

## FAQ coronavirus (UPDATE 93 – updates until February 10, 17:00)

### Coronavirus: frequently asked questions about the measures

*Certain measures are being taken to prevent the coronavirus from spreading. Here you will find the answer to all frequently asked questions on the matter. These questions are very frequently updated.*

#### **Would you like to visit the city counter?**

*If so, be sure to read the information under the topic 'Counters' before taking any further steps.*

#### Follow the basic rules

- Everyone older than 12 must always carry a face mask with them. Wearing a face mask is mandatory in publicly accessible buildings such as libraries, public buildings, in and around all schools and institutions for higher and adult education. This rule also applies on public transport, in shops and in places where you cannot keep a distance of 1.5 meters from each other, for example at markets and in recycling parks.
- Hygiene rules remain essential:
  - Wash your hands often.
  - Use a new paper tissue each time and throw it away in a closed trash can. If you do not have one at hand, cough or sneeze in the inside of your elbow.
  - Do not give hands, kisses or hugs.
  - Have as little contact with others as possible. Stay at home if you are ill or show corona symptoms and call a doctor).
- These are the main symptoms of corona:
  - cough
  - shortness of breath
  - fever
  - muscle pain
  - fatigue
  - loss of sense of smell and taste
  - congested nose
  - sore throat
  - diarrhea

Do you have any of these symptoms? Call your doctor. Some people have the virus but no symptoms.
- As a rule, everyone should maintain a safety distance of at least 1.5 metres - the so-called **social distance** - from each other.

- This rule does not apply in your own household and among children up until the age of 12.
- Each household member may have 1 close contact. Children up until the age of 12 can also be a close contact so they fall under the same rule. Households cannot have more than 1 contact over at the same time, so no other visits are allowed. After 6 weeks you can choose a different close contact.
- People who live by themselves can have 1 more contact aside from the close contact. This person cannot come into close contact and it is not allowed to have both people over at the same time (except for Christmas eve or Christmas day).
- **Outdoors:** when you meet outdoors with people who do not belong to your household or social bubble, you can do so in a group of maximum 4 people, children up until the age of 12 not included. In this case you need to always keep a distance of 1,5 m.
- Take extra precautions with people belonging to a high-risk group. Pay special attention to those who are more sensitive to the virus:
  - people over 65 years old
  - people with diabetes or with heart, lung or kidney problems
  - people who are more prone to infections.
- It is recommended to install the Coronalert app on your smartphone, which can be found in the App Store and Google Play. The application will alert you if you have been in close contact with someone who tested positive. In that case, you will also receive advice on what to do to protect yourself and others. Conversely, if you test positive yourself, the app warns the other users of the app with which you were in close contact. All data is processed anonymously. More information on [www.coronalert.be](http://www.coronalert.be).

## The difference between quarantine and isolation

- **Quarantine:**
  - You have not tested positive (yet), but you do have a higher risk of being infected.
  - You are not allowed to leave your home, even if you do not feel ill. Indoors it is not necessary to isolate yourself from your housemates.
- **Isolation:**
  - You are ill or have tested positive for the coronavirus.
  - You are not allowed to leave your home and you need to isolate yourself at home from your housemates.

You can only leave your home to be tested.

## You need to quarantine if:

### 1. You have had close contact with an infected person:

- the contact lasted more than 15 minutes

- at a distance less than 1.5 meters
- while neither of you was wearing a face mask.

You will be notified of this by a contact researcher or the [Coronalert app](#). You can of course also notify the infected person yourself.

## **2. You have been traveling in a red zone for 48 hours or more.**

### **You feel sick**

Contact your doctor. You will immediately receive a test.

### **Duration of quarantine and when to get tested**

#### **1. You have had close contact with an infected person:**

- Your quarantine lasts 10 days:
  - Starting from your last contact with the infected person or since your return from a red zone.
  - After those 10 days, remain highly vigilant for another 4 days: make sure that you do not develop any symptoms, keep your distance from others and wear a face mask.
- At the start (day 1) of your quarantine you need be tested immediately.
- Get tested again after 7 days of quarantine:
  - **Your test is negative:**
    - You can end your quarantine. However, you have to wait for the result of your test.
    - Pay attention to symptoms, keep your distance from people, wear a face mask.
  - **Your test is positive:**
    - you are infected.
    - You must remain in isolation for another 7 days.
  - You cannot get tested earlier than 7 days into your quarantine in order to stop your quarantine earlier.
  - You cannot use a quick test either in order to end the quarantine.

#### **2. You have been traveling in a red zone for 48 hours or more:**

- Get tested on the 1st and 7th day from your return.
- Stay in quarantine until you have a negative result on the test you took after 7 days.
- If the test is positive, you will remain in isolation for an additional 7 days.

### **You live with an infected person**

Who cannot isolate from you:

Stay in quarantine for as long as that infected person is in isolation and then for another 10 days.

### **You cannot work from home**

- The contact researcher will e-mail you a quarantine certificate.
- Alternatively you can download the certificate with the quarantine code you received via SMS. The code has 16 characters, but is different from the PCR code, which also has 16 characters.
- Or get a quarantine certificate from your doctor.

### **Duration of isolation**

- At least 10 days. Count from the day of your test or the day you got symptoms.
- Do not leave your home until after 10 days:
  - and if you have not had a fever for at least 3 days
  - and if your breathing problems have improved (no fever, cough, shortness of breath or difficulty breathing)
- You remain in isolation until you receive your test result.

### **You can be punished or fined**

If you do not follow the measures.

### **More information about quarantine and isolation**

Check:

- [www.zorg-en-gezondheid.be/isolatie-en-quarantaine](http://www.zorg-en-gezondheid.be/isolatie-en-quarantaine)
- [info-coronavirus.be/nl/quarantaine-isolatie](http://info-coronavirus.be/nl/quarantaine-isolatie)

### **Testing village 'TestCovid'**

#### **Q: Who can get tested in the testing village?**

Anyone living in Antwerp or in commune with a shared on-call medical centre Borsbeek, Schoten, Stabroek or Wommelgem.

However, you must meet the following 2 criteria:

1. You have no corona symptoms or you have light symptoms. If you have heavy symptoms, call your doctor and do not come to the testing village.

2.

- You have received a code:
  - I. from your doctor
  - II. from a CLB doctor (Centre for Pupils' Assistance)
  - III. from a contact researcher
  - IV. upon return from a red zone abroad (make sure to fill in the [mandatory electronic travel form](#))

- Or if you want to get tested before going on a trip abroad (for work or holidays).
- Or you have a code for a fast test from your company doctor, school doctor or any other organization-bound doctor.

### **You meet the conditions. Is it allowed to come by freely?**

No, you have to make an appointment first.

### **How to make an appointment?**

1. [Register on the website and answer a few questions.](#)
2. Make an appointment for the day itself or 1 or 2 days later.
3. You will receive a time at which you can visit and an e-ticket with a QR code.

### **What do you need to bring?**

- your e-ticket with QR code
- your identity card
- a face mask

Otherwise you cannot get tested.

### **How can you reach the test village?**

- By bike or on foot:
  - Schijnpoortweg, next to the LUKoil petrol station.
  - Leave your bicycle in the bicycle rack and walk through a test street.
  - Keep 1.5 feet away and wear a mouth mask.
  - You will sit on a chair during the test.
- By car:
  - Noordersingel in Borgerhout, close to Sportpaleis.
  - Remain in your car during the test.
  - Passengers without a window need to get out and sit on a chair.
  - The testing village is located in a low emission zone. If you come by car, first check whether it can enter the [LEZ zone](#). This way you avoid a fine.

### **When will you get your results?**

Within 48 hours after the test on [www.mijngezondheid.be](http://www.mijngezondheid.be), [www.cozo.be](http://www.cozo.be) or via your doctor.

Currently the labs of the national test platform are very busy. Therefore, you may have to wait longer for your test results.

### **Is your test positive?**

This means you are infected. Call your doctor immediately. They will give you advice. After that advice, you can no longer get tested in TestCovid.

### **Quarantine and isolation**

[Read here about the difference between the two, when to go into quarantine or isolation, and how long they last.](#)

### **Is the test free?**

Yes, except for trips abroad. In that case you pay 46.81 EUR per test. This amount is not reimbursed by your health insurance fund.

### **Do you need a certificate to travel abroad?**

Print your negative result via [www.mijngezondheid.be](http://www.mijngezondheid.be) or [www.cozo.be](http://www.cozo.be).

### **Can you also have a blood test done in TestCovid?**

No. Consult your doctor if you would like a blood test.

### **Which countries require a certificate of a negative test, a blood test, or a mandatory quarantine?**

Visit [diplomatie.belgium.be](http://diplomatie.belgium.be) for more information about the local corona measures.

### **Why a testing village?**

- TestCovid reduces the great pressure on general practitioner doctors, emergency services and laboratories. In this way they can fully focus on patients with corona symptoms or other disease symptoms.
- TestCovid helps to better separate people with and those without symptoms.
- Companies know more quickly whether an employee should go into isolation or can go back to work. The quarantine for employees can thus be shortened by a few days.

### **Who owns the test village?**

TestCovid is a collaboration between 14 partners: the city of Antwerp, the 4 local general practitioner doctor association, AP Hogeschool, Ziekenhuis Netwerk Antwerpen, University of Antwerp, University Hospital Antwerp, the province of Antwerp, the Flemish Agency for Care and Health, the Federal Public Service for Public Health, the Royal Institute for Illness and Invalidity (RIZIV), Mediris, the Royal Pharmacists Association of Antwerp (KAVA) and eHealth. Golazo provides logistical and operational support.

### **Cannot find the answer to your question or are you unable to make an appointment online?**

Call the local corona info line, tel. 03 435 95 55.

Vaccinations and vaccination village VacCovid

**The city hall and ZNA are building the vaccination village VacCovid on Spoor Oost in Borgerhout. Most Antwerp residents and residents of 4 neighboring communes will receive a corona vaccine here starting the beginning of March. If your vehicle is not allowed in the low emission zone, you will receive an exemption.**

In the vaccination village at Spoor Oost, as many residents as possible from Antwerp, Schoten, Wommelgem, Stabroek and Borsbeek will receive a vaccine. Residents of Antwerp and these 4 neighboring municipalities can also go to Spoor Oost for a corona test.

### **Reaching the site and accessibility**

- [VacCovid is located next to the testing village TestCovid, Noordersingel 40 in Borgerhout \(close to the Sportpaleis\).](#)
- There are 600 parking spaces and sufficient bicycle sheds.
- The vaccination village is located in a low emission zone (LEZ). Even if your vehicle is not allowed and you enter Spoor Oost, you do not have to pay any fine. Even if you park elsewhere, you are exempted from a fine. This exemption only applies for the day of your visit to the testing and vaccination village.
- Unlike the testing village, you enter on foot.
- The vaccination village is accessible for wheelchair users.

### **In and out in 3 steps**

1. Join one of the 6 entrance rows in the vaccination village.
2. After having your identity and e-ticket checked, you go to a vaccination cabinet that is free. There you will get your vaccine. Each syringe has a unique barcode with the vaccine type and lot number.
3. After the vaccination, go to the waiting room next to it. There the vaccination is registered and forwarded to [Vaccinet](#). If you feel fine, you can go home.

### **Less mobile residents**

- Less mobile residents will receive a vaccine at a temporary vaccination location in their own neighborhood. More information about this will follow.
- Those who cannot leave the house will receive a vaccine at home. More information will also follow about this.

### **Personal invitation**

You will receive a personal invitation with more information about when and where you will receive a vaccine. For most residents of Antwerp and the 4 communes mentioned above the location will be VacCovid.

### **Voluntary and free**

The government wants to vaccinate at least 70 percent of the population. The vaccination is voluntary and free for every citizen.

### 3 phases

There are not yet enough vaccines for everyone. That is why the vaccination campaign proceeds in stages:

#### *Phase 1: residential care centers and care personnel*

1. residents and staff of residential care centers
2. other collective health care institutions and their volunteers
3. healthcare workers from hospitals and primary health care
4. non-medical staff of hospitals and care institutions

The vaccine will be given in residential care centers, hospitals and care institutions.

#### *Phase 2: people over 65, high-risk patients and essential professions*

1. everyone over 65
2. 45-65 year-olds with health problems
3. people with essential professions such as fire brigade and police

The vaccine will be given in the triage and vaccination centers.

#### *Phase 3: the rest of the population*

1. other at-risk patients
2. the rest of the adult population

The vaccine will be given in triage and vaccination centers, hospitals, healthcare institutions, companies, schools, etc.

### Volunteers wanted

The city is looking for volunteers to ensure that vaccinations in the vaccination village run smoothly. Both medical and non-medical profiles can help. Do you want to volunteer? View the different tasks and register via the [registration form](#).

### More information about the covid vaccine

Here you will find links to correct, reliable information about the covid vaccination:

- Why get vaccinated: [www.laatjevaccineren.be/campagne-covid-19-vaccinatie](http://www.laatjevaccineren.be/campagne-covid-19-vaccinatie)
- How do vaccines work: [www.laatjevaccineren.be/over-vaccineren/hoerwerken-vaccins](http://www.laatjevaccineren.be/over-vaccineren/hoerwerken-vaccins)
- Frequently asked questions and answers on the [website of the Flemish government](#).
- Frequently asked questions and answers on the [federal government website](#).
- [Fact check on vaccination reports in the media](#).
- The European Medicines Agency provides [correct information](#) about the vaccines.
- Frequently asked questions and answers on the [Federal Agency for Medicines website](#).

## Counters

You can visit the city counter, but not for all services. You can find all the services available at the moment [through this link](#).

The city counters are only open by appointment.

- To visit the city counter you can book an appointment [online](#).
- A digital request is always required to visit the immigration office. You will find an overview on the immigration office [website](#). The staff will first prepare your file and contact you to make an appointment, if necessary.

**You will not be able to get an appointment any faster by calling or emailing.**

You can exceptionally contact us if you have an urgent question (e.g. loss / theft of identity documents which you need in order to exercise your profession). Please only contact us in these cases. For non-urgent questions, we cannot give you an appointment faster this way.

Are you showing symptoms of disease or are you in quarantine? Cancel your current appointment and book a new appointment later.

### **Q: Can I still use the self-service counter?**

A: Yes, you can find a certificate counter in the city counters in Antwerpen, Berchem, Borgerhout, Deurne, Hoboken, Merksem and Wilrijk. You do not need to make an appointment.

You will only be admitted if you have a valid identity card or residence permit and your PIN code. You need to print out the certificates yourself and respect all security measures.

You can print out the following documents via the certificate kiosks: proof of living, family composition, nationality certificate, extract of criminal record, proof of residence (without history), birth certificate, marriage or divorce certificate.

### **Q: My (temporary) driver's license has expired and I have not yet been able to take a practical driving test or follow a periodic training for professional qualification. What should I do?**

A: Driver's licenses that expire after March 15 2020 remain valid in Belgium until September 30, 2021, You do not need to apply for a certificate or a new driver's license. The extension will be assigned automatically. This also applies to the following documents:

- certificates of fitness to drive
- certificates for a driver's license with code 200 or a temporary driver's license limited to certain categories (for an updated driver's license after a driving ban)
- attendance documents with the result of psychological and medical recovery examinations
- paid transport.

The deadlines for taking the driving exams have also been extended. You can find all information regarding driver's courses and exams on [the website of the Flemish government](#).

On a number of points the EU directives differ from the Belgian directives. For more information, please visit the [website of the Flemish Government](#) and the [website of the Federal Public Service of Mobility](#).

**Q: Can I still make an appointment for a permit file at the environmental permits counter?**

A: Yes, you can make an appointment. The counter for environmental permits (den Bell, Francis Wellesplein 1, 2018 Antwerp) is open again according to the original hours, meaning every Tuesday, Thursday and Friday from 9 am to 12 pm. At the moment, only the necessary appointments will be organized that are relevant for public investigations, for example to view documents that cannot be made available digitally. You can also reach the municipal counter for environmental permits digitally or by telephone. You will find all the information on [this page](#).

**Q: I want to view a permit file. What can I do?**

A: Permit files can be viewed digitally during the period of the corona measures. In order to do this, please send an e-mail to [omgevingsvergunning@antwerpen.be](mailto:omgevingsvergunning@antwerpen.be) with the subject line: "digital inspection of the adjoining applicants [project number]" OR "digital inspection decision [project number]". We will then send you the file by e-mail.

**Q: I want to view a territorial planning file and give a response. Is this still possible?**

A: The public investigations and consultations on territorial planning files were temporarily suspended, but will resume. For each file there will be an examination on how to proceed. You will find all the information [on this page](#).

**Q: I have an ongoing public inquiry for my environmental permit. How will this be held now?**

A: Public investigations that were already ongoing were temporarily suspended. They have been resumed since 5 May. A list of the 70 suspended public investigations in Antwerp can be found [here](#). For each file there will be an examination on how to proceed. For this you should contact the environmental permits service. You will find all the information [on this page](#).

**Q: Is the business counter still open?**

A: The [business counter](#) is currently not taking any new appointments. For specific questions, please contact us at 03 338 66 88 or [Bedrijvenloket@antwerpen.be](mailto:Bedrijvenloket@antwerpen.be). If you need a [digital pass](#) to identify yourself to apply for a [corona-related inconvenience premium from the Flemish government](#) or for another reason, you can make an appointment at the city counter.

**Q: Can I still go to the Woonkantoor?**

A: You can address your questions about housing, renovating and renting in Woonkantoor in the EcoHuis (Borgerhout) and the Ekeren city counter. [You need to make an appointment beforehand](#).

You can also address your question by phone or e-mail. You can find all the information [on this page](#). Other city counters are closed for now.

**Q: Can I still go to the EcoHuis?**

You can contact an advisor in the EcoHuis concerning your questions about your energy and water bill, by appointment. You will have to make an appointment in advance via [the website](#), after which you will receive an explanation about how your appointment will take place.

The EcoHuis also wants to help you with your eco-friendly plans. You can make an appointment with a ecology consultant via 03 217 08 11 or [plantwerpen@antwerpen.be](mailto:plantwerpen@antwerpen.be).

Please also check [this overview](#) of the social services.

**Q: Are the web points open?**

A: [The web points](#) are open except for the web points Atlas, Nova, Merksem and Antwerpen.be-centrum. All computer classes have been canceled.

## Face masks

### **Q: When do I need to wear a face mask?**

A: Everyone over 12 years old is obliged to always carry a face mask with them. Wearing a face mask is mandatory in publicly accessible buildings such as libraries and public buildings, in and around all schools and institutions for higher and adult education. This rule also applies on public transport, in shops and in places where you cannot keep a distance of 1.5 meters from each other, for example in markets and recycling parks.

A face mask does not replace other basic rules:

1. Stay home if you are ill.
2. Wash your hands often.
3. Keep 1.5 meters away from other people.
4. Meet as little as possible with others, instead make phone calls, chat or email.

### **Q: How do I wear my textile face mask?**

A: Wearing a textile face mask helps to limit the coronavirus from spreading, but only when you wear the mask correctly. You must be careful with putting it on, taking it off, wearing it, washing it and storing it. On [www.antwerpen.be/corona](http://www.antwerpen.be/corona) you will find all this information.

## Helping others or in need of (medical) help?

### **Q: How do I reach my doctor during the weekend and on public holidays?**

A: Due to the corona epidemic, the GP outposts work behind closed doors. First call the medical triage line. More information can be found on [this web page](#).

### **Q: I have a request, e.g. I cannot go to the store or pharmacy or I need to talk to someone.**

A: Ask your question via Antwerpen Helpt. The employees are looking for a volunteer who can help you. You can contact Antwerpen Helpt in three ways:

- Fill in the [form](#)
- Mail [antwerpenhelpt@antwerpen.be](mailto:antwerpenhelpt@antwerpen.be)
- Call tel. 0800 670 10 (from 9 am to 4 pm on weekdays)

### **Q: I want to help others voluntarily through Antwerpen Helpt.**

A: Find out how you can help others [here](#).

### **Q: I have a garage or driveway and want to help doctors and nurses find a parking space, how do I do that?**

A: Register with [Zorgparking](#). You will receive a sticker that indicates that health care providers (doctors, nurses and other health personnel) can park in front of your driveway or garage door between 8 am and midnight. That way they save time when they are on the road to help people. They will place a card with their phone number behind their windshield, so you can always call them if you have to take out your car.

**Q: Where can I find an overview of the social services currently provided by the city?**

A: An overview of the social services provided by the city during the corona crisis can be found at [www.antwerpen.be/socialehulpcorona](http://www.antwerpen.be/socialehulpcorona).

This contains information about the social centers, charging your budget meter, a premium for house warming based on fuel oil, debt counseling, neighborhood restaurants, Houses of the Child (Huis van het Kind) etc.

**Q: What about voluntary transport of people with disabilities and people in need of help?**

A: This is still allowed, but preferably always among the same drivers / people and subject to hygiene and social distancing measures. A minimum distance of 1.5 meters must be maintained between each person. The number of people that can be transported therefore varies depending on the type of vehicle.

**Q: Can I still go to the social centers for an urgent conversation if I need financial help or with anything else?**

A: The [social centers](#) are only working by appointment. Ask your question via this [help form](#) or call or e-mail. An appointment is only possible in social centre Berchem.

Are you a client of the social centre in Berchem? Then your appointment will take place in the social centre in Zurenborg.

Please also check [this overview](#) of the social services.

**Q: I am a social center customer and need food assistance.**

A: Contact your social worker. He will give you an appointment and let you know where you can pick up products.

Please also check [this overview](#) of the social services.

**Q: Where can I go to top up my budget meter card?**

A: You can visit the social centers by appointment. Contact your social worker for this.

You can also recharge without an appointment at one of the five [outdoor terminals](#) that are open 24 hours a day.

The clients from the social center in Linkeroever can also top up their card at Zwijndrecht town hall - Binnenplein 1, 2070 Zwijndrecht. First call the free number 0800 99 604 [during opening hours](#) to make an appointment.

Please also check [this overview](#) of the social services.

**Q: What kind of shelters are there for homeless people during the day and at night?**

A: The city guarantees services for the homeless. Winter operations start on November 15. Homeless people who need to be quarantined or need medical care due to the coronavirus can go to a separate shelter that offers customized care.

The Municipal Dispatching can be reached by phone and email. [On this page](#) you will find an overview of the shelter locations and their offer.

Please also check [this overview](#) of the social services.

**Q: Can I still request a post address from the city?**

A: Yes. It is important that you have an official address in order to receive unemployment benefits and governmental documents. Do you want to request a reference address? Mail to [adressen@antwerpen.be](mailto:adressen@antwerpen.be).

**Q: Can I still have my cleaning personnel (e.g. via service checks) come to my home?**

A: Yes, provided the measures concerning social distancing are observed.

**Q: Can I still go to the local social restaurants?**

A: Restaurants and cafés must close, including social restaurants. You can still take away food. The local social restaurant will provide the right packaging. **Do not bring your own jars and packaging.** Check all the guidelines and opening hours at <http://metsense.be>.

**Q: How can I best protect myself and my loved ones against the coronavirus?**

A: By staying at home as much as possible, by keeping a sufficient distance, by washing your hands regularly and calling a doctor in case of illness. But there are many other tips to get through the corona period together, such as introducing a daily routine, relaxing regularly and paying attention to vulnerable people. The Red

Cross clearly summarizes the most important tips on [this web page](#). Do you need support for stress, anxiety or tension? Take a look at this city of Antwerp [web page](#). Call centers for people in need (suicide, domestic violence, etc.) will also remain open. The main websites can be found below:

- [www.vlaanderen.be/hulp-zoeken-bij-psychische-problemen](http://www.vlaanderen.be/hulp-zoeken-bij-psychische-problemen)
- [www.geestelijkgezondvlaanderen.be](http://www.geestelijkgezondvlaanderen.be)

For more specific information, you can also check:

- [www.tele-onthaal.be](http://www.tele-onthaal.be)
- [www.awel.be](http://www.awel.be)
- [www.1712.be](http://www.1712.be) (domestic violence)
- [www.caw.be](http://www.caw.be)
- [www.jac.be](http://www.jac.be)
- [www.zelfmoord1813.be](http://www.zelfmoord1813.be)
- [www.nupraatikerover.be](http://www.nupraatikerover.be)
- [www.checkjezelf.be](http://www.checkjezelf.be)
- Education line 078/15 00 10

Please also check [this overview](#) of the social services.

**Q: As a professional caregiver, can I get additional Personal Protective Equipment (PPE) such as face masks, gloves and aprons?**

A: The Federal Public Health Agency provides a strategic stock of PPE that is distributed to primary care providers: general practitioners, physicians-specialists, dentists, home nurses, healthcare professionals and midwives. The city will distribute these based on the lists provided by the Federal Public Health Agency. More information can be found on [this website](#).

**Q: Can I still rely on family and youth help (1 Gezin, 1 Plan)?**

A: The family assistants and primary psychologists of 1 Gezin, 1 Plan remain available by telephone, e-mail or video chat for the children, young people and families being assisted. This also applies to the registration of new families requesting help.

- Is the family in urgent need of help? Then, exceptionally, physical contact can still take place, provided that everyone respects the hygiene regulations and social distancing rules.
- Have you received a request for help from a family, but you don't know where to address it? You can contact 1 Gezin, 1 Plan for coaching or advice.

You can call or e-mail the neighborhood contact point in your area. [Check antwerp.be for all contact points](#). Do you have a generic question? Mail [1g1p@antwerpen.be](mailto:1g1p@antwerpen.be).

**Q: Can I still visit people in the service flats or residential care centers?**

A: In **service flats** run by Zorgbedrijf Antwerpen visits are allowed by appointment, respecting the rules of the governmental authorities. Each visitor has to register. Click [here](#) for more information.

It is allowed to visit a **residential care center**, but only for 1 permanent close contact. Provide your name in advance to the residential care center if you are that unique visitor. Click [here](#) for more details.

Q: Are the **service centres** open?

A: Yes, but:

- Except for the cafeteria, hairdresser's and pedicure
- You need to reserve a meal for take away or have it delivered at home.
- The activities will be canceled
- The laundromat is open by appointment.

Read all the details on [the Zorgbedrijf Antwerpen website](#).

## Traveling and mobility

**Q: Is it allowed to travel during the day?**

A: Yes, trips are allowed. There is no ban on non-essential trips, but try to limit them as much as possible.

When you meet outside your home with people who do not belong to your household, you can do so with a maximum of 4 people, excluding children up until and including 12 years old. You need to respect social distancing at all times in this case.

**Q: Is it allowed to travel during the night?**

A: No, there is a curfew from midnight to 5:00 am, except for commuting to work, professional or essential trips and trips that cannot be postponed (for example for medical reasons).

**Are you allowed to travel abroad?**

- Tourist and recreational return trips are prohibited until Monday, March 1.
- Essential trips are still allowed:

- For example: for work, for educational or medical reasons, for a wedding or funeral or for co-parenting.
  - [You must sign a declaration of honour.](#)
  - [You must complete the Passenger Locator Form.](#)
  - You adhere to the measures regarding mandatory [testing](#) and [quarantine](#).
- Travelers from the UK, South Africa and South America must be quarantined for 10 days upon arrival and tested on day 1 and day 7.
  - Travelers who do not live in Belgium must submit a negative test when leaving their country and a negative test when entering Belgium. They too must go into quarantine.

More info: check the [website of the federal government](#) about the corona virus.

**Q: Do I have to wear a face mask on my bike?**

A: This depends on the location and if you are exercising intensively. Advice from the World Health Organisation suggests that intensive exercise with face masks is a health risk. In addition, the place and the time are important: do you often cross other people who can pass the virus this way?

In short: if you are cycling to the baker's in a busy neighbourhood, you have to wear a face mask. However, if you only train intensively with a race bike on a route without much traffic, it is not compulsory to wear a face mask. Do you pass through busy residential areas with many cyclists crossing your path during your training ride or do you ride with a group of cyclists? Then wearing a face mask is mandatory.

Always take a face mask with you, because it is mandatory to have one ready at all times.

**Q: Are municipal parks and cemeteries open?**

A: Yes, they are open. It is important to get out of the house regularly. Make sure to observe the rules concerning face masks and maximum number of people at all times.

When you meet in public places with people who do not belong to your household, you can do so with a maximum of 4 people. You need to observe the social distance at all times.

To fully respect social distancing, it is best to plan your visit to the park during a quiet moment.

**Q: Can I use public transport?**

A: Yes, you can continue to use public transport. If you use public transport, you must keep a sufficient distance from other travelers according to the applicable social distancing rules. De Lijn requests you to get in at the back and to stop using cash to pay.

Timetables may suffer changes. Therefore you should always check the websites of [De Lijn](#) and [NMBS](#) before you leave.

The use of a face mask or an alternative protective equipment such as a scarf or a bandana covering the mouth and nose is mandatory on all public transport for users over 12 years old, as soon as you reach the station, platform or bus stop. You can find more information about this under the face masks section on this page.

To avoid crowds, it is recommended to:

- work from home (this is mandatory whenever possible)
- if that is not possible, try to travel with your own means of transport (on foot, scooter, bicycle, car, etc.), in order to give priority to those who need public transport the most;
- avoid rush hour.

**Q: Is the ferry sailing between Right and Left Bank?**

A: The Sint-Anna ferry, which sails between the Left Bank and the Steenponton, is operational. More information about the security measures on [the website](#).

**Q: Is the Waterbus sailing?**

A: DeWaterbus is once again accessible to everyone according to the normal timetable, except certain hours of service during the week that are reserved for working traffic in the harbour. Payment is by bank card on board / online. More information can be found on the [website of DeWaterbus](#).

**Q: Can I use Velo and other shared bike, scooter and car systems?**

A: Yes, they can be used without any restrictions.

**Q: Can I apply for a parking permit for residents at a city counter?**

A: You can apply for, change or end a parking permit for residents online via the [e-counter](#).

Would you prefer to drop by to apply for a parking permit? This is currently only possible at the temporary city counter Den Bell. [Always make an appointment for this.](#)

**Q: Can I cancel my parking ban for free?**

A: You can request a cancellation at least 3 working days before the starting date of the parking ban by sending an e-mail to [tijdelijke.verkeerssignalisatie@antwerpen.be](mailto:tijdelijke.verkeerssignalisatie@antwerpen.be). The variable cost of the file will then be refunded. If you cancel the file later, you will not receive a refund.

**Q: Can I take a taxi?**

A: Taxis are allowed to transport clients. However, a minimum distance of 1.5 meters must be maintained between each person. The number of people that can be transported therefore varies depending on the type of vehicle. Wearing a face mask is mandatory. Families and social bubbles are allowed in one car, as the distance regulation does not apply in this case.

**Q: Can I still request taxi coupons?**

A: People over 65 who are less mobile (temporarily or not) and people with disabilities who meet the [conditions on this website](#) can still apply for taxi coupons to pay for taxi rides at a heavily reduced price. This is possible via [this online form](#), by telephone at 03 22 11 333 or by sending an email to [SD\\_welzijn\\_taxicheques@antwerpen.be](mailto:SD_welzijn_taxicheques@antwerpen.be). More information can be found on [www.antwerpen.be](http://www.antwerpen.be).

Please also check [this overview](#) of the social services.

**Q: Can I carpool?**

A: Yes, provided that a minimum distance of 1.5 meters is maintained between each person. The number of people that can be transported therefore varies depending on the type of vehicle. It is recommended to wear a face mask. This measure does not apply to families. It is recommended to regularly air and clean the car. As a rule, trips outside the house should be avoided as much as possible.

Civil register

**Q: Can my wedding ceremony still take place?**

A: Yes, but:

- Maximum 15 people may be present.
- Children up to and including 12 years old and the ceremony servant may be present in addition to these 15 people.
- Keep a distance of 1.5 meters and wear a face mask.
- It is not allowed to hold a reception afterwards.

- You are not allowed to gather on the street before or after the wedding

**Q: Can my wedding party still take place?**

Receptions and banquets are prohibited when organized by professional caterers. For this reason, wedding parties cannot take place.

**Q: Can I report a death?**

A: This is done digitally by the undertaker.

**Q: Can funeral services take place?**

A: Yes, but:

- Maximum 15 people may be present.
- Children up to and including 12 years old and the ceremony servant may be present in addition to these 15 people.
- Keep a distance of 1.5 meters and wear a face mask.
- It is not allowed to hold a reception or social drink afterwards.
- You are not allowed to gather on the street before or after the service

**Q: Can I submit a nationality application?**

A: This can be done without any problems. You do not have to come to the city desk, as you can arrange this online. This means you do not have to postpone this request.

**Garbage and garbage collection**

**Q: Is there garbage collection?**

A: Yes, the household waste is collected as usually starting 6 am, one hour earlier than normally. Therefore you should put your garbage outside by 6 am at the latest. This will enable the city to steer more garbage trucks away from rush hour traffic and the employees of the garbage collection will be able to work more evenly.

**Q: Is there bulk waste collection?**

A: Yes, you can bring bulk waste to the recycling park or have it picked up at home by appointment. More information can be found on [this web page](#).

**Q: Do recycling parks remain open?**

A: All recycling parks are open again. Please note: you must wear a face mask and you cannot go there freely, but have to make an appointment first. You can make an appointment and read more information [here](#).

**Q: How can I top up my recycling pass?**

A: Top up your pass preferably online via [sorteerpasopladen.antwerpen.be](https://sorteerpasopladen.antwerpen.be).

If this does not work you can also address your request at the temporary city counter Den Bell. [Always make an appointment for this.](#)

If you do not top it up, you can continue to deposit the residual waste and PMD fractions and your balance will then go in the red. After that you will have to make additional payments to get a positive balance once again.

**Q: I want to order an A-card or a recycling pass, or I have lost my A-card / recycling pass or it is defective. What should I do?**

A: Mail your request for a new A-card or recycling pass at [sorteerstraatjes@antwerpen.be](mailto:sorteerstraatjes@antwerpen.be) or contact the municipal contact center at 03 22 11 333.

Please provide the following information so that we can create a new recycling pass:

- name and surname
- address
- national registration number
- telephone number
- e-mail
- if you have an A-card: card number

When the new recycling pass / A-card has been created, you will receive an e-mail with the details of your recycling pass (number, payment options). A few days later you can expect to receive the recycling pass / A-card in the mailbox.

Would you rather come by personally to apply for an A-card or recycling pass? Then this is currently only possible at the temporary city counter Den Bell. [Always make an appointment for this.](#)

**Q: Can I still get material as a street volunteer?**

A: Yes, street volunteers will be able to collect material again (red garbage bags, sticks, etc.).

This is only possible on Tuesdays in Permeke and by appointment:

- by calling 03 338 39 95 (between 9 a.m. and 4 p.m.)

- or by mailing [straatvrijwilligers@antwerpen.be](mailto:straatvrijwilligers@antwerpen.be)

## Hospitality, shops and other businesses and companies

### **Q: I am an entrepreneur in Antwerp and I have some questions. Where can I address them?**

A: All extensive information and useful links for Antwerp entrepreneurs can be found at [ondernemeninantwerpen.be/corona](http://ondernemeninantwerpen.be/corona). This information is also regularly being updated.

**Owners of catering establishments and hotels** will find extensive information and useful links on [this web page](#).

**Professional artists and entrepreneurs in the cultural sector** will find more information [on this web page](#).

### **Q: Are all stores open again?**

A: Yes, but:

- Shopping in a store or at the market is best done alone, unless:
  - you bring your underage children along
  - you are in need of help
- Shopping in a store or at the market should not exceed 30 minutes.
- The safety distance of 1.5 meters must be respected.
- Shop assistants must offer sanitizing gel to the clients. Please make use of it.
- Everyone over the age of 12 must wear a face mask in shops, shopping malls and markets.
- Alcohol cannot be sold for take-away use (including from petrol stations, take-aways, etc.) starting 20:00.

### **Q: Which stores remain closed?**

- Cafés and restaurants
- Indoor sport locations except for swimming pools:
  - Antwerp swimming pools are open again starting Friday 4 December, also for clubs and schools with children up to the age of 12.
  - Reserve your place at [zwembaden.antwerpen.be](http://zwembaden.antwerpen.be).
- Cultural institutions (concert and theater halls, culture and meeting centers and cinemas) are closed until Thursday April 1.
- Museums are open.

### **Q: Can companies remain open?**

A: Yes, but working from home is mandatory where possible. If that is not possible, companies must comply with the other obligations (face masks, safety distance, ventilation).

**Contact professions:**

- Contact medical professions such as physiotherapy, medical assistance and home care may continue their activities.
- Hairdressers:
  - starting Saturday February 13
  - [under strict conditions](#)
  - starting Monday March 1: barbers and other services where you have to remove your mask
  - house visits are not yet allowed
- Other non-medical contact professions: starting Monday March 1.

**Q: Are restaurants and cafes open?**

A: No, restaurants and cafés are closed. You can still take away food from restaurants until 10 p.m. (and alcoholic products until 8 p.m.). Also hotel and bed and breakfast restaurants are closed. You must eat and drink in your room.

**Will the shopping Sundays still be organized?**

Sunday 20 and 27 December are shopping Sundays, both in the city center as well as in all districts. Shopping on Sundays is also possible in January in the historic city center (in the districts only on January 10). This way the number of shoppers is spread in time and space.

**Q: Can I have food delivered or take away food?**

A: Yes. Home deliveries and take-away are allowed until 10 p.m. (and alcoholic products until 8 p.m.), if complying to social distancing measures. Queueing outside should be limited as much as possible.

**Q: Do night shops stay open?**

A: Yes, but they must close at 10 pm and cannot sell alcohol after 8 pm. Avoid long queues and waiting in a line.

**Q: Are hotels and B&Bs open?**

A: Yes, but their bars and restaurants are closed. You must eat and drink in your room.

**Q: Can I spend the night on a campsite?**

A: Yes, campsites and holiday parks are open again.

## Sports, leisure, culture

### **Q: I am professionally active in the cultural sector and have a few questions. Where can I address them?**

A: All extensive information and useful links for Antwerp artists and associations - professional or otherwise - can be found at [www.antwerpen.be/cultuursubsidies](http://www.antwerpen.be/cultuursubsidies) and [sectorgidscultuur.be](http://sectorgidscultuur.be)

### **Q: Which cultural institutions are open and which are closed?**

A:

- Cultural institutions (concert and theater halls, culture and meeting centers and cinemas), except for museums:
- All libraries will also remain open to individuals and families with children. Check [antwerpen.bibliotheek.be/nieuws/welkom-de-bibliotheek](http://antwerpen.bibliotheek.be/nieuws/welkom-de-bibliotheek) for more information.

### **Q: Are the libraries open and what are the additional rules?**

A: All libraries in Antwerp will remain open. You can borrow books and other items. You can also reserve a computer and / or a place to study. To ensure that everything runs as safely as possible, there are a few rules:

- Come to the library alone, except for parents with children younger than 12 years old.
- Limit your visit to maximum 30 minutes.
- The loan period for your items is extended to 6 weeks.
- The number of items you can borrow will be doubled.
- If you want to reserve a computer or a place to study, registration is required.
- Register in advance at the desk or scan the QR code displayed in the library. Provide your A-card number.

Read more via [antwerpen.bibliotheek.be/nieuws/antwerpse-bibliotheeken-vragen-open](http://antwerpen.bibliotheek.be/nieuws/antwerpse-bibliotheeken-vragen-open).

### **Q: Is the city archive (Felixarchief) closed?**

A: The FelixArchief, the Antwerp City Archive, is open by appointment only. We make every effort to guarantee a safe visit. That is why we only allow a limited number of visitors at the same time. We ask you to book your place well in time through our website. Prepare your reading room visit as well as possible. All items need to be reserved in advance. No additional items can be requested in the reading room itself. More information about making this appointment can be found [here](#).

### **Q: Are dance clubs, party clubs and night clubs closed?**

A: Yes, dance clubs, party clubs and night clubs remain closed. Parties are also prohibited.

**Q: Are the zoo and the petting zoo open?**

- Zoos may reopen from Saturday 13 February. Check the [website of the ZOO](#) for more information.
- The petting zoo in the Rivierenhof will remain closed.

## **Sport**

Swimming pools:

- Book at [zwembaden.antwerpen.be](http://zwembaden.antwerpen.be).
- Also for clubs and schools with children up to and including 12 years old.
- Slides remain closed.

Indoor and outdoor professional sports competitions may only take place without an audience and after approval of the competent minister.

Amateur sports competitions are not allowed to take place.

Amateur indoor sports training may only take place for children up to and including 12 years old:

- In a fixed sports camp group (the same children with the same monitor for a week) or sports group (the same children every week).
- Only training sessions or competitions within your own fixed sports group are allowed.
- No public is allowed.
- Changing rooms and canteens are closed, except in the swimming pools.

Outdoor amateur sports training may only take place for children and young people up to and including 18 years:

- With a maximum of 10 participants.
- Without a public.
- Changing rooms and canteens are closed.

Sports camps for children up to and including 12 years old may only take place during the spring holidays:

- if the organization proceeds according to the [Sport Vlaanderen protocol](#)
- in groups of maximum 25 participants (supervisors not included)
- after approval of the city of Antwerp

Organizers email their request to [breedtesport@antwerpen.be](mailto:breedtesport@antwerpen.be).

Sports equipment on the public domain:

- Keep at least 1.5 meters away from athletes who do not belong to your household or close contact.
- Exercise with up to 4 people.
- Disinfect your hands immediately before and after exercise.

Urban sports halls are open for sports camps, club training or physical education classes for children up to the age of 12.

Outdoor areas are open to:

- club training for children and young people up to and including 18 years old
- sports camps for children up to and including 12 years old
- professional athletes

You can play sports individually or in a group of up to 4 people on these open-air areas (please observe the distance and hygiene rules):

- Het Rooi sports center in Berchem
- Park Groot Schijn athletics track in Deurne
- De Schinde sports center in Ekeren
- Athletics track De Rode Loop in Merksem

Ice rink Ruggeveld is closed.

**Q: Are playgrounds open?**

A: Yes, outdoor playgrounds are open. Please note: they are only accessible to those up to the age of 12. Adults who supervise the children must continue to respect the rules on social distancing. They are also asked to limit the playing time to give others a chance to play, and to come back at a later time if it is too busy.

Indoor playgrounds are closed.

**Q: Can associations still request guidance meetings?**

A: As of October 1, associations in Permeke, Kiel and Luchtbal can request guidance meetings. This is only possible by appointment:

- Tel. 03 338 39 95 (between 9 a.m. and 4 p.m.)
- or [buurtsecretariaat@antwerpen.be](mailto:buurtsecretariaat@antwerpen.be)

Other neighbourhood secretariats remain closed. You can find more information [here](#).

**Youth activities**

Up to and including 12 years:

- May take place in groups of maximum 10 people, excluding supervisors.
- During the spring break, groups may consist of maximum 25 people, excluding supervisors.
- Activities preferably take place outdoors.
- Sports and play activities must take place outdoors.
- Choose maximum 1 activity per week for your child.
- Overnight stays are prohibited.

From 13 to 18 years old:

- May take place in groups of maximum 10 people, excluding supervisors, also during the spring break.
- Activities must take place outdoors, unless youth work falls under the youth welfare framework. In that case, an activity can take place indoors in a group of up to 8 people.
- Young people are not allowed to eat together, except for a snack.
- Only 1 person may be present in the toilet room at a time.
- Choose maximum 1 activity per week for your child.
- Overnight stays are prohibited.

## Education, students, childcare and Huis van het Kind

### **Q: Can pupils and students still go to school?**

A:

- Primary school and kindergarden pupils, 1st level secondary school, and part-time art education (up to 12 years old) can go to school every day.
- In the week before the spring break (8-12 February), all secondary school pupils receive full-time distance learning.
- In secondary school classes are partly taught remotely until February 5, and starting February 22:
  - Pupils in 1st level secondary school can go to school every day and could receive limited distance education
  - 2nd and 3rd level secondary school pupils follow contact education at least 50 percent.
- Pupils from part-time art education follow specific guidelines:
  - Pupils up to 12 years old can go to school every day
  - Starting 12 years old most classes are taught through distance education. Individual classes or contact education in groups of maximum 4 pupils per classroom are allowed for specific activities. This depends on the size of the classroom and the class.
- Singing classes are not allowed without a face mask, also for pupils under 12

- Higher education students receive distance learning. Contact education may be partly allowed for:
  - freshmen
  - important practical courses, labs or other courses

The schools will inform their students or pupils on how they will organize this.

Exams can be organized according to the guidelines in June. The schools will inform their students or pupils on how they will organize classes and exams.

**Q: Where can you study for your exams?**

- In a quiet study place on the campus of your university or college. Ask your higher education institution where and when this is organized.
- At a corona-safe study location in Antwerp. Visit [www.study360.be](http://www.study360.be) for more information about STUDY360.

**Q: Can internships still take place?**

A: Yes, according to the safety rules of the sectors, and in mutual agreement between the internship place, educational institution and student.

**Q: Can school activities with stays of 1 or several nights be organized?**

A: No, all class trips are canceled for now until the semester break, including multi-day trips. Your child's school will provide more information about this.

**Q: What impact do the corona measures have on student support in Antwerp?**

A: The corona measures affect student life and support for students in Antwerp. You can find the answers to frequently asked questions on [www.stanstan.be](http://www.stanstan.be). On [Kotweb for students](#) you can find specific questions about student housing. Landlords can find more information on [Kotweb for landlords](#).

**Q: Are adult education classes still being held?**

A: Yes, but:

- In adult education, maximum 25 percent is kept free per location for physical classes weekly (maximum 10 students and 1 teacher per classroom).
- For primary education centers, the maximum is 50 percent.
- Priority is given to practical courses and students for whom distance education is difficult or impossible

The rest is covered by distance learning. Each center informs its students about the organization of the lessons.

**What will the spring break look like?**

- All secondary school pupils receive full-time distance learning in the week before the spring break (8-12 February).
- Nothing will change for students in primary education, special secondary education OV 1 and 2, adult education and part-time arts education.

**Q: My child is sick. Can my child go to school or daycare?**

A:

- If your child is sick, he/she stays at home and you inform the school or daycare. Your child can only return after the doctor's approval.

[Here](#) is a list of the conditions for your child to return to daycare.

On the [Logo Antwerpen website](#) you can find out when your child can return to school.

- If you yourself are sick, stay away from school or daycare and ask a healthy family member to bring or pick up your child.

**Q: When do I or my child have to wear a face mask at school?**

A:

- Everyone aged 12 and over must wear a face mask in the streets in the vicinity of a school, even when just passing by
- All pupils, students, teachers and professors of secondary, higher and adult education must wear a face mask in school and during lessons.
- Is a student or teacher infected and should he or she go into isolation or quarantine? Then all teachers and pupils of the 5th and 6th grade of primary education must wear a face mask at school, in the classroom and on the playground for 2 weeks. Your child's school or the CLB will inform you if this is necessary.

**Q: Are the childcare locations open?**

A: The childcare locations are open for children of all parents. However, some locations are temporarily closed due to a contamination or quarantine among staff or children.

Follow the instructions shown at the childcare location about how and where to drop off your child. Only 1 person can enter the location to drop off or pick up your child. The same person is supposed to drop off and pick up your child. In doing this, a face mask or other method of covering the face is mandatory. Brothers, sisters and other family members need to wait outside. Keep a physical distance from other parents and employees (social distancing).

**Q: What do I do if I come back from abroad?**

R:

- Anyone returning from a red zone, including a child, must be quarantined and tested for corona. Your child cannot go to daycare or school.
- You do not need to be quarantined or tested for a stay of less than 2 days abroad.
- Children under 6 years of age are only tested in exceptional cases. The doctor will advise you on this.
- Are you coming back from an orange zone? Then quarantine and testing are not mandatory but recommended.
- A child younger than 3 years old who returns from an orange zone does not need to be quarantined and can go to day care or school.
- Quarantined persons (such as adults returning from an orange or red zone) are not allowed to bring children to the day care or school.

### **Q: Corona testing at school**

#### **A: Your child had a high-risk contact and needs to be tested.**

- Your child will receive 2 codes:
  - Make an appointment for the test on day 1 and day 7 after the contact.
  - The test takes place in a test village or triage station.
  - Communicate the result of the test to the school.
  - If the 2nd test is negative, your child can end the quarantine and go back to school after day 7.
- Your child's school tests students in a mobile test bus:
  - Your child is allowed to exit the quarantine on the day of the test, but only in order to take the test.
  - The school will give you more information when it tests pupils in a mobile test bus.

### **Participation in saliva test research**

Secondary school pupils are asked on the test bus to take a saliva test in addition to the nasal swab test. The University of Antwerp and the University Hospital of Antwerp are researching this. This is not mandatory, but contributes to research on corona tests. Giving a saliva sample is less tedious than a nasal swab test. More information about both tests can be found at [vimeo.com/498302884](https://vimeo.com/498302884).

### **Corona test for students and international students**

Students traveling to Belgium:

- Get tested in your home country.
- You must be able to present proof of negative test within 72 hours before departure.

Students who want to or must have themselves tested in Belgium:

- You have a BIS number or national register number in Belgium:
  - Go to a doctor from the [student doctor network](#).

- The doctor will give you a test code.
- Register with the code on [testcovid.be](https://testcovid.be) for a test.
- You have been contacted by a contact tracer:
  - You do not need to see a doctor.
  - You will automatically receive a test code.
  - Register with the code on [testcovid.be](https://testcovid.be) for a test.

International students must have a BIS number for the test.

You can request this number from the city hall of Antwerp: +32 3 376 95 95 (weekdays: 8 am-4pm, weekend: 9 am-5pm). It takes maximum 1 day for you to receive a BIS number.

The test is normally free.

If you do have to pay, you can get this amount back through the Belgian health insurance or the European Health Card.

You will receive the test result via the [Coronalert app](#) and / or via text message and / or via e-mail.

More info: visit [www.stanstan.be/coronavirus-veelstellen-vragen](https://www.stanstan.be/coronavirus-veelstellen-vragen).

**Q: How do I know if my childcare location or school is temporarily closed?**

A: Each school and childcare center will notify the parents when it would close temporarily. For municipal childcare centers, this will be communicated via the online [Mijn Kinderopvang](#) platform. Parents can also always read the latest updates in this document.

**Q: My child has one or more symptoms of corona. Can my child go to school or daycare?**

A: No. If your child shows symptoms of corona (sudden breathing problems or cough, fever of 38 ° C or more, a cold or other symptoms such as fatigue, sore throat, headache or loss of appetite), he or she needs to stay at home and you need to notify the school or childcare center. [Here](#) is a list of the conditions for your child to return to daycare. Your child may only return with the doctor's approval.

**You or another household member may be infected with the corona virus. Is your child allowed to go to school or daycare?**

No.

- You have had a high-risk contact:
  - Get tested. Your child is not allowed to go to school or day care.
  - Is the test negative? Then your child can go to school or daycare again.

- Someone in your household tested positive:
  - He or she goes into home isolation for 10 days.
  - All other household members also stay at home for 10 days.
  - Your child cannot go to school or daycare.
- Your child cannot remain separated from the household member in isolation at home:
  - Your child's quarantine will only start after the household member's home isolation.
  - Your child must therefore stay at home for at least 20 days.
- Notify daycare or school.
- Contact your doctor.
- The GP or CLB doctor will tell you when the other household members should be tested and when your child can go back to school or daycare.

**Q: Do I have to pay for the days that I keep my child at home from childcare?**

A:

- You do not have to pay for these absence days in January and February 2021.
- Is it an income-related childcare center? Then you do not have to give up respite days in January and February if you keep your child at home on reserved days. In that case, the childcare center can reduce the total number of grace days to which you are entitled by 1/12<sup>th</sup> for each month when this rule is applied. If you are present all reserved days, the childcare is not allowed to reduce your number of grace days.
- Is it a childcare center with a fixed price? Then the planned closing days, such as the Christmas holidays, are not part of the above arrangement. You follow the agreements from the childcare contract for these days.

**Q: I suddenly need childcare for my child, for example because I am being called up in the medical field or another essential profession. My child is between 0 and 3 years old and did not go to childcare before. Who can I contact?**

A: The Childcare Contact Point Contactpunt Kinderopvang helps you to find childcare for your child in the short term. Address your question by e-mail to [contactpuntkinderopvang@antwerpen.be](mailto:contactpuntkinderopvang@antwerpen.be) and include a telephone number so that they can easily reach you.

**Q: Can I still go to the Huis van het Kind (Child Assistance Centre)?**

A: Huis van het Kind and its partners are [available by telephone or e-mail](#). If you want to come by with a question about raising children, you must make an appointment in advance for a free consultation session. Those who want to come and play with their child can also make an appointment in advance. All activities and group conversations have been canceled.

Please also check [this overview](#) of the social services.

**Q: Are the Child and Family consultation offices (Kind en Gezin) open?**

A: The Child and Family consultation offices (Kind en Gezin) have resumed their activity for vaccinations and investigations. You can move your appointment via the Kind en Gezinlijn at 078 150 100, from 8 am to 8 pm.

Please also check [this overview](#) of the social services.

Events, markets, religious gatherings and garbage collection

**Q: Can events still take place?**

A: No, events can no longer take place. Only professional sports competitions without an audience may take place.

[All detailed information can be found on the website of the events counter.](#)

**Q: Are the markets still being held?**

A: Weekly markets where food is sold, such as Vogelenmarkt, Vreemdelingenmarkt and Dokmarkt, can be organized under the following conditions:

- Go alone. If that is not possible, you may take 1 member of your household or your close contact along.
- A market visit should not last longer than 30 minutes.
- You are not allowed to eat or drink, so catering stalls are prohibited.
- Respect the distance rule of 1.5 meters.
- Market vendors, staff and visitors must wear a face mask.

Fares, antique and flea markets, yearly fares and Christmas markets cannot be organized.

An updated overview of all Antwerp markets is available at [www.antwerpen.be/markten-in-uw-district](http://www.antwerpen.be/markten-in-uw-district).

**V. Are fairs allowed?**

A. No, local fairs are not allowed anymore.

**Religious gatherings:**

- Maximum 15 people may be present. Children up to and including 12 years old and the official of the worship service may be present in addition to these 15 people.
- Keep a distance of 1.5 meters and wear a face mask.
- You are not allowed to gather on the street before or after the meeting.
- Museum exhibitions may also take place in buildings for worship services. They must then follow the [protocol for museums](#).

## Visiting Antwerp

### **Q: Can I visit Antwerp from abroad?**

A: Starting June 15, the borders are open again and Antwerp can be visited from abroad. This is only possible if the traveling guidelines of the country of origin allow it and the conditions to enter Belgium are met.

### **Q: What can I still visit in Antwerp?**

A: Information regarding your visit to Antwerp can be found on the [Visit Antwerp](#) website.

### **Q: Can cruise ships still dock?**

A: Cruise ships are allowed to dock and be provisioned and passengers are allowed to disembark.

### **Public toilets**

- You must wear a face mask in a public toilet.
- You can go to the toilet at these places in the centre of Antwerp:

<b>Where</b>	<b>When</b>	<b>Shopping Sunday</b>	<b>Free / paying</b>
Centraal Station	Monday-Friday: 10h-18h	-	paying
Stadsfeestzaal (Meir)	Monday -Saturday: 10h-18h30	12h-18h	paying
Wapper	<ul style="list-style-type: none"><li>● Monday - Friday: 10h30-18h30</li><li>● Saturday: 8h-18h30</li><li>● Sunday: 8h-14h30</li></ul>	8h-18h30	free
Grand Bazar (Groenplaats)	Monday - Saturday: 10h-18h30	12h-18h	paying
Grote Markt 15	Saturday - Sunday: 10h30-18h30	-	free
Steenplein	Monday - Sunday: 10h-17h	-	paying

Sint-Andriesplaats	vrijdag-zondag: 10.30-18.30 uur	-	gratis
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**Q: Can I still book a tour through [www.visitantwerpen.be](http://www.visitantwerpen.be)?**

A: Nom guided tours cannot be organized.

**Board**

**Q: Are the sessions of the city council and other governing bodies still taking place?**

A:

- The sessions of the [Mayor and Aldermen Board](#) take place physically or digitally.
- The [city council](#) and the [committees](#) hold virtual meetings again. You can follow the sessions online or watch them afterwards.
- Most district councils meet once again digitally. You can follow them online. Check [www.antwerpen.be/districten](http://www.antwerpen.be/districten) for the sessions in your district.

If you cannot find the answer to your questions in this overview visit the federal government site <https://www.info-coronavirus.be/nl/>.

**Need more information?**

If you have a question about the TestCovid testing village or the corona virus (e.g. isolation, quarantine, etc.) Call the [local corona info line](#): tel. 03 435 95 55 (every day from 9 a.m. to 5 p.m.).

Do you need more **general information** about the measures against the spread of the coronavirus? Visit the federal government site <https://www.info-coronavirus.be/nl/>.

**Do you prefer to listen to the measures** regarding corona in Belgium? On [www.atlas-antwerpen.be](http://www.atlas-antwerpen.be) you can hear the explanations regarding the rules in your own language.

Vertaling uit het Nederlands naar het *Engels* van *FAQ stad Antwerpen*

Have you read the above information about the measures in Antwerp but did not find an answer to your question? Contact the **municipal contact center**. Call 03 22 11 333 (every working day from 9 a.m. to 5 p.m.), or email [info@antwerpen.be](mailto:info@antwerpen.be).