

Vertaling Nederlands – ENGELS. Dit is de vertaling Engels van "Samenvatting FAQ" en bevat identiek dezelfde informatie als de Nederlandse tekst. Deze vertaling mag enkel verspreid worden met de originele brontekst "Samenvatting FAQ".

Dit is een vertaling uit het Nederlands van de Frequently Asked Questions (FAQ) op www.stad.gent/corona (versie van 25 maart 2020)

This is a translation from Dutch of the Frequently Asked Questions (FAQ) at www.stad.gent/corona (version of 25 March 2020).

The Stad Gent is also changing how it works. This is how we want to stop the Corona virus, together with you. These measures will start on 18 March and will provisionally end on 5 April, unless we mention another date.

You cannot find an answer to your question? Contact us via Gentinfo on gentinfo@stad.gent or 09 210 10 10.

Wat moet je doen als je ziek bent?

What to do when you're sick?

- Do you have a fever, sore throat, cough, shortness of breath, runny nose? Do not go to the doctor, but contact your general practitioner on the phone.
 - Monday to Friday between 8 AM and 19 PM:
 - Call your own general practitioner.
 - You don't have a general practitioner? Contact a general practitioner in your area. Here you will find [an overview of all general practitioners in Gent](#).
 - From Monday to Friday between 19 PM and 8 AM and at weekends:
 - Call **1733**
- The general practitioner will examine you over the phone and decide what is best for your situation.
 - Either you will have to stay at home, in quarantine.
OR
 - You will get an appointment to get examined.
- Do you have other symptoms, do you need new prescriptions for medication, etc.? Always contact your general practitioner by phone first.

De Dienstverlening

The City's Services

- Dienst Burgerzaken (Department of Civil Affairs) (measures in force until 5 April)
 - It is best to contact us via [the city's website](#) and by telephone, both in the Administratief Centrum (Administrative Centre) and in the service centres.
 - Your physical presence is required? Then book an appointment **online** or by means of **Gentinfo**. You can only book appointments in the morning on Mondays, Tuesdays, Wednesdays and Fridays between 9 AM and 12.30 PM.
 - For **Loket Migratie (Migration Desk)** and **Infopunt Migratie (Migration Information Desk)** **no appointments** or free visits are possible. The Desks can be reached by telephone and e-mail.
 - For Loket Migratie (Migration Desk): **09 266 71 50** and loketmigratie@stad.gent.
 - For Infopunt Migratie (Migration Information Desk): **09 266 71 40** and infopuntmigratie@stad.gent.
 - The Mobiel Dienstencentrum (Mobile Service Centre) and the Dienstencentrum Muide-Meulestede (Muide-Meulestede Service Centre) and the Dienstencentrum Sint-Kruis-Winkel (Sint-Kruis-Winkel Service Centre) are closed.
 - Specific filings
 - Do not come to the City Desk to file a **birth**. You will be given the necessary forms at the maternity ward. Fill in the forms and e-mail them to geboorten@stad.gent. The official registration will be handled later.
 - To register **deaths** you will have to make an appointment.

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- The welfare offices of the OCMW (Public Welfare Office) (measures in force until 19 April)
 - You are an existing client? Contact your social worker by phone or e-mail as much as possible.
 - If you cannot get in touch by phone or e-mail, visit a welzijnsbureau (welfare desk) between 8.30 AM and 12.30 PM and between 13.30 PM and 17 PM from Mondays to Fridays. The desks are open, but with limited capacity.
 - We have cancelled all appointments, both the regular drop-in days and home visits. The social workers will contact you by telephone, as much as possible.
 - We will continue to pay out benefits. We will also deal with new applications for benefits.
- The lokale dienstencentra (local service centres) (measures in force until 13 April)
 - The Stad Gent’s 11 local service centres are closed and all activities have been cancelled.
 - We will continue to offer our services:
 - Employees will support vulnerable local residents with home visits and contacts over the telephone.
 - We will deliver hot meals to your home.
- The residential care centres (measures until 19 April)
 - The 5 residential care centres in Gent have gone into lockdown. Visitors are not allowed in, except for informal carers and volunteers registered for and by the residential care centre in question.
- The Buurtcentra (Neighbourhood Centres) and Open Huizen (Open Houses) (measures in force until 19 April)
 - All Buurtcentra and Open Huizen are closed.
 - You can reach the Open Inloophuis (Open Drop-in House) in the Buurtcentrum Gentbrugge (Gentbrugge Neighbourhood Centre) by phone between 8.30 AM and 12.30 PM and between 13.30 PM and 17 PM from Monday to Friday on the number **0478 93 25 73**.
 - However, the Centres are available to partner organisations that serve food from there. They are following all safety precautions.

Huwelijken

Marriages

- Postpone your marriage to a later date. The Dienst Burgerzaken (Department of Civil Affairs) will contact you about this.
- If marriages have to take place for serious reasons, only the following persons may be **present**:
 - Bride and groom
 - 2 witnesses
 - 1 photographer

Also in this case you will have to keep 1.5m distance from each other at all times.

Begraafplaatsen

Cemeteries

- We organize funerals, but only a maximum of 20 people are allowed to be present.
 - Make sure there is enough distance between people.
 - Make sure there is enough room between those who attend and the employees of the funeral home and the Stad Gent.
- We are postponing commemorations/wakes.
- The office at the Westerbegraafplaats is closed.

Afval

Waste

- IVAGO (the public waste collection company) is collecting household waste and illegal dumping according to [the fixed schedule](#). Put out your garbage as always.
- Recycling parks are closed.

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Geloof

Faith

- All places of worship (mosques, churches,...) are closed to the public. Only funeral services can be provided with limited attendance.

Kinderopvang

Childcare

- Keep your children at home as much as possible. That is what the Nationale Veiligheidsraad (National Security Council) is asking for.
- Therefore, if your child does not go to childcare, kindergarden or the childminder's, you do not have to pay anything between 14 March and 5 April and you do not have to use respite days (gafdagen).
- Parents who have to stay at work, especially those in **the crucial industries and essential services** can still take their children to the day-care centres, toddlers' gardens and childminders of the Stad Gent.
- Do you have any questions? Please contact kinderopvang@stad.gent.

Onderwijs

Schools

- Keep your children at home as much as possible. That is what the Nationale Veiligheidsraad (National Security Council) is asking for.
- All nursery, primary and secondary schools have therefore stopped lessons.
- Childcare is provided at school for children of parents who have to keep working
 - in health care,
 - in [key public industries](#)
 - or for parents who have no other option but to have their children taken care of by their grandparents.

Mobiliteit

Mobility

- Public transport will continue to function. Check the websites of De Lijn (Flemish public transport company) and NMBS (National Railway Company) for the offers available and limit yourself to necessary trips only. Cash payments are no longer possible on buses and trams or in shops of De Lijn. Get in at the back of the vehicle.
- You can still have your bike repaired at the Fietsambassade (Bicycle Embassy). They will help cyclists who need their bikes for necessary journeys. You can only do this by making an appointment via **09 266 77 00**. The Fietspunten (Bike Points) and Fietsendepot (Bike depot) are closed.
- The shuttle services between the Watersportbaan and Webu/Decathlon Park & Ride parking lots and the city centre will continue to function.
- You can continue to use shared cars, shared bikes and shared scooters for necessary trips. That is still allowed.

Lage-emissiezone (LEZ)

Low Emission Zone (LEZ)

- The City of Ghent has changed the rules of the low-emission zone from March 18 until the federal government stops the measures related to Corona. The cameras will still register the vehicles that commit an offence, but you won't get a fine. In this way, the City of Ghent wants to give maximum support to all people who are committed to the care and health of others.
- Did you purchase an LEZ Day Pass or a temporary long-term permit, but are you no longer coming to Gent because of the corona measures? Then you can request a refund via e-mail to lez@stad.gent with your license plate and the date of your day pass or the period of your temporary permit. State whether you want a refund or whether you want to use the day pass or temporary permit at a later time.

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You have to cancel before your day pass or temporary permit starts. For example, if you have bought a temporary permit to enter the LEZ in the month of April 2020, you can cancel it by 31 March 2020 at the latest.

- Do you have questions about the LEZ?
 - You can call the number **09 210 10 30** or you can ask your question via mail to lez@stad.gent.
 - Would you like to come by for an appointment? [Book your appointment online](#).

Handel en horeca

Shops and the hospitality industry

- Which businesses can remain open?
 - Food shops (also night shops until 22 PM)
 - Pet food shops
 - Pharmacies
 - Newspaper shops
 - Service stations and fuel suppliers
 - Banks and post offices
 - Laundromats
 - Garages (for urgent repairs only)
- Which businesses are closed?
 - All other (non-essential) shops (such as clothes shops, shoe shops, carwashes, DIY shops and electrical appliance shops) will remain closed both during the week and at weekends.
 - Cafés and restaurants
 - Markets
 - Beauty salons and tanning salons
- In the supermarket, you have to take the following guidelines into account:
 - Only 1 person per 10m² is allowed in the shop.
 - You can only stay inside for a maximum of 30 minutes.
 - Wait outside if it is too crowded.
 - The supply and production of food is functioning normally. So you there is no need to stockpile, you can just buy what you need.

Werken en ondernemen

Employees and Entrepreneurs

- Do you own a business in the hospitality industry?
 - You will have to close down your business, but collection and delivery between 7 AM and 22 PM is possible.
 - This means that fry shops/sandwich shops/restaurants, etc. can continue to supply to their customers using a **take-away or delivery system**. Respect the hygiene measures and avoid long queues.
 - **Eating or drinking on-site is not allowed**. Not even on the outside terraces. No terrace furniture can be placed on the public domain.
 - Specifically, this means that you **have to remove the entire outside terrace of your hospitality business** from the street.
 - **Foodtrucks** are not allowed, except for food trucks offering full take-away meals (no sale of ice creams and waffles).
- Can you get support if your company gets into trouble because of the corona measures?
 - Both the **Federal Government** and the **Flemish Government** have put in place support measures in case your company is having difficulties due to the coronavirus, such as a **hinderpremie** (nuisance premium). More info can be found on Vlaio.be.
 - The Stad Gent is also coming up with a series of measures.
 - For instance, the Stad Gent is postponing payment of all business-related taxes of the year 2020 until 30 September 2020.

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- You do not have to pay taxes on activities that cannot go ahead (terraces, fixed advertising visible from the road, market stall fees, ...) from 13 March as long as the measures are in place.
- The Stad Gent is currently looking into possible additional economic support measures. As soon as we get more information about this topic, we will communicate it.

Cultuur, sport en vrije tijd

Culture, sports and leisure

- We will cancel all (youth) activities and events until 5 April.
- The holiday camps and youth activities during the Easter holidays have also been cancelled.

Gent Helpt: Extra hulp van vrijwilligers

Gent Helpt (Gent Helps): Extra help from volunteers

- Stad Gent is grouping all requests for help during the corona crisis on the website of [Gent Helpt](#).
- Would you like to offer your assistance to your neighbors? You can download a [card](#) to hang from your window or you can pop it into your neighbors' letterbox. That way, they'll know they can turn to you to get help quickly.
- Are you need in for help yourself? Download this [card](#) to hang from your window or you can pop it into your neighbors' letterbox. That way, they'll know you need help.
- The Departement Ouderenzorg (Department of Elderly Care) of the Stad Gent is asking to report critical situations for the elderly on [09 266 91 39](tel:092669139) or via communicatie.ouderenzorg@stad.gent.

Politie

Police

- The reception desks are closed, but the 2 large police desks are open from 8 AM to 16.30 PM:
 - [Algemeen Politiecentrum Gent \(General Police Centre Ghent\)](#)(Ekkergem)
 - [Commissariaat Gent Centrum \(Gent Centrum Police Station\)](#)
- **Non-urgent police reports** should be postponed.
 - A number of non-urgent police reports can be filed via [Police-On-Web](#). For example for (moped) bicycle theft, shoplifting, damage to property and graffiti.
- In case of emergency, you can still call the [emergency number 101 or 112](#).
- If you notice that a shop, restaurant or café is not complying with the measures imposed by the government and is still open, you can report this via [09 266 61 11](tel:092666111) or via meldpunt@politie.gent.be.