

The background features several stylized, blue, spherical virus-like particles with numerous small protrusions, scattered across the white space. A large, solid black circle is centered on the page, containing the main title and subtitle.

STAYING WELL

During the COVID-19 Pandemic

A Hout Bay Community Communication
Toolkit for Initiatives & Key Influencers

24.03.20 V1

Why this toolkit?

- This toolkit was developed to support key influencers and community mobilisers in the Hout Bay Community
- to support, educate and empower our community
- by streamlining information pertaining to COVID-19, ensuring that all information shared is vetted and sourced from the latest Department of Health guidance,
- to reduce fear and panic
- and most importantly stop the spread of COVID-19.



Empower people with vetted information

F.E.A.R: False Evidence Appearing Real

➤ Fear vs Facts:

When we share the facts, we empower people to take control of their lives, health and destiny.

➤ Rumours vs Reality:

Rumours or myths create panic, fear and helplessness. They can even create shame which result in people not doing the right thing. We combat rumours with the truth.

➤ Panic vs Preparation

When people are prepared, and have the correct information, they feel empowered. This reduces panic, fear and irrational behaviour.





Don't Panic

How to use this toolkit

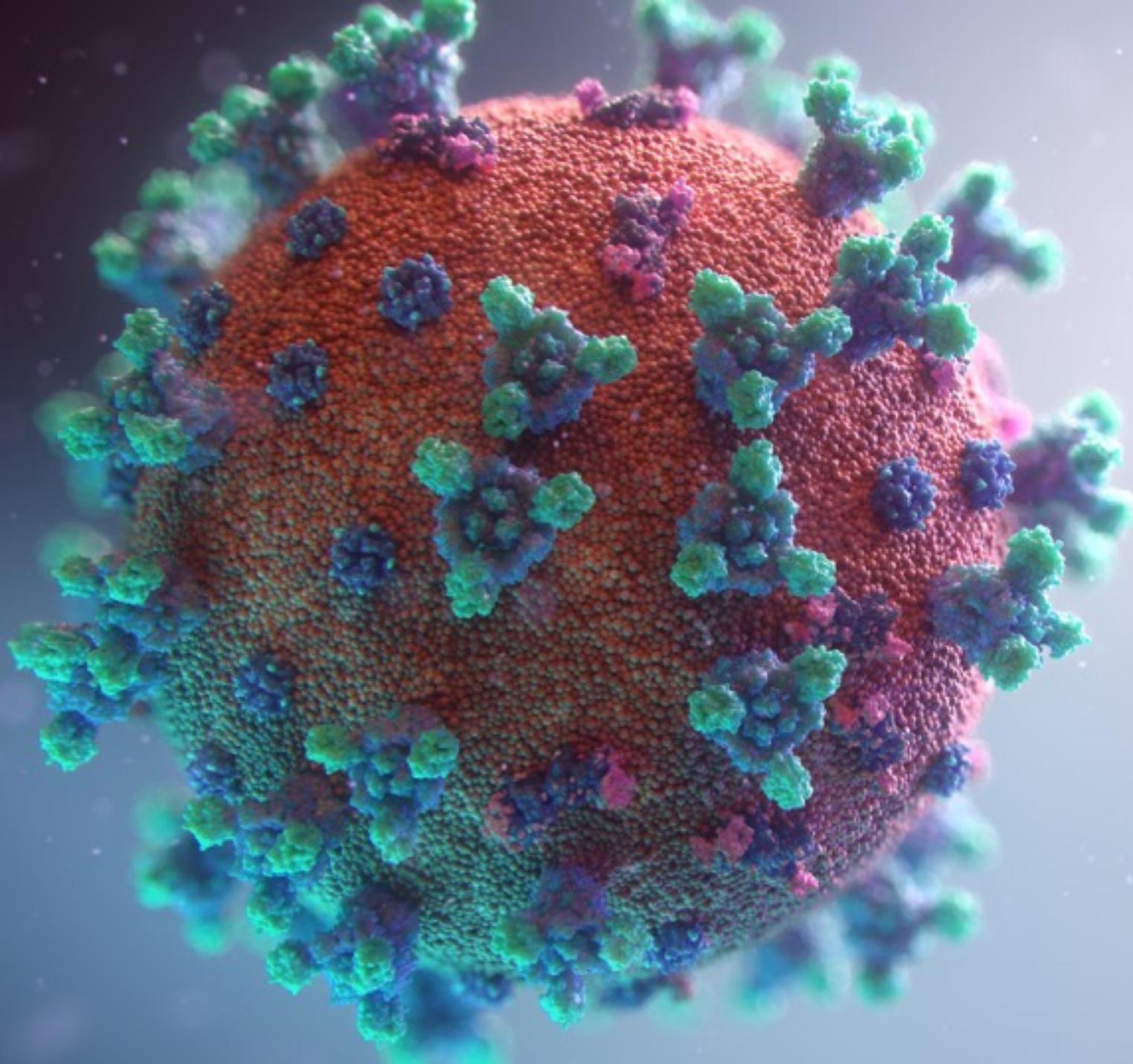
- The information within is intended to aid conversations that raise awareness to the truth about COVID-19.
- We recognise key influencers who have the trust of their community (leaders, religious bodies, women's groups, young people's organisations) are best suited to reach communities. The aim is to work with and through key influencers.
- People receive the message only after they have first been heard and understood themselves. Before attempting to share any message, ask what the hearer has heard or knows, then build on their knowledge, respond to their questions.
- Always note, when working in community- follow protocol to reduce the risk of catching or spreading COVID-19.



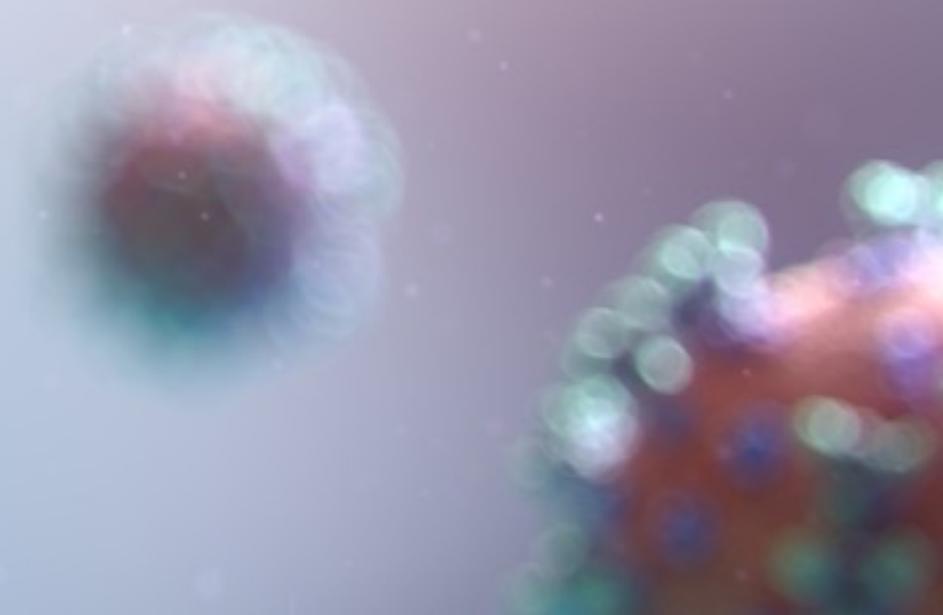
Keep yourself and others safe

- Do NOT touch your face, the disease enters through openings.
- Wash or sanitise your hands often. Avoid touching surfaces.
- Keep 1.5 meter distance from others (if can touch, too close).
- If there is a gathering, use gatekeepers to separate groups so that people can maintain the 1.5 meter distance.
- Use hand sanitiser or washing stations at entry points.
- Limit the number of people who handle distributed items.
- Note the guidance from WHO on use of masks and gloves. Not necessary unless you are yourself unwell (in which case stay home) or if you are taking care of sick people.





Let's Get Started



What do you know about COVID?

- **Have you heard** of COVID-19 or Coronavirus?
- **What do you know about it?**
- **What do you know to do** to keep from getting it?



What is COVID?

- **COVID-19 is a viral respiratory illness** that can cause flu-like symptoms including **fever, sore throat, dry cough, difficulty breathing, fatigue, body/ muscle aches.**
- **Most people** will experience only **mild illness** and will recover without treatment.
- **It can become severe,** causing viral pneumonia (difficulty breathing) and require hospitalisation.



Who is at Most Risk?

- **Persons with underlying health conditions** (heart disease, diabetes, chronic respiratory diseases, tuberculosis, people undergoing treatment for autoimmune disease or some cancers) **and older persons are more at risk to experience severe illness.**
- **People living with HIV** who have not achieved viral suppression may have a compromised immune system that leaves them vulnerable to opportunistic infections and further disease progression.
- **The Department of Health recognises this risk and prioritises support for those who experience higher risk.**

The good news is...

- **According to current knowledge, people living with HIV** who are taking their ART and their viral load is suppressed and have a **good CD4 count** are not thought to be at higher risk.
- **Also, per knowledge, children** generally do not experience serious symptoms, but can spread it, like anyone, if infected.



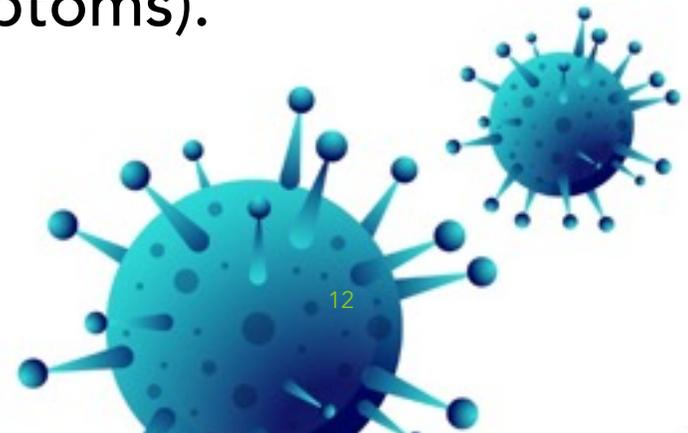
How is COVID transmitted?

- COVID-19 is mainly spread through contact with a person who is sick with the virus, through infected droplets. Droplets are small drops of secretion from the airways that can be spread by coughing, sneezing or speaking.
- COVID can be transmitted when these droplets from an infected person enter the body through the mouth, nose or eyes.



How is COVID transmitted?

- COVID-19 may also be transmitted by touching a surface on which droplets have landed and then touching your eyes, mouth or nose.
- The virus can be spread by infected people with symptoms, but it can also be spread by infected people who do not yet show symptoms (though this is rare, as the virus is most contagious when a person is showing symptoms).



Keeping Well



Keeping Well: Get information from reliable sources

- **Do NOT touch your face** unless you have washed your hands.
- **Wash your hands** well (thoroughly for 20 seconds) and often (when you enter your home, before you cook/eat, after the bathroom). Soap and water is the best. Use sanitiser when you cannot get soap and water.
- **Cough or sneeze into your elbow** rather than your hands.
- **Clean and disinfect frequently** touched objects and surfaces (counters, bedside table, doorknobs, bathroom surfaces, phones, keyboards).



Keeping Well: Get information from reliable sources

- **Avoid touching surfaces** when out. If you do, **wash your hands.**
- **Avoid crowds,** use the elbow bump and **keep 1,5 meter distance** (if you can touch person- you are too close)
- **Avoid contact with people who are sick.**



A photograph of a grey sofa with several pillows and a colorful striped blanket. The text "What if I have symptoms?" is overlaid in the center. The background shows a window with white curtains.

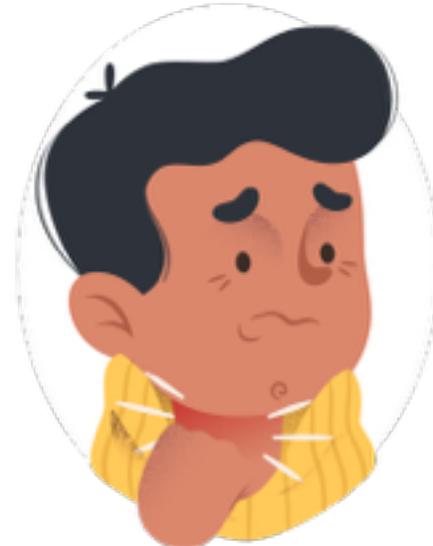
What if I have symptoms?



HIGH FEVER



COUGH



SORE TROATH



HEADACHE



What to do if you have symptoms?



LET'S **STOP** THE SPREAD



If you can, stay home.



Must leave home? Keep 1.5 metres from others.



Cough & sneeze into a tissue or the corner of your arm. Throw it away safely.



Wash your hands with soap regularly.



Sick? Stay home and call for advice.



If you have flu-like symptoms, including cough and fever, please call the **Coronavirus Provincial Hotline** on **021 928 4102**

LET'S **STOP** THE SPREAD

Keep your distance

Protect yourself and your family from getting COVID-19.



Stay home if you can.



Must go out? Keep 1.5 metres away from others.



No handshakes, hugs or kisses.



Cough and sneeze into a tissue or the corner of your arm. Throw the tissue away safely.



If possible, don't use public transport.



Avoid gatherings.



Coronavirus Provincial Hotline 021 928 4102
OR MORE INFORMATION: www.westerncape.gov.za/coronavirus

What to do if you have symptoms?

- **If you have been in contact with a sick person, or have been in contact with someone who has COVID-19, and you get a fever, cough or have difficult breathing, call the hotline: 08002999, or 021 928 4102, or a doctor.**
- **Follow the medical provider's advice.** They may ask you to stay home for 2 weeks (the typical advice). **By doing so, you will reduce the risk to others and stop the spread.**
- **Many people are expected to get COVID-19** in the coming months in South Africa.
- **Thankfully, many will also get better from COVID-19 without treatment.**



Snapshot: What does self-isolation involve?

LET'S **STOP** THE SPREAD

Self-Isolating

Stop the spread of COVID-19.



- Stay home if you can.**
- If you've travelled overseas, self-quarantine for 14 days.**
- If you've had contact with someone who has COVID-19, you must self-isolate for 14 days. Seek advice.**
- If you develop flu-like symptoms, stay home and call hotline: 021 928 4102**

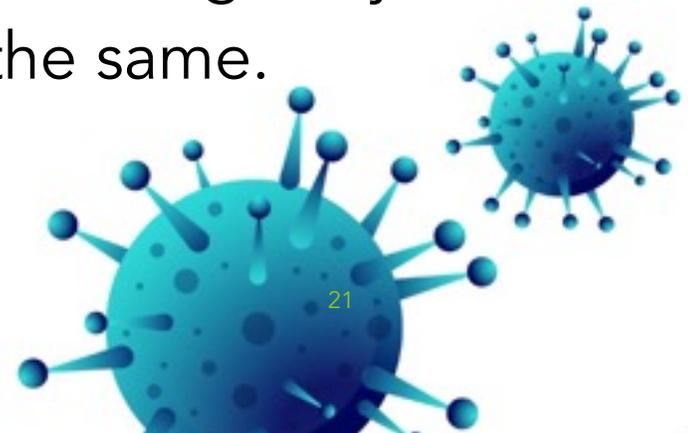
Western Cape Government

Coronavirus Provincial Hotline 021 928 4102
OR MORE INFORMATION: www.westerncape.gov.za/coronavirus



What does **self-isolation** involve?

- **Self-isolation means staying at home!**
- **Do not go to work, school or other public places and avoid public transport.**
- **Maintain a 1.5 meter distance from others if you do leave home** (such as to get groceries).
- **Clean and disinfect frequently** touched objects and surfaces.
- **Wash your hands** regularly and advise others to do the same.



What does **self-isolation** involve?

- **Wash your hands** regularly and advise others to do the same.
- **Clean and disinfect frequently** touched objects and surfaces.
- **Do not go out in public** – COVID-19 is very contagious and best to stay at home and rest, not spread it. Ask others to conduct any needed errands (shopping or medication purchase).
- **Call your doctor if you need specific advice or become more unwell.**



What now?

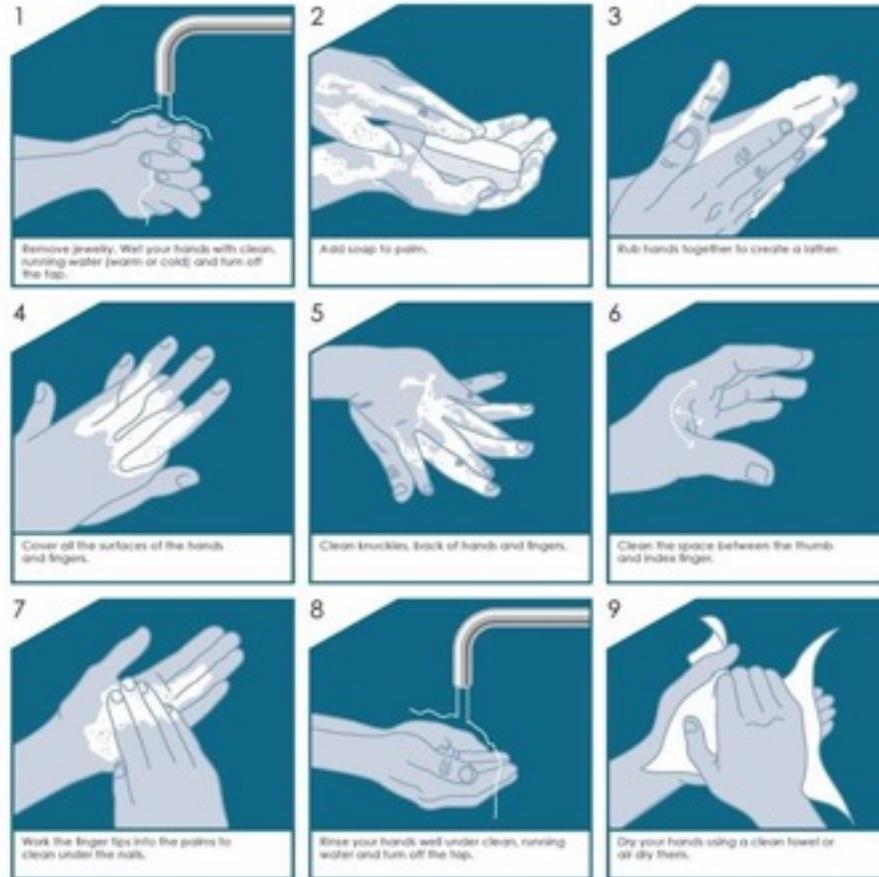
- The Department of Health is preparing a health services response in the event of the wide spread of COVID-19. However, we can stop this before it spreads.
- **Physical distancing** has proven to slow the spread in other countries.
- **Listen to and follow DoH advice to keep yourself and your families safe.**



Tips for hand washing

HAND WASHING

Hand hygiene with soap and water



Minimum wash time:
10 - 20 seconds



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.





People with HIV & TB

Advice for people living with **HIV** and people living with **TB** to keep safe

- **If you are living with HIV and/or TB, the most important thing to do is to keep taking your medication correctly.**
- **Continuity of care is important**, as well as early diagnosis and treatment.
- **If you are already under ART and/or TB treatment, do not stop taking your medications.**
- **Continue your treatment** so that your immunity is maintained/ boosted and you can be better protected against infections and diseases.



Advice for
people living
with **HIV** and
people living
with **TB** to
keep safe

- If you are under treatment for HIV and/or TB, discuss with your health care provider options about:
 - 1. longer medication refills** and/or alternatives to Directly Observed Treatment (for TB)
 - 2. possibility/alternatives for self-monitoring and exchange of information via sms/whatsapp** when possible, instead of **self-presenting to Health Facility**



Advice for people living with **HIV** to keep safe

- **For those with HIV, avoid unnecessary visits to health facilities unless presenting with severe respiratory symptoms, or Advanced HIV Disease danger signs, or for medical follow up/medication refills.**
- **If you must go to the clinic, phone ahead to ask for advice before going- notifying them of your status.**
- **If you are not aware of your HIV status and you would like to know, get tested.**



Questions?



QUESTION:

Will soap work
or do I need
disinfectant?

- **The point is to get the virus off your hands** so you don't transfer it to your mouth, nose or eyes.
- **Soap and water, if used appropriately, will fully remove the virus from your hands and kill it.**
- **Where there is no soap and water, use hand sanitiser, but be sure, as with washing hands, to reach all surfaces of your hands.**

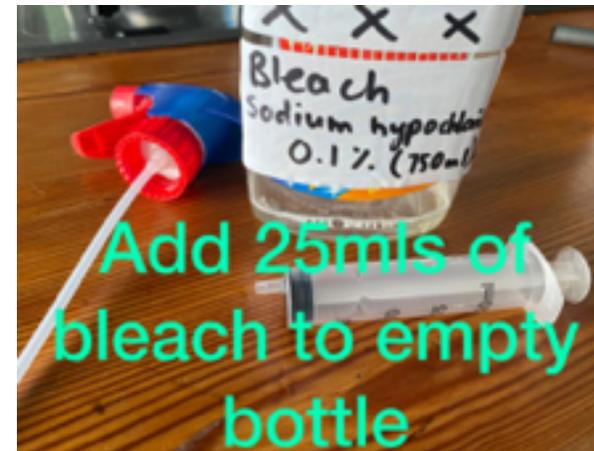


QUESTION:

What is a safe home made disinfectant solution?

How to make and use a bleach solution

1. Put 2 tablespoons, or 25 ml of bleach, into 750 ml water in a spray bottle
2. Before spraying, clean the area or item with soap and water or another detergent if it is dirty. Then, spray the disinfectant.
3. Wear cleaning gloves if you have, to protect your hands, and ensure the area is well ventilated to protect your lungs.



QUESTION:

What if I have to stay home because I am sick?

- **Do** your best to identify those people in your community who can support you (take care of the things needed outside the home so you do not have to go out).
- **Treat yourself in the way you would normally do if you have flu.** Rest well and drink plenty of fluids, use paracetamol as needed to reduce fever.
- **Avoid sharing** utensils, dishes, towels, or bedding. Wash what is used often.
- **You should keep separate from other people** in the home and, if possible, **stay in a well-ventilated room.**
- **Wear a mask if possible to avoid spreading COVID-19.**
- **Call your doctor if you need specific advice or become more unwell.**



QUESTION:

What is physical distancing and why does it matter?

- COVID is spread from contact with those who have it.
- When they sneeze or cough, droplets enter the mouth, eyes, or nose and may be breathed into the lungs of the person nearby.
- Avoiding crowds, keeping a 1.5 meter distance between you and others (should not be able to touch another person), **not hugging or giving handshakes** will help reduce spread.



QUESTION:

Why shouldn't
I touch my face?

- **Illnesses often enter the body through germs that get in the mouth, eyes, or are breathed in through the nose .**
- **Avoid touching your face until you have washed your hands, as this reduces the possibility of getting germs into your body.**
- **(The virus does not enter the body through intact skin.)**



QUESTION:

Will I be tested
for COVID if I
call the doctor?

As of March 23rd, COVID tests are being offered in many private and public hospitals for those who fit the case definition:

- **Have flu-like symptoms AND in the last 14 days you...**
- **Have travelled internationally** to an area where COVID is spreading from person-to-person in the community OR
- **Been in close contact (e.g. face-to-face contact, been in a closed room, transport) with someone** who has tested positive for COVID, OR
- **Have a household member or someone at work** who has tested positive for COVID, OR
- **Have worked in a facility** where a COVID case has been diagnosed and was not wearing personal protective equipment
- ***As the cases increase in SA, recommendations for testing might change, always trust your doctor. Your doctor will have the most updated recommendation on when to test**



QUESTION:

What will happen when I go for a test?

As of March 23rd, at the Public Health Clinic at Hout Bay Medical Centre, Victoria Road:

- Before going for a test, call 0219284102, or 0800029999
- Wash your hands well before you leave home.
- Wear a mask when you go to the clinic to protect others. Keep a 1,5 metre distance from others.
- You will be asked to wait outside. Do so, a medical provider will assess you to know if you need a test.
- If you need a test, you will be sent to Lady Michaelis Community Health Clinic, or another testing center. There is no cost for this.
- If you do not fit the case definition for having been exposed to COVID-19, you will not be tested. You may be asked to go home and self-isolate for two weeks.



QUESTION: Should I use a mask?

- **Simply, if you are not sick, nor caring for a sick person, you do not need a mask, and wearing one might increase your risk.**
- **The reason being, if you touch the inside of your mask at any point, or if your mask touches any other part of you or another surface, it is no longer safe to wear, as you may have picked up germs on the mask and now touching them to your face.**
- **Per WHO guidance, masks should be kept available for health providers or anyone who are caring for those who are sick. Masks should also be used for those who are sick, to keep the germs to themselves and reduce spread to other people.**



QUESTION: Should I wear gloves?

- **COVID-19 does not enter through unbroken skin**, but rather through openings such as the **mouth, eyes or nose**.
- **Unless you have cuts on your hands**, gloves will **not be any more effective than your own skin**, and may actually **cause more harm if you forget to wash your hands after**.



QUESTION:

What will happen to my family member when they go to the hospital?

- If a family member is taken to the hospital for treatment for COVID-19, they will be evaluated and given treatment.
- They might stay admitted or be sent home depending of clinical severity.
- If they are admitted they will receive care in an **isolation ward**, so as to prevent spread of the illness.
- **Visitors are not allowed** in isolated wards because the risk to catch the illness is too great.
- **However, you are encouraged to call and speak via phone as often as possible, to provide support that way.**



Myths

Myth Buster:

The virus is coming from foreigners

- **COVID-19 started on another side of the world. But now it is in South Africa,** and it is being transmitted within our borders, **by our own citizens.** We need to be vigilant to follow DoH guidance to keep ourselves and our families well and free of the illness!

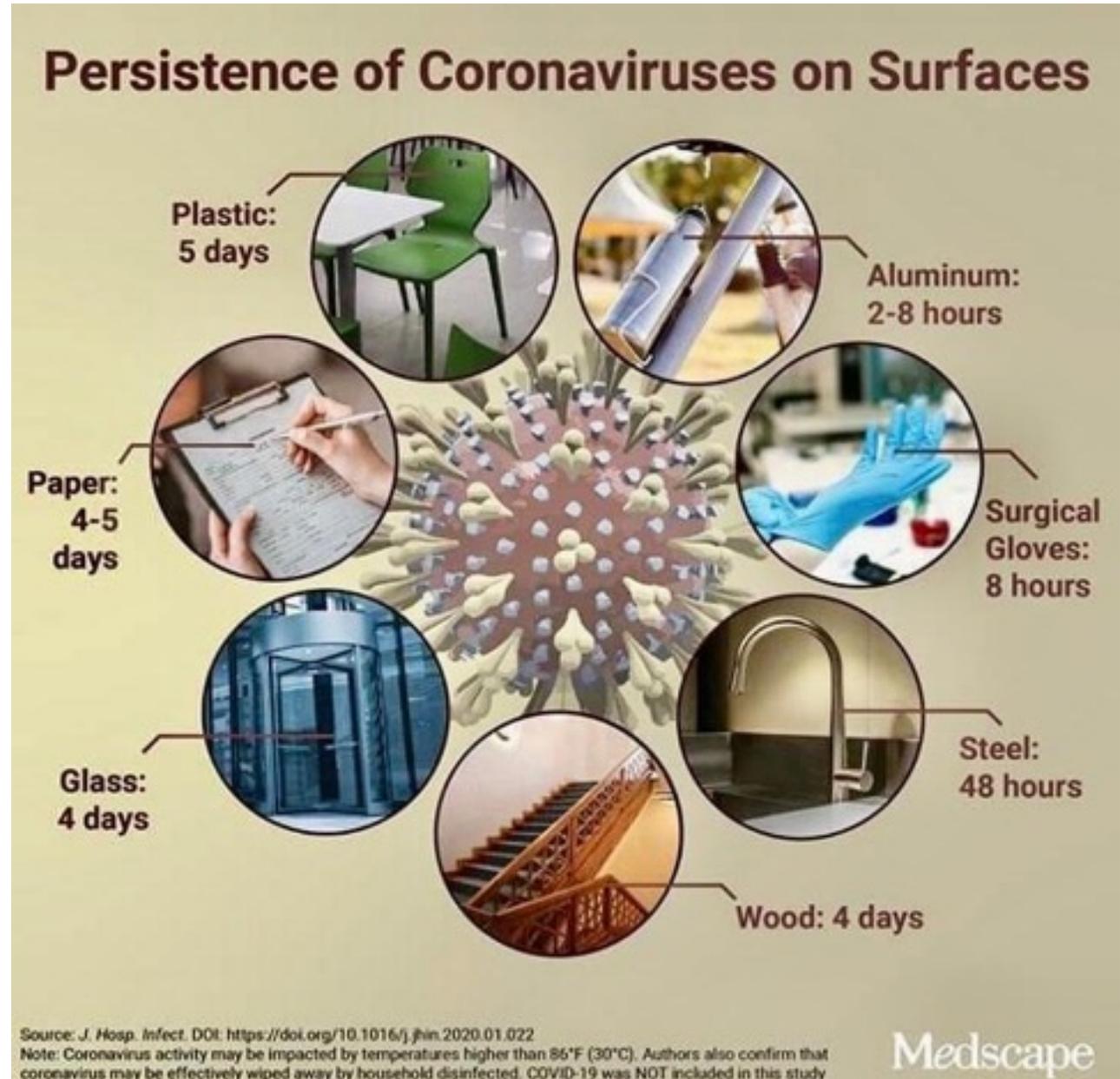


Myth Buster: COVID survives for only 8 hours on a surface

- **Studies show COVID-19 can live on surfaces for a substantial amount of time!**
- **The best defence is to clean and disinfect surfaces touched often** (your phone, door knobs, kitchen counters, bathroom surfaces) with correctly prepared bleach.
- **Continue to wash your hands** before and/or after: eating, blowing your nose, going to the bathroom, etc.



Persistence of Coronaviruses on Surfaces



Myth Buster: Heat Kills COVID

- People say that COVID-19 will not continue in the summer, or in hot climates.
- This is just a theory.
- We know that similar viruses have survived in hot climates like Saudi Arabia.
- **At present, we know the best prevention is to adhere to the safety precautions as defined by DoH.**





Contact Information

To Conclude

- It is courageous people who take responsibility to keep others safe from COVID-19.
- If you have a fever, cough, fatigue, muscle aches or difficulty breathing, and have been in contact with someone with COVID-19,
- **Call 080029999 or 021 928 4102** or a doctor and stay home until they give you further instruction.
- **Most people will not need treatment, but will recover from home.**



For Further Information

- **Emergency Hotline: 080029999**
- **Western Cape 021 928 4102**
- **WhatsApp Support Line: 0600123456**
- **Department of Social Services:
0800220250 (after-hours:0788337012)**
- **Child Helpline: 0800055555**
- **www.westerncape.gov.za/coronavirus**
- **<https://sacoronavirus.co.za/>**

➤ *This booklet will be updated as knowledge and evidence continues to be gathered and the response evolves.*

