baby and child checks** to give immunisations and monitor growth – keep the appointments on your Road to Health booklet.



If you have a **chronic condition** keep your appointments. Restart your treatment if you stopped it. Ask your clinic or health worker for extra supplies of treatment.



For **family planning** – keep the appointments on your clinic card.



If you are unwell:

- If you have coronavirus symptoms (cough, fever, sore throat) contact your health facility or the hotline.
- If you have a chronic condition, visit the clinic to check for complications of your condition or medication.
- If you live with someone who has TB or a cough, go to the clinic for TB tests if you are coughing, losing weight, having fevers or sweats.
- If you get worse or do not get better, visit your clinic.

If you do visit a clinic, remember to:

- Wash your hands before and after your visit.
- Avoid touching your face. Touch surfaces as little as possible.
- Wear a mask, especially if you are coughing or sneezing.
- Keep 1,5 metres apart from others.
- Tell the clinic staff if you have symptoms of COVID-19.



Be coronavirus safe when shopping

- People meet and touch things often in shops, so shops are places where coronavirus spreads easily.
- Avoid shops if you are unwell or at risk of severe COVID-19. Ask family or friends to help.
- Only go shopping when necessary.
- Prepare a shopping list and try choose a quiet time so your trip will be quick.



Follow these rules when out shopping:



- **Wear a mask.**
- **Avoid touching your face** or fiddling with your mask.

Wash or sanitise your hands

whenever possible, especially before and after you visit the shop, pay at the till or use an ATM.



Keep apart from others in the shop and in queues.



Touch as little as possible.



Wipe down trolley or basket handle before use.



Cough or sneeze into your elbow or a tissue. Safely throw away the tissue.



When you arrive home, wash your hands.

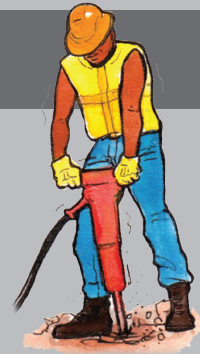
- If you wish, wipe groceries packaged in plastic, glass or tin with warm water or diluted disinfectant and air dry.
- Remember to disinfect high touch objects like keys, counters and door handles on your return.



Be coronavirus safe at work

Workplaces are places where coronavirus can spread easily.

- If you are unwell or had close contact with someone with COVID-19, stay at home.
- If you are at risk of severe COVID-19, discuss with your employer how to work safely.



Follow these rules when going to work:

Aim to take as little as possible to work:

- Choose simple clothes that can wash easily.
- Don't wear belts, jewellery, or a watch.
- Carry only essentials like access card, bank card and phone.
- Bring lunch in a washable bag.



Wear a mask at work.

Don't touch your face with unwashed hands. Carry a clean spare mask.



Travel safely to work. See page 14.



Wash or sanitise your hands often especially when you arrive at work, before eating and drinking and after using the toilet.



Cough or sneeze into your elbow or a tissue. Safely throw away the tissue.



Keep clean at work

Clean and disinfect high touch surfaces often using diluted bleach (6 teaspoons per 1 litre water).

Keep apart from others

- In shops, keep aisles clear.
- In offices, space desks apart.
- In factories, space out workstations.
- Stagger breaks to avoid crowded tearooms.
- Take a break outside if you can.



Be coronavirus safe when travelling

On public transport, people have frequent, brief contact, making it easy for coronavirus to spread.

- Only travel when necessary.
- Avoid public transport if you are unwell or at risk of severe COVID-19.



Follow these rules when using public transport:



Wear a mask

Don't touch your face
or fiddle with your mask.



Wash or sanitise your hands whenever possible, especially before and after you use public transport or make a payment.

Avoid touching others or surfaces



like door handles, rails and windows.

Cough or sneeze into your elbow or a tissue. Safely throw away the tissue.



- **Keep apart from others** in the taxi or bus and when standing in queues.
- Taxis and buses should never be full.



Be coronavirus safe at school

- If children get COVID-19 they are less likely than adults to be very sick.
- Stop the spread of coronavirus by wearing a mask and using the **5 Golden Rules of Good Hygiene**.



Stay at home if you are sick or someone at home has COVID-19.

Do not touch your face.

If you need to touch your face or clean your glasses, first wash your hands.



Keep clean.

- Wash your hands often, especially on arriving at school, before eating and drinking and after using the toilet.
- Do not share cups, utensils or bottles with others.



Wear a mask

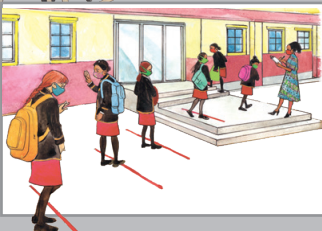
- Make sure you use it properly. See page 9.
- Have a spare mask in case yours gets wet.
- Only remove it to eat or drink (and store it safely).



- Do not share masks with friends.



Cough or sneeze into your elbow or a tissue.
Safely throw away the tissue in a bin.



Keep 1,5 metres apart from others when standing in line, in the classroom, at breaktimes. Avoid hugging, kissing, shaking hands and high fives.



Don't tease others about COVID-19. Be kind; the virus affects us all.

Be coronavirus safe when exercising

- Exercise regularly to look after your health and cope with the stress of these difficult times.
- Protect yourself and others from coronavirus when you exercise in public.



Stay home if sick or you had contact with someone with COVID-19.



Wash your hands before you go out and on your return.

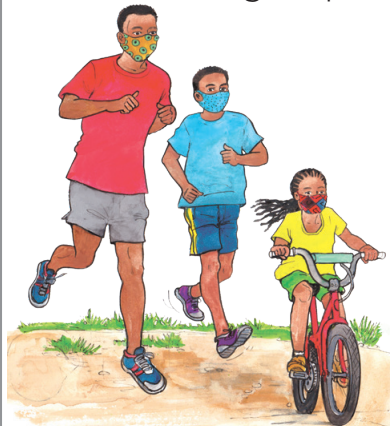
Wear a mask.

Avoid touching your face.



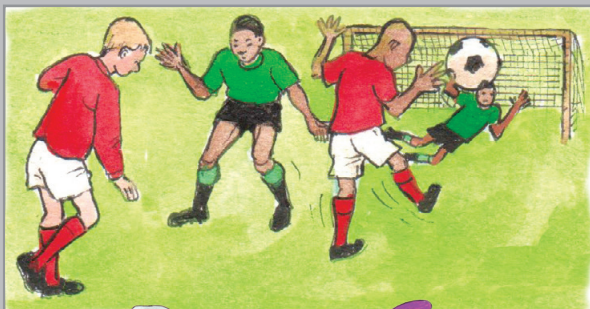
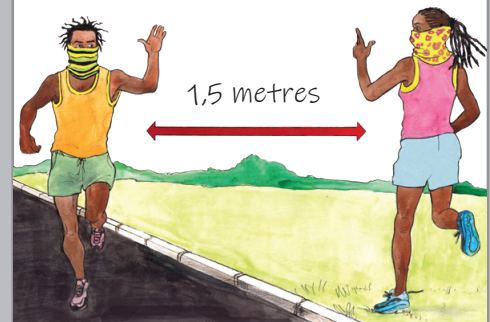
Exercise alone

or in your household group.



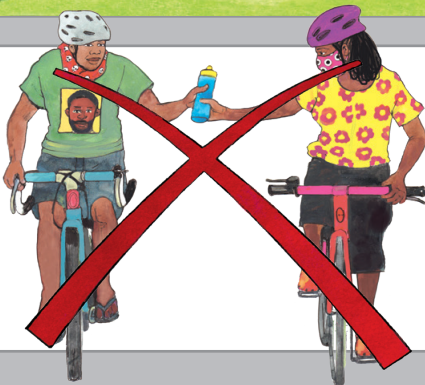
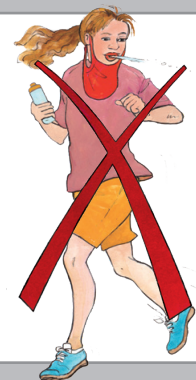
Keep a distance of at

least 1,5 metres from others not in your household group.



Do not play team sports.

Cough or sneeze into your elbow.
Do not spit.



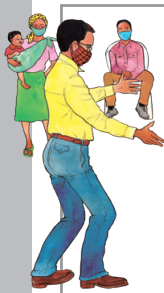
Do not share water bottles.

Getting help during COVID-19

We are all dealing with new stresses, uncertainty and problems.



Seek out these resources to help tackle your problems:



Speak to a **community leader** to find out what help is available or if you are being harassed because you have COVID-19.

Talk to a **community health worker** if you have health problems or are caring for someone who is sick or old.



Seek help from a **trusted friend** if you are lonely and to share your problems.



Phone a **helpline** if you have trouble at home or worry too much. See page 18.



Contact **SASSA** if you don't have food or money and qualify for a grant.

If you have no food or money or have trouble at home, reach out to a **community organisation that helps those in need**.



If you have a health problem or need help with a sick person at home, visit your **health facility**.



Helplines and websites

Coronavirus – COVID-19

National Coronavirus (COVID-19) General Public Hotline	Latest information on coronavirus (COVID-19)	0800 029 999 WhatsApp 'Hi' to 0600 123 456
Western Cape Provincial COVID-19 Hotline	For COVID-19 health-related concerns	021 928 4102

Getting help

Food Parcel Service – Western Cape	Food Parcels	021 469 0235
Legal Aid Advice line	Information and guidance on any legal matter	0800 110 110 (07:00–19:00 Monday to Friday)
Medic Alert	Assistance with application for Medic Alert disc or bracelet	021 425 7328 (09:00–16:00) 021 461 0000 (24-hour emergency line)
SASSA Social Relief Grant	If you are unemployed, over 18 years and not receiving other grants, UIF or NSFAS.	WhatsApp: 082 046 8552 USSD Code: *134*7737# Email: srd@sassa.gov.za 0800 60 10 11 (toll free)

Chronic conditions

Diabetes South Africa	Information, eating advice and support workshops	086 111 3913 (08:00–16:00 Monday to Thursday, 08:00–14:00 Friday)
Epilepsy South Africa	Information, counselling and support groups	0860 37 45 37 (08:00–16:30 Monday to Thursday, 08:00–14:00 Friday)
Heart and Stroke Foundation	Information and support groups if you have had a stroke or any suffer from any heart condition	021 422 1586 (08:00–16:00)
National AIDS Helpline	Counselling and information if you have HIV or are thinking of testing	0800 012 322 (24 hours)
People living with Cancer	Cancer related queries and support	0800 033 337

Counselling and crisis support

Lifeline National Counselling Line	Counselling for any life crisis and referral to support services	0861 322 322 (24 hours) 065989 9238 (WhatsApp call counselling)
Childline SA (ages 0–16 years)	For children and young adolescents who are in crises, abuse or at risk of abuse and violence	0800 055 555 (24 hours)
Gender-Based Violence Command Centre	Assistance if experiencing domestic violence, sexual assault or abuse	0800 428 428 or *120*7867# from any cell phone
TEARS Foundation	SMS helpline in cases of domestic violence, sexual assault and child sexual abuse	*134*7355# www.tears.co.za
National Human Trafficking Helpline	Reporting human trafficking	0800 222 777
Rape Crisis	Counselling and court support for rape survivors > 13 years	021 447 9762 (24 hours) – English 021 361 9085 – Xhosa 021 633 9229 – Afrikaans WhatsApp line: 083 222 5164
MobieG	Live-chat counselling for teens	www.mobieg.co.za (Sunday from 18:00, Monday–Thursday from 19:00)
Safeline	Abuse counselling and court preparation	0800 035 553 (24 hours)
South African Police Services	Report a crime.	08600 10111
Child Welfare South Africa	Report child abuse or neglect	0861 452 4110
Police Child Protection Unit	Report child abuse or neglect	10111 childprotect@saps.org.za
FAMSA-Family and Marriage Association of South Africa	Support and Education during stressful times	011 975 7106/7 national@famsa.org.za

Alcohol, drugs and smoking

Alcoholics Anonymous	Counselling, education and support groups if you require assistance with alcohol abuse	0861 435 722 (09:30–17:00 Monday to Thursday, 09:30–15:00 Friday)
SA National Council on Alcoholism and Drug Dependence	Support and help for people addicted to drugs and alcohol as well as their families	0800 456 789/SMS 31393
Narcotics Anonymous (NA)	Information and support for drug addicts	0861 006 962
National Council Against Smoking Quitline	Information and support to stop smoking	011 720 3145 or 082 840 3548

Mental health

South African Depression and Anxiety Group	Counselling and support if you have depression or anxiety	0800 456 789/ SMS 31393
Suicide Crisis Line	For any suicide related support	0800 567 567 (08:00–20:00) or SMS 31393 and a counsellor will call back
Cape Mental Health	Counselling, support, rehabilitation, training and re-integration programmes	021 447 9040 (08:00–16:30 Monday to Friday)
Mental Health Helpline	Counselling and support if you have a mental illness	0800 12 13 14 (24 hours) or SMS 31393 and a counsellor will call back
CIPLA 24-hour Mental Health Helpline	Helpline for mental disorders, anxiety, depression and suicide	0800 456 789 WhatsApp: 076 88 22 77 5

Practical Approach to Care Kit