

FREQUENTLY ASKED QUESTIONS

This document is applicable from 4 May.

Table of contents

- GENERAL..... 2
- ECONOMY..... 4
 - SHOPS, STORES AND SMALL AND MEDIUM-SIZED ENTERPRISES 4
 - HORECA 7
 - ECONOMY, WORK and FREE CUSTOMS 8
- HEALTH 15
 - Hospitals 15
 - Medical aspects 15
 - Residential care centres..... 17
 - Care..... 19
 - Animal care..... 19
- EDUCATION 21
 - Child and shelter 21
 - Education 21
- PUBLIC LIFE 23
 - Relocations 23
 - Recreation and outdoor activities 25
 - Municipal services 29
 - Honorary services 30
 - Waste..... 31
 - Prisons 32
 - Animals32
 - Various..... 33
 - Crisis management for environment and health care 34
- INTERNATIONAL 35
- ADDITIONAL CONTACT NUMBERS.....41

GENERAL

1. Until when do the measures apply?

The measures described below and those contained in the Prime Minister's press release are in force until 10 May.

Non essential journeys to and from Belgium are prohibited until 8 June 2020 School trips of several days are prohibited until 30 June 2020.

The situation is evaluated at regular intervals. On the basis of this evaluation, the measures can be weakened or strengthened.

2. What does the proclamation of a federal phase mean for local authorities?

A federal phase means that the governors and mayors must apply the general measures and revoke their previous decrees after the publication of the Ministerial Decree. The aim is to harmonise the measures throughout Belgian territory.

3. What happens if you don't obey the rules?

In the event of non-compliance (provided for by the Ministerial Decree), the sanctions provided for in Article 187 of the Civil Security Act of 15 May 2007 shall apply. The emphasis is on prevention, dialogue and citizenship.

Local authorities remain competent for public order according to Article 135 §2 of the new municipal law, without prejudice to the measures or the spirit of the measures taken at a higher level.

The police services will carry out permanent checks to ensure strict compliance with the measures.

4. On the basis of which principles did these measures come about?

- 1) The basic hygiene measures continue to apply;
- 2) Public authorities must be able to continue to function;
- 3) If parents have no other option than the grandparents (regardless of their age) to take care of their children, small children must be taken care of in the child care and school pupils. Specific attention should be paid to the children of healthcare staff and staff from vital sectors and essential services;
- 4) The social distancing measures (minimum 1.5 metres between persons) are maintained in all circumstances, except for persons living under the same roof. This also includes persons living in residential facilities such as small groups of children and young people with guidance from the youth assistance services, if they live in 'family situation' with supervisors.
- 5) A mix of different ages should **absolutely** be avoided; just like a mix of different social tubes (groups) that previously did not come into contact with each other.
- 6) Stay at home as much as possible, only essential movements (going to work when teleworking is impossible, going to the pharmacist, going to the post office, buying food, refuelling, etc.) should be made.

- 7) The phased approach for phasing out the measures contains and is mainly based on three essential aspects: wearing a mouth mask, testing and tracing. The aim is to ensure a balance between maintaining health, be it physical or mental, fulfilling educational tasks and restarting the economy.

ECONOMY

SHOPS, STORES AND SMALL AND MEDIUM-SIZED ENTERPRISES

1. Which stores will remain open?

All **physical shops and retail outlets** are closed, with the exception of:

- 1) Food stores, including night shops (open until 10pm);
- 2) pet food stores;
- 3) pharmacies;
- 4) newsagents (press-shops);
- 5) filling stations and fuel suppliers;
- 6) the telecom stores excluding stores that only sell accessories, but only for emergencies, where they may only receive one customer at a time and this by appointment;
- 7) stores for medical devices, but only for emergencies, where they may only receive one customer at a time and this by appointment;
- 8) garden centres and tree nurseries that mainly sell plants and/or trees.
- 9) do-it-yourself stores with a general range that mainly sell construction tools and/or building materials;
- 10) wholesalers intended for professionals, but only for the benefit of the latter;
- 11) the specialised retail outlets selling clothing fabrics;
- 12) specialised retailers selling knitting yarns, handicrafts and haberdashery.

2. What are the specific measures for shops that remain open?

All shops must take the necessary measures to respect the social distancing measures and in particular to maintain the social distance of 1.5 metres between each person. This measure does not apply to persons living under the same roof, such as parents with their children.

In addition, access to supermarkets, DIY stores with a general assortment, garden centres and nurseries, as well as to wholesalers intended for professionals should be regulated as follows:

- one person per 10m² for a maximum period of 30 minutes;
- as far as possible, we shop individually.

3. Who is responsible for monitoring compliance in the stores?

It is the responsibility of the owner of the store to enforce the social distance measures. He must take the appropriate measures to ensure compliance. If they have recourse to a security firm, this must be in accordance with the law of 2 October 2017 regulating private and particular security.

4. Can the weekly rest day for food stores be moved and/or cancelled?

Food retailers must remain closed on their weekly rest day. The Ministerial Decree of 23/3/2020 does not provide for a lifting of the obligation on a weekly rest day.

Night shops also have to respect their weekly rest day.

If a trader wishes to change his weekly rest day, he must do so for at least 6 months. (More information at <https://economie.fgov.be/nl/themas/verkoop/reglementering/sluitingsuren-en-wekelijkse>)

5. What are the permitted opening hours for the shops that remain open?

Food stores may remain open during their normal opening hours and days. Night shops may remain open from the usual opening hours until 10 pm.

6. Can shops open earlier than 7 a.m.?

Yes, if this corresponds to the usual opening hours, other shops may not open earlier than 7 o'clock.

7. Can an obligation be imposed to keep shops open?

If public order or the general interest so requires, the mayor can order the necessary police measures, including the opening of businesses.

8. Which stores are considered food stores?

Only shops and catering establishments that mainly sell food may remain open, as far as they do:

- there is no consumption on site and the necessary measures are taken to prevent this;
- and one is able to organize social distancing between customers.

This includes supermarkets, grocery stores, beverage retailers, organic and farm shops (food and beverage), butchers, bakers, fishmongers, food banks, social grocers...

The distribution of power via vending machines remains permitted.

9. What about mixed stores?

The Ministerial Decree of 23/03/2020 authorises food shops, night shops and pet food shops to remain open.

Food stores (for humans and animals) that also offer non-food products (e.g. paper products) **as a secondary product will** remain open and may continue to sell these secondary products. Butchers' shops, bakeries, chocolatiers, ice-cream shops, delicatessens and drinks shops may also remain open, provided they do not offer on-site tasting.

Shops that offer food only as a secondary product must close.

All other shops (clothes shops, electrical shops, paper shops, perfumeries, chemists, furniture shops, toy shops, photographers, carwash, baby shops, etc.) are closed, but these shops may, if possible, continue their telephone and online activities if home delivery can be guaranteed. It is not allowed to pick up in the shop itself (take-away).

Tobacco and e-cigarette shops remain closed.

10. May shops with flowers and plants be open?

The garden centres and tree nurseries may open to the public.

Garden centres and nurseries are understood to mean: shops selling mainly plants and/or trees.

As with all shops, they must take the necessary measures to respect social distancing measures and in particular to maintain the social distance of 1.5 metres between each person.

In addition, access to the shops should be regulated as follows:

- one person per 10m² for a maximum period of 30 minutes;
- as far as possible, we shop individually.

Other shops that do not fall under the definition of a garden centre or nursery because they mainly sell cut flowers (such as flower shops) or garden furniture are closed to the public although they can operate online and by telephone and deliver to the home.

11. Which do-it-yourself shops are allowed to open?

The do-it-yourself stores that are open to the public offer a general range of mainly construction tools and/or building materials.

As with all shops, they must take the necessary measures to respect social distancing measures and in particular to maintain the social distance of 1.5 metres between each person.

In addition, access to the shops should be regulated as follows:

- one person per 10m² for a maximum period of 30 minutes;
- as far as possible, we shop individually.

In addition, the shops specialising in the sale of one type of equipment (plumbing, plumbing, electricity, tiles, paint, etc.) remain closed to the public, although they can be active online and by telephone and deliver to your home.

12. What happens to the legal guarantee on consumer goods?

There is no exception to the usual rules in this type of situation: the consumer must inform the seller as soon as possible of the defect (mail, e-mail, etc.) and not make the damage worse.

The consumer will thus be able to prove that the problem occurred during this exceptional period and that he has taken the necessary steps to inform the seller as required.

From that moment on, the warranty period will in principle be suspended until the seller offers a solution (repair or replacement).

Even if he has not been able to receive the information because of a closure due to COVID-19, the seller may not invoke the exceeding of the deadline for non-intervention.

13. Are volunteers allowed to offer their services to companies in crucial sectors?

According to the Volunteer Act of 3 July 2005, volunteers can in principle only be deployed by organisations that pursue a selfless objective. The Volunteer Act does not allow volunteering for commercial companies.

14. What about markets and other itinerant activities?

Markets and other out-patient activities are prohibited, except for the food stalls necessary for the supply of food in areas where there are no food stores (e.g. supermarkets). In accordance with the Act of 25 June 1993 on the exercise and organisation of itinerant and fair activities, the Mayor decides, on the basis of the needs of his municipality, whether or not a market is necessary in the context of food supply.

15. Can a market vendor deliver to your home?

Yes, home delivery can be made on order, provided that this is not a door-to-door sale and provided that the social distancing measures are observed.

16. Can home delivery services (Bpost, DHL ...) continue to work?

Yes, this is even encouraged, subject to social distancing measures. Pickups at official pick-up points are allowed.

17. Is sales and delivery to professionals allowed?

Yes, wholesale businesses may remain open to professionals, subject to social distancing measures.

Sale in the store or remotely, delivery and collection in the store for professionals are allowed, subject to social distancing measures.

18. Can mobile sales representatives continue to move and work as remote working is not possible in their case?

The activities of commercial representatives considered to be business-to-business. Teleworking is recommended if possible.

HORECA

The establishments belonging to the catering sector shall be closed. The terrace furniture must be brought inside. However, hotels may remain open with the exception of their restaurants, bars, dining areas, seminar rooms and other common areas. All new initiatives such as pop-ups or garage sales will be prohibited.

19. Can I still have food delivered or picked up?

Yes. Home deliveries and take-away are not forbidden, The restaurants may keep their usual opening hours, subject to social distancing measures. If customers have to wait outside, they must also respect the social distancing measures.

20. Are food trucks, kiosks and food stands allowed?

No, they should be equated with food stalls on the market and should therefore not remain open unless they are necessary for the supply of food to areas where there are no food outlets. The mayor decides on the basis of the needs of his municipality whether or not a market is necessary for food supply. Home delivery can be made on order, provided it does not become a door-to-door sale and provided the social distancing measures are observed.

A mobile seller of roast chicken or an ice cream cart is considered a food truck/food stall.

ECONOMY, EMPLOYMENT AND THE LIBERAL PROFESSIONS

Care must be taken not to jeopardise the continuity of the Belgian economy. In this context, every link in the chain must be guaranteed, from raw materials to production and consumption, including imports and exports.

The general principles are as follows:

For enterprises that do not belong to the critical sectors and essential services:

- Telephone homeworking is recommended in all companies for all staff whose position lends itself to it.
- Where teleworking is not used, companies shall take the appropriate measures:
 - ensure maximum compliance with the rules of social distancing, in particular maintaining a distance of 1.5 metres between each person.
 - where the rules of social distancing cannot be guaranteed, to provide at least an equivalent level of protection.

The application of these principles is guaranteed at enterprise level and elaborated by taking prevention measures as defined in "the generic guide to prevent the spread of COVID-19 at work" (available at the address: https://werk.belgie.be/sites/default/files/content/news/Generiekegids_light.pdf);

supplemented, where appropriate, by:

- guidelines at sectoral level;
- and/or guidelines at company level;

and/or other appropriate measures offering at least an equivalent level of protection. Collective measures shall always take precedence over individual measures

For key sectors and essential services:

However, these companies and services are obliged to apply, as far as possible, the system of teleworking and the rules of social distancing.

Sectors and employers belonging to critical sectors and essential services who have not interrupted their activities and who have already taken the necessary safety measures themselves can use the generic guide above as a source of inspiration.

21. Is teleworking mandatory?

Teleworking is recommended at **all** companies and services, whatever their size, for all functions for which it is possible to organize.

22. What about the functions for which teleworking is not possible?

For those jobs for which teleworking is not used, employees may resume work, in accordance with the general provisions above.

23. Who may be on the premises of a company?

As regards third party access, there are different rules if an undertaking is part of the critical sectors or essential services or not.

- **Non-crucial sectors or non-essential services:** remain closed to third parties, with the exception of persons in the context of relations between professionals such as, for example, professional clients, suppliers and contractors. It is recommended to organise these professional relationships as far as possible remotely, if this is not possible

social distancing measures or an equivalent level of protection must be respected.

- **Crucial sectors or essential services:** are open to the public but only within the conditions provided for in the annexes to the Ministerial Decree of 23 March and as long as interaction with the public cannot take place at a distance. The social distance measures must be respected as much as possible. For example, a customer with a mechanic for an urgent repair.

24. A company wants to organize the work in shifts in order to be able to apply social distancing. Can it impose shift work on its employees? And will those employees be compensated for those deviating working hours?

Companies and employers must organise their activities in compliance with the exceptional legal requirements resulting from the pandemic. A company can therefore set up a shift system to respect a distance of 1.5 metres.

The COVID-19 pandemic is considered to be an 'occurrence of an accident' within the meaning of the Labour Code, and the crossing of labour borders is permitted. The hours worked in this context fall under the normal overtime regime. There is no special compensation, but the overtime regime applies.

25. Can the manager of an SME impose an obligation on certain employees to take at least part of their annual leave?

Statutory leave must be agreed with the employer. If there is no collective closure, the so-called individual leave can only be taken in joint agreement with the employer (even if the employer's agreement may be tacit). In this case, holidays can never be recorded unilaterally, neither by the employer nor by the employee.

26. What are the guidelines for the companies if a COVID-19 infection has been established? Are there specific guidelines for the disinfection of the premises?

No specific measures are needed to decontaminate the area. It suffices to thoroughly clean the office/area where the person works and the shared areas such as kitchen and toilets with the usual cleaning agents. It is also necessary to continue to promote general hand hygiene among staff.

27. During this crisis period, is it possible to employ staff and/or interims on Sundays and/or at night to meet the high demand from consumers (e.g. filling shelves, clearing stocks, disinfecting shops, etc.)?

The COVID-19 pandemic can be regarded as an occurrence (and to some extent an imminent one) within the meaning of the Labour Act of 16 March 1971, which allows working time limits to be exceeded in order to perform work in order to cope with it. Night work and Sunday work are also permitted in that case. It is permitted to work outside normal rosters.

Hours worked in the context of an accident that has occurred or is imminent do fall under the normal overtime regime and entitle the holder to overtime hours (above 9 hours per day or 40 hours per week or lower collective labour agreement limit). In the case of work on Sundays and during the night, however, the surcharges laid down in the sectoral collective labour agreements or company collective labour agreements do apply.

Companies and workers must organise their activities according to the measures taken by the government to combat COVID-19. These measures are the result of the

pandemic and are thus inherently part of the notion of an accident. The new organisational needs which are directly linked to the implementation of these measures or which respond to the consequences of these measures are therefore also triggered by an "accident occurred". In this case too, employers will be able to have their employees work overtime as well as outside the normal roster.

28. Are subcontractors and ancillary services of essential sectors allowed to carry out their activities?

In so far as they enable the essential sectors to continue to provide their services to the population.

29. What if an employer prohibits teleworking for 'organisational reasons'?

The employee can complaint submit via the website the FPS Employment: <https://werk.belgie.be/nl/nieuws/coronavirus-wat-kan-ik-doen-als-mijn-werkgever-de-maatregelen-not-respected>

30. Are there support possibilities for persons who receive temporary unemployment benefit because they belong to the at-risk group and therefore cannot go to work?

People which a temporary receive unemployment benefits ,
For more information, please consult the RVA website
<https://www.rva.be/nl/documentatie/infoblad/e1-0>.

31. In the case of temporary unemployment, can dismissal be given without notice? In case of lack of work, due to economic reasons, is an employee entitled to terminate the contract without notice?

In the case of temporary unemployment due to force majeure (COVID-19), the normal rules on dismissal continue to apply.

32. Is applying for a job also regarded as an essential transfer?

Applying for a job is equivalent to working. Applications may be made under social distancing arrangements. It is, however, advisable to organise interviews as far as possible from a distance.

AGRICULTURE SECTOR

33. Shops that supply the agricultural sector with phytoproducts, fertilizers, animal feed, ... stay open?

Yes, all companies supplying the agricultural sector will continue to operate subject to social distancing measures. It is recommended to apply teleworking where possible.

34. Can wholesale markets (for professional customers) continue (early market Brussels, fish market Zeebrugge, ...)?

Yes, the social distance measures are respected to the maximum.

TRANSPORT & RELOCATION

35. Can companies continue to organise transport by bus for their employees?

Yes, subject to social distancing measures. A distance of 1.5 metres must be maintained between each person or provide an equivalent level of protection. For more information, consult "the generic guide to preventing the spread of COVID-19 at work"
https://werk.belgie.be/sites/default/files/content/news/Generiekegids_light.pdf.

36. Is social distancing respected when Plexiglas is installed in vans/vans where the 1.5 m distance cannot be guaranteed?

Yes, Plexiglas provides adequate protection and the installation can be permitted in means of transport.

37. To whom is a car rental company allowed to rent cars?

Yeah, yeah, yeah, yeah, yeah, yeah, yeah, yeah,

- To private individuals only for necessary journeys;
- To professional customers;

Of course subject to social distancing measures. In general, relocations should be avoided as much as possible.

38. What about the carwash for trucks (cleaning of trucks transporting food)?

This is part of the essential service, if the cleaning is in function of ensuring the safety of the food chain.

CONSTRUCTION (INDOOR/OUTDOOR/WITH OR WITHOUT OCCUPANTS)**For private individuals:**

Building activities outside the home, including the work of a surveyor, may take place provided that the social distancing measures are observed. This also applies to work indoors in residential units that are not inhabited or not in use. For repairs indoors in inhabited residential units, urgency in the context of safety, welfare and hygiene is a strict requirement (plumber, electricity).

For businesses:

All construction activities are permitted:

- For enterprises in key sectors: if the social distance measures are complied with to the maximum.
 - For other companies:
 - Non-urgent works: subject to social distance measures or an equivalent level of protection
 - Urgent work: if the social distance measures are adhered to as much as possible.

39. Can traders in building materials continue to supply their customers?

Yes, for do-it-yourself stores with a general assortment.

As far as other traders in building materials are concerned, this is only possible for professional use and with respect for the rule of 10 m² per customer. For private individuals, e-commerce or home delivery can be used. Any delivery must take place subject to social distancing measures.

FINANCIALS**40. Is the agreement of the Minister of Labour still necessary to proceed with company closure and economic unemployment for a period of 5 weeks?**

From 13 March 2020, the notion of temporary unemployment due to force majeure will be flexibly applied by the NEO. All situations of temporary unemployment as a result of COVID-19 can be considered as temporary unemployment due to force majeure, even if, for example, it is still possible to work on certain days.

For the time being, this flexible arrangement shall apply until 5 April 2020. This period may be extended until 30 June 2020 if the measures are extended or strengthened by the government.

Consequently, no application for recognition as a company in difficulty has yet to be submitted to the Federal Public Service Employment, Labour and Social Dialogue.

If the temporary unemployment is not the result of COVID-19, the employer can still invoke the system of temporary unemployment on economic grounds.

41. Do companies that are considered non-essential and should not remain open, but that decide to offer emergency sales via e-commerce, lose their premiums?

Flemish Region:

The nuisance premium is granted to enterprises that are compulsorily closed as a result of the COVID-19 measures, and where their site is closed. They can still sell products online.

All information regarding the nuisance premium can be found at www.vlaio.be.

Walloon Region:

These companies can keep their premiums. On the other hand, companies that already worked exclusively via e-commerce are not entitled to the premium.

Brussels-Capital Region:

The premiums only relate to institutions that are obliged to close within the meaning of the Ministerial Decree.

If these institutions engage in e-commerce, they will continue to receive the one-off compensation premium.

42. Can the National Bank stay open?

Yes, the National Bank continues to function. The measures of social distance are respected to the maximum. The counters are closed.

43. Are insurance offices allowed to stay open?

Yes, but they are encouraged to use the Internet and telephony to continue their activities.

44. Can an insurance expert go on site?

Yes, this is not recommended except for urgent matters, the social distance measures are respected to the maximum.

45. What about banks and post offices?

These services form part of the exceptions that may remain open during their normal opening hours, subject to social distancing measures.

46. Can exchange offices and offices for international money transfers remain open?

These services may remain open, subject to social distancing measures. International payment transactions must continue to be guaranteed.

TELECOM**47. Are the service or retail outlets accessible for telecom?**

The telecom shops may be open (with the exception of those that only sell accessories) but only for emergencies (telephones, modems, decoders, SIM cards) provided that an appointment is made in advance and only one customer is admitted at a time, and subject to social distancing measures. No sales of new services are allowed in these service or retail outlets.

48. How can repairs/installations and deliveries of the necessary equipment be carried out?

Get in touch via your operator's general communication channels (e.g. telephone, e-mail, website). If delivery by post or home delivery by a technician takes place, this can take place subject to social distancing measures.

49. What if I want a new telecommunication service or want to change my current telecommunication service?

Get in touch via your operator's general communication channels (e.g. telephone, e-mail, website).

50. There's a cell phone mast on my private property, on top of the hospital... Should I give the operators' maintenance teams access to these antennas?

Yes, it is essential that the electronic communication is maintained and that the operators can do all the necessary maintenance.

PRIVATE SERVICES

Urgent repair and maintenance work for safety, welfare and hygiene, as well as ICT infrastructure can still take place indoors, provided the social distancing measures are observed.

51. Can cleaning services (service cheques, etc.) continue at the customers' homes?

Yes, subject to social distancing measures.

52. Are self-employed window washers or window washers organised in companies allowed to continue their work and meet the demands of companies that call on them?

Yes, subject to social distancing measures.

53. What about chimney sweepers?

They may continue to pursue their activities, subject to social distancing measures.

54. May include activities related to the housing market (such as home visits by real estate agents, the control of the municipal department of land affairs, layout of the EPC, etc.) is still taking place?

No. A current sale may be completed, but new sales procedures with a site visit may not be initiated at this time. Mandatory energy audits may be carried out for current sales of real estate subject to social distancing measures

55. What about technical inspections of installations? Same for maintenance checks.

Maintenance surveys that are not required by law are not urgent and may not be carried out. Only urgent technical inspections may take place, provided the social distancing measures are observed.

56. May lawyers, notaries and bailiffs continue to receive clients, particularly for signing deeds?

Yes, if it is necessary and subject to social distancing measures. Wherever possible, teleworking and electronic communication should be used.

57. What about prostitution and prostitution neighborhoods?

Those activities are strictly forbidden.

58. Can private rental of bouncy castles take place?

No.

MISCELLANEOUS**59. Can surveillance services be provided for the monitoring and insurance of the food chain, supply and retail?**

Yes. The services of private and particular security are part of the crucial sectors and essential services listed in the Annex to the Ministerial Decree of 23 March 2020.

60. I work in the private and special security sector, may I go to work?

Under the current measures, the exception should be limited to the fundamental and necessary activities of the private and particular security sector.

The private security sector, which comprises the private security companies and in-house security services, as well as the security services of the public transport companies, can continue to carry out their activities and missions.

For installers of alarm systems and camera systems, only urgent maintenance or repair work is included as an exception. All other daily activities, such as new installations, fall under the general obligations such as maintaining a distance of 1.5 metres between each person.

The training institutions associated with the private security sector can only continue their activities through distance learning.

Security advisors can only continue their activities digitally.

HEALTH

Despite the general measures relating to social distancing, care for persons remains a priority and must be guaranteed.

In recent weeks, the epidemic has had a significant impact on healthcare provision, both in primary care and in hospitals. Working groups are already studying how to respond to the need to continue to provide the best care to people infected with COVID-19, while gradually and safely increasing access to general and specialised healthcare. The aim is to ensure that everyone regains 'normal' access to health care as soon as possible and that the medical infrastructure needed to care for people suffering from the virus is not overstretched. It is advisable to seek information from healthcare institutions and follow their guidelines.

SICK HOUSE

1. Are special measures taken in the hospitals?

The active phase of the hospital emergency plan was activated from 14 March in all hospitals. All consultations, tests and planned operations were cancelled. Only urgent and/or vital consultations, examinations and interventions may take place. The centres for pregnancy interruptions remain open and can continue to carry out their psychological and medical interventions.

All necessary existing therapies (e.g. chemo, dialysis, ...) may be continued.

2. Are visitors allowed in hospitals?

The visits are all forbidden except for parents of children under the age of 18 and the close relatives of patients in critical condition or receiving palliative care. Accompaniment of patients during necessary consultations or examinations should be limited to a maximum of one person.

3. What about the deliveries? Are they still planned in hospitals? If so, under what conditions?

Of course, you'll still be able to give birth in a hospital. However, your hospital stay should be as short as possible. This will be determined in consultation with your attending physician (gynaecologist, paediatrician, possibly anaesthetist). Your partner may be present during the birth and only visits from your partner are allowed. Family visits are no longer allowed. Furthermore, you must follow the guidelines of the hospital.

MEDICAL ASPECTS

4. Can blood donation centres stay open?

Yeah, blood collection should continue. People who are sick should be excluded, as always. Giving blood is and will remain necessary and should be encouraged, but it is important that the donor remains aware of his or her own state of health.

5. Is the transport of blood, blood products and medicines still allowed?

Yeah, this is an essential displacement.

6. Who is currently being tested?

Detailed information regarding the procedures can be found on the Sciensano website: https://epidemiology.wiv-isp.be/ID/Pages/2019-nCoV_procedures.aspx.

7. Is there a risk of infection through contact with objects and surfaces?

This risk exists, but is much smaller than through direct contact with an infected person.

In ideal conditions, the virus survives on average around three hours on smooth surfaces and materials (such as door handles, handrails, tables, etc.). On absorbent materials (such as cardboard, paper, textiles, etc.), the virus does not survive well. The virus is very sensitive to dehydration, heat and sunlight.

Anyone who ingests virus droplets through contact with the hands in the mouth, nose or eyes can become infected with the virus. It is important to wash your hands regularly and thoroughly after contact with surfaces and packaging that are touched by many people.

8. What about contaminations through packaging and food?

The FASFC site contains information to clarify matters for consumers and operators in the food chain. <http://www.favv.be/professionelen/publicaties/mededelingen/coronavirus.asp>

9. What are the recommendations for wearing mouth masks and gloves in public places?

Transfer of COVID-19 occurs via droplets and contact with contaminated surfaces, not by air. Therefore, wearing a mouth mask does not protect against infection, if one does not have close contact (within a distance of 1.5 meters) with a sick person.

Covering the mouth and nose is important during deconstruction. This can be done with a so-called comfort mask or an alternative means of protection such as a scarf or bandana. It will be:

- Recommended in public spaces
- Mandatory on public transport for users aged 12 years and over.

A mask alone does not provide adequate protection, it should be considered within the wider use of mouth masks, hygiene measures and physical distance.

For more information on fabric mouth masks, please visit: [https://www.info-coronavirus.be/en/mouth mask/](https://www.info-coronavirus.be/en/mouth%20mask/)

Wearing gloves is not recommended because it gives a false sense of security, you still touch nose, mouth and eyes when wearing gloves that can still get infected. It is much better to wash your hands regularly with soap and water.

10. All emergency services belong to a risk group in terms of contamination with COVID-19. Will there be automatic recognition as a work-related accident/occupational disease if they are found to be infected with COVID-19?

The source of the infection cannot be identified with certainty.

The infection with the new COVID-19 can be recognized as an occupational disease (see <https://fedris.be/nl/news#news-2696>). However, applications for compensation must be accompanied by the results of a laboratory test confirming the presence of COVID-19.

11. Are industrial laundrettes that mainly wash (bed) sheets from care centres allowed to remain open?

Yeah, yeah, yeah, yeah, yeah, yeah, yeah, yeah.

12. What is the advice for laundries that process hospital linen?

Existing procedures apply to the washing of linen for COVID-19 patients. No specific measures need to be taken, the linen does not need to be quarantined.

WOONZORGCENTRA**13. Are service flats equated with residential care centres?**

Yes, service flats should be treated as residential care centres if they have a communal entrance.

14. A "chat box" in an entrance hall of the WZC? (a temporary room with its own external door, where a large glass plate is incorporated in the wall and in which an intercom system is installed). Does the relocation of 1 or maximum 2 family members to that chat box fall under the heading 'relocation to help people in need'?

This is possible provided that the chatterbox is disinfected after each visit. Remote communication (by phone, video call, ...) is more recommended for hygienic reasons.

15. May home and family support services continue for: the elderly, home care, people with disabilities, shelters for battered women, food aid delivery, shelters and night care for people with social problems, night care and coordination centres for home care and support, ...?

Yeah, yeah, yeah, yeah, yeah, yeah, yeah, yeah.

16. Are personal assistants for people with disabilities allowed to continue their activities?

Yeah, absolutely.

17. Are specific measures applicable to the transport of disabled persons or persons with reduced mobility?

The most important thing is that no new social mixes arise. Transport can therefore be continued, but care must be taken as far as possible to maintain the same combination of drivers and persons with reduced mobility/disabled persons, subject to hygiene and social distancing measures.

18. What about voluntary transport of disabled and needy people?

These initiatives may continue, there must be a minimum distance of 1.5 metres between each person. The number of persons that can be transported therefore varies according to the type of vehicle.

19. Are visits allowed to residential care centres or institutions that, for example, care for disabled people with multiple disorders or disorders?

Essential visits (informal carers, ...) are allowed in order not to totally isolate the residents. Consult the residential care centre or institution to check whether a visit is possible in a safe manner.

20. Can home nurses continue to work?

Yes, home care is continuing.

21. Are psychologists essential?

Yeah, yeah, yeah, yeah, yeah, yeah, yeah, yeah.

22. Will call centres for people in need (suicide, domestic violence, etc.) remain available?

Yes, subject to social distancing measures by the call takers. Useful numbers and websites can be found below:

Dutch:

The most important websites are the following:

1. <https://www.vlaanderen.be/hulp-zoeken-bij-psychische-problemen>
2. <https://www.geestelijkgezondvlaanderen.be>

For more specific information: www.tele-onthaal.be; www.awel.be ; www.1712.be ; www.caw.be ; www.jac.be ; www.zelfmoord1813.be ; www.nupraatikerover.be ; Education line 078/15 00 10

German-speaking:

1. In the case of intrafamily and partner violence where there is a need for protection and guidance:
 - a. Prism ASBL (Frauenzentrum, Refuge des femmes) : 087/554 077
 - b. Telefonhilfe: 108 - 24/24, 7/7 (Also applicable for suicidal thoughts)
2. When a call is needed : telephone helpline : 108
3. Suicidal thoughts, psychotherapeutic consultation, psychotherapeutic referral: BTZ (Beratungs- und Therapiezentrum, centre for counselling and therapy)

Eupen : 087/140180

St.Vith : 080/650065

Francophone:

Centre for Suicide Prevention	0800 32 123	
Ecoute violences conjugales	0800 30 030	www.Ecouteviolencesconjugales.be
Comportements violents	Praxis	www.asblpraxis.be
Télé-Accueil	107	
SOS Parents	0471 414 333	
Ecoute -Enfants	103	
SOS Enfants FWB		www.one.be/public/1-3-ans/maltraitance/equipe-sos-enfants/
SOS Viol	0800 98 100	

23. Do vaccinations still need to be continued?

Yeah, absolutely. The discontinuation of vaccinations in some places is very temporary. They'll be restarted as soon as possible.

CARE**24. What about care outside the hospital?**

Citizens are advised to only go on outpatient consultations for urgent and necessary care. If they can make this assessment difficult, they should contact their caregiver. It is up to the caregivers to determine what urgent and necessary care is that cannot be postponed.

25. May medical device stores (e.g. opticians, hearing centers, bandagists, home care store) remain open?

They may open by appointment and subject to social distancing measures, but only for emergencies, receiving only one customer at a time by appointment. Postponable care or sale must be postponed. Eye measurements are expressly discouraged because of the risk of contamination through the eye fluid.

26. Are dentists, physiotherapists, osteopaths, podiatrists etc. allowed to continue their activities?

Dentists, physiotherapists, osteopaths, ... may continue their activities. The by them Estimated non-urgent and deferrable care is best postponed.

27. Are beauty and sun centers open?

Beauty specialists, pedicures, specialist foot care and sun centres must close. They are not allowed to provide their services at home, not even by appointment.

28. Can tattoo shops be open?

No, they have to close.

29. What about Laundromats?

The laundries remain open during their usual opening hours, subject to social distancing and hygiene measures.

30. Can the dry cleaner stay open?

It is closed but can, by appointment and subject to social distancing measures and hygiene measures, wash clothes and uniforms necessary for the performance of a job in the essential sectors.

ANIMAL CARE¹**31. May veterinarians continue their activities?**

Yeah. The non-urgent and deferrable care they estimate is best postponed. The measures of social distancing should be respected to the maximum.

¹ Other points of animal care see public life

32. Are shelters open?

The animal shelters are open. They are asked to receive only those persons who wish to adopt or leave an animal, by appointment. The measures of social distancing must be adhered to as much as possible. Volunteers may also contribute.

33. Can animal hotels stay open?

Yeah, yeah, yeah, yeah, yeah, yeah, yeah, yeah.

34. Are animal crematoria allowed to remain open?

Yes, by appointment only and subject to social distancing measures.

35. Are animal hair salons open?

No, they're closed. Also services at home are not allowed.

EDUCATION

CHILD AND CHILDREN

1. Will the crèches and welcome mothers remain

open? For more information regarding childcare:

Flanders:

<https://www.kindengezin.be/gezondheid-en-vaccineren/ziek/coronavirus/#Kinderopvang>

<https://www.kindengezin.be/img/draaiboek-kinderopvang-coronacrisis.pdf>

Fédération Wallonie Bruxelles:

<https://www.one.be/public/detailarticle/news/coronavirus-les-conditions-dacces-pour-put-your-child-in-creche/>

German speaking community:

www.ostbelgienfamilie.be/coronavirus

2. How should welcome mothers do social distancing?

The necessary hygienic measures have to be followed but social distancing is difficult with regard to the children. Social distancing measures must be strictly followed by the parents. Admittedly, the group of children in question can be considered as belonging to the fixed social tube.

EDUCATION

3. Will nursery, primary and secondary schools be closed?

The measures provide for the suspension of lessons in all nursery, primary and secondary schools, including extra-curricular activities. The refectories may remain open.

Reception, organised exclusively by internal staff, should be provided at least for children whose parents are children:

- working in the healthcare and/or aid sector;
- working in an essential public sector;
- have no other option than to have the children taken care of by the grandparents, regardless of their age.

Schools may make new pedagogical material available to pupils. Movements within this framework are allowed.

4. Can we create new reception possibilities ourselves?

No, only existing reception facilities are allowed. New initiatives that do not exceed existing contacts are not allowed. Camps are not allowed.

5. What about children of (presumably) infected parents?

If the parent of the child is (possibly) infected, but the child does not show any symptoms of disease, it can go to the shelter/school, unless the family doctor decides otherwise.

6. Are companies allowed to take initiatives for the care of children of their employees?

If such collection systems already existed, they can continue.

However, no new reception initiatives can be launched. It is necessary to avoid putting together children who did not come into contact with each other beforehand.

7. Will boarding schools and special needs schools be closed?

Internships and special needs education remain open, but lessons are discontinued.

8. Will universities, colleges and other schools be closed?

Universities and colleges of higher education may only teach through distance learning, with the exception of work placements for students who can contribute to care.

9. What about university students' exams?

This will be determined after a new evaluation of the situation.

10. Will schools for security professions be closed?

The schools for safety professions continue primary education through distance learning or provide assistance to the crisis effort through training-on-the-job.

11. Do the rules for the schools also apply to the Academies of Music, Word and Dance and the Academies of Drawing, ...?

Yeah, they're only allowed to teach through distance learning.

PUBLIC LIFE

REPORTS

1. Can we still move?

Citizens should stay at home to avoid contact with persons other than their family members as much as possible.

2. Are there any exceptions to this principle?

Only subsequent journeys are permitted (the use of a means of transport is permitted):

- 1) Professional travel (including commuting between home and work and the movement of volunteers as part of their activities for key sectors and essential services);
- 2) Essential journeys (visits to the doctor, purchases of food, journeys to the post office, bank, pharmacy, petrol station or assistance to the needy, homeless, journeys by parents to the care of their children, all journeys within the framework of a legal obligation, etc.);
- 3) walks and physical activities (including a motorcycle ride) in the open air that do not involve physical contact provided that they are:
 - alone;
 - in the company of persons living under the same roof, which also includes living groups and their counsellor from youth facilities living under the same roof;
 - and/or in the company of a maximum of two other but always the same persons, with a distance of 1.5 meters between each person.

be exercised.

These activities are permitted for the duration necessary to carry them out. After carrying out the activities, the return home is obligatory.

It's still forbidden to sit in the parks. Tolerance must be shown towards pregnant women and the elderly. The measure must also not be applied strictly to people with reduced mobility or a mental handicap.

Picnicking and sunbathing are also prohibited in parks.

- 4) All other movements explicitly mentioned in this FAQ.

3. Are there any specific measures for public transport?

Public transport is still active. Public transport users who are 12 years of age or older are obliged to cover their mouths and noses by wearing a mouth mask or any other fabric alternative. This applies from entering the station, at stops or on the platform, train or other means of transport organised by a public authority.

Reference is made to the relevant websites for the transport companies' available offers.

4. What about taxis (and other on-demand transport services)?

The taxis are allowed to transport clients. There must be a minimum distance of 1.5 metres between each person. The number of people that can be transported therefore varies according to the type of vehicle.

A family is allowed in one car, here the distance arrangement does not apply. It is recommended that the vehicle is regularly aired and cleaned.

5. What measures are taken with regard to carpooling? How many people are allowed to ride in a private car?

As with taxis, a minimum distance of 1.5 metres between each person must be respected during transport. The number of people that can be transported therefore varies according to the type of vehicle. For a family, this measure does not count. Regular airing and cleaning of the car is recommended. In general, journeys should be avoided as much as possible.

6. Is it still possible to use part cars and part steps?

Yes, these are considered as means of transport and are therefore not prohibited except for recreational use.

7. Are journeys concerning charging points of budget meters essential journeys?

Yeah, they're considered essential.

8. Are repair services allowed to continue their activities?

Garages, tyre workshops and windscreen repair shops can remain open for urgent repairs only by appointment and subject to social distancing measures; these are repairs necessary to guarantee the safety of the vehicle (repairing brakes, repairing lights, replacing winter tyres with summer tyres,...). The same measures also apply to bicycle repairers.

Urgent repair/intervention at home can be carried out at the request of the consumer or the company, by appointment and subject to social distancing measures.

9. Can I get my driver's license?

The theoretical and practical driving lessons and exams are suspended. If, as a result of this suspension, it is not possible to comply with the obligation with mandatory time limits, the person concerned will be granted a deferment.

10. In Flanders, Wallonia and Brussels the car inspection centres are closed. Am I still validly insured if my inspection certificate expires after 13 March 2020?

The regions have made a political commitment to renew any 'test certificate' expiring after 13 March 2020. Therefore, motor vehicles whose test certificate expires after 13 March 2020 will have a valid certificate. The insurer cannot invoke this reason in the context of a right of recourse against the policyholder.

In Flanders, the certificates will be renewed for a period of four months after the end of the crisis measures (<https://www.vlaanderen.be/gezondheid-en-welzijn/gezondheid/coronavirus-covid-19/measures-against-dissemination-corona-driving-exams>).

In the Brussels region, the period of validity of inspection certificates is extended. For more information, please visit the following website: <https://mobilite-mobiliteit.brussels/nl/covid-19-parking-driving-schools-technical-inspection-building-sites-what-do-it-alter-you-go>

In Wallonia , can the pertinent information transfer vehicle inspection find at: <http://mobilite.wallonie.be/home/je-suis/un-citoyen/en-voiture/services-et-solutions/controle-technique.html>

11. Have the reintegration centres been opened for the right to steer?

No, these are closed.

12. Are specific measures taken for boats and cruise ships?

Cruise ships and boats are not allowed to disembark their passengers, but can be supplied.

New cruises organised by boats or ships sailing under the Belgian flag are forbidden.

13. What about an alcolock (control mechanism for hard learning drivers who can only start after taking a negative breathalyzer test), the control bodies organising the psychological test and the service centres installing the breathalyzer test in the vehicle and the results to read the results.

The service center is still active and some centers also do their interviews via skype.

LEISURE AND OUTDOOR ACTIVITIES

Private and public activities of a cultural, social, festive, folkloric, sporting and recreational nature are prohibited. Exceptions are walks and physical activities (including a motorbike ride) in the open air that do not involve physical contact provided that they do:

- alone;
- in the company of persons living under the same roof, which also includes living groups and their counsellor from youth facilities living under the same roof;
- and/or in the company of a maximum of two other but always the same persons, with a distance of 1.5 meters between each person.

be exercised.

These activities are permitted for the duration necessary to carry them out. After carrying out the activities, the return home is obligatory.

It's still forbidden to sit in the parks. Tolerance must be shown towards pregnant women and the elderly. The measure must also not be applied strictly to people with reduced mobility or a mental handicap.

Picnicking and sunbathing are also prohibited in parks.

ACTIVITIES

14. Can we still get together?

No, the rule remains that all gatherings of more than 2 persons are forbidden, except for the exceptions mentioned in this FAQ.

15. May one move?

Citizens should stay at home in order to avoid contact with people other than their immediate family as much as possible.

16. Are there any exceptions to this principle?

Only subsequent journeys are allowed (the use of a means of transport is allowed):

- 1) Professional travel (including commuting);
- 2) Essential journeys (visits to the doctor, purchases of food, journeys to the post office, bank, pharmacy, petrol station or assistance to the needy, homeless, journeys by parents to the care of their children, all journeys within the framework of a legal obligation, etc.);
- 3) walks and physical activities (including a motorcycle ride) in the open air that do not involve physical contact provided that they are:
 - alone;
 - in the company of persons living under the same roof, which also includes living groups and their counsellor from youth facilities living under the same roof;
 - and/or in the company of a maximum of two other but always the same persons, with a distance of 1.5 meters between each person.

be exercised.

These activities are permitted for the duration necessary to carry them out. After carrying out the activities, the return home is obligatory.

It's still forbidden to sit in the parks. Tolerance must be shown towards pregnant women and the elderly. The measure must also not be applied strictly to people with reduced mobility or a mental handicap.

Picnicking and sunbathing are also prohibited in parks.

- 4) All other movements explicitly referred to in this FAQ

17. Which sports are allowed ?

Physical activities are allowed on condition that they are carried out:

- out in the open;
- without physical contact;
- alone or in the company of persons living under the same roof, this also includes living groups and their supervisors from youth facilities living under the same roof and/or in the company of a maximum of two of the same other persons, subject to social distancing measures (distance of 1.5 metres).

The necessary infrastructures for the practice of sports in the open air that do not involve physical contact should be opened, with the exception of changing rooms, showers and cafeterias. Toilets and vending machines may be used. By infrastructure we mean the clubs and the sports grounds. The rental or sale of equipment is not permitted.

18. Do top athletes get exceptional access to sports facilities?

Yes, if they have a top sport status and they only do the training individually or together with a maximum of 2 other persons. Group training is forbidden.

19. Are water and fire sports allowed?

Yes, as long as the conditions in question 17 "which sports are allowed" are met.

20. Can I still use my drone?

Recreational use of your drone is only allowed on your own private property, located next to your home. More information can be found at: https://mobilit.belgium.be/nl/luchtvaart/drones/dronevluchten_covid19.

21. Is fishing allowed?

Yes, but in a club context only the toilets and vending machines may be accessible.

22. Can the hunt continue?

The regional regulations should be followed here.

Flanders: <https://www.natuurenbos.be/wildbeheer>

Wallonia: <https://www.wallonie.be/fr/peche-et-chasse>

SOCIAL CONTACTS**23. Are visits allowed to family members who do not live under the same roof?**

A meeting with family who do not live under the same roof is not allowed, except to provide assistance and care for vulnerable persons (to provide assistance and care for elderly persons, for minors, for disabled persons and for vulnerable persons).

24. What if you don't live under the same roof with your partner or children as part of co-parenting?

The new measures state that you must limit contact to your family and possibly one extra person. Visiting your partner or visiting children in function of co-parenting is an essential displacement.

25. What about students staying in a room?

It is necessary for students to choose a fixed place to stay during the quarantine. Foreign students who have to resume their classes may go to their quarters.

PUBLIC DOMAINS**26. Should regional, provincial and municipal estates, parks and forests be closed?**

The recreational parts of these domains must close (e.g. playgrounds, ...). On the other hand, the parks and forests may remain open provided that social distancing measures are respected. This must be monitored.

walks and outdoor physical activities that do not involve physical contact provided that they:

- 1) alone;
- 2) in the company of persons living under the same roof, which also includes living groups and their counsellor from youth facilities living under the same roof;
- 3) and/or in the company of a maximum of two other but always the same persons, with a distance of 1.5 meters between each person.

be exercised.

These activities are permitted for the duration necessary to carry them out. After carrying out the activities, the return home is obligatory.

It's still forbidden to sit in the parks. Tolerance must be shown towards pregnant women and the elderly. The measure must also not be applied strictly to people with reduced mobility or a mental handicap.

Picnicking and sunbathing are also prohibited in parks.

TOURISM

27. Can tourists continue to travel to Belgium (the coast, Ardennes, ...)?

No. It is forbidden for tourists to come to Belgium and for Belgians to make non essential journeys because recreational activities are forbidden and tourism is seen as a recreational activity.

28. Can I travel to my country house, for example in the Ardennes or on the coast?

No, this is not allowed. On the one hand to prevent social mixing (age, people who usually do not visit each other very often) and on the other hand to prevent regions where health facilities are not sufficient to absorb the influx of people from outside the region from becoming overburdened.

An exception can be made for:

- 1) People who are formally registered in the holiday or weekend residence (regardless of whether they have a right of residence in the weekend or holiday residence), where they are found.
- 2) People who have a reference address and are not legally registered anywhere else (caravan dwellers, people without their own home due to lack of sufficient means of subsistence).
- 3) Belgians who legally reside abroad, returned to Belgium, but are not (yet) registered anywhere and are currently dependent on a mobile home or caravan.
- 4) People registered in Belgium, who are temporarily unable to stay at the place where they are registered because of e.g. renovation works on their own home, family member in quarantine (must be proved with a doctor's certificate to prevent abuse by people with a 2nd residence in a tourist area),.....
- 5) Foreigners who have stayed in a recreational area before the entry into force of the measures and are demonstrably unable to return to their country and this to the extent and for as long as that impossibility lasts. They remain obliged to return as soon as possible to the country in which they legally reside and/or to the country of which they have the nationality.

LOGEMENT

29. What types of accommodation?

Hotels and aparthotels may remain open but WITHOUT access to the bar, restaurant (common rooms) and leisure areas, in order to meet the demand for accommodation for essential journeys. However, room service is permitted. Terrace furniture must be placed inside.

The meeting rooms of these hotels are closed.

Recreational and tourist dwellings (e.g.: holiday home, camping, B&B, holiday parks, AirBnB, ...) must close. The permanent residents of this type of accommodation may, of course, continue to live here. This also applies to permanent residents of a mobile caravan².

In order to avoid mass mixes of people coming together in the same place, only essential travel and individual physical activities are allowed.

30. Several holiday parks and cottages serve as permanent lodgings for employees employed by utility companies for essential services (wind farms at sea, Doel, Tihange, ...). Can an exception be made?

Residents who have their permanent home there may stay³.

31. What about residential car parks?

Permanent residents are allowed to stay. However, moving to another site is not an essential move so we recommend that the mayor takes the necessary steps to facilitate the stay of these people until the end of the crisis.

COMMUNAL SERVICES

32. What about public administrations (e.g. municipalities)?

The administrations must continue to function in order to guarantee their tasks, subject to social distancing measures and/or teleworking where possible.

Public administrations should inform the public about the possibilities of obtaining documents and information by alternative means (online). The administration should give preference to these alternative ways to limit the number of journeys.

33. May the municipal and provincial councils, boards of directors and general assemblies of public institutions, inter-communal associations, etc. continue?

Yes, as long as the agenda items cannot be postponed and the meeting cannot take place virtually.

34. Are civil marriages still taking place?

Yes, but only in the presence of the couple, the witnesses and the registrar of births, marriages and deaths.

35. Do the CPASs fall under 'the institutions for care, reception and assistance for older persons, for minors, for disabled persons and for vulnerable persons'?

Yes. A CPAS provides essential services.

36. Should the OCMW service continue to organise food distribution or not?

Yes, this is part of health care and subject to social distancing measures.

37. Should workers who work outside (municipal workers, green services, etc.) stay at home?

They may continue to work for their employer, subject to social distancing measures.

²See conditions 'may I travel to my country residence'.

³See conditions 'may I travel to my country house'.

38. Can libraries stay open?

Libraries are considered to be a public service and must be guaranteed to remain open with a collection function and subject to social distancing measures. Governors should ensure that this service is guaranteed.

39. Can the municipal land department (land registry services) still carry out an inspection in and around a house in function of a sale?

No. A current sale may be completed, but new sales may not be organized at this time.

40. Are enterprise counters allowed to remain open?

They organize themselves as far as possible from a distance and if absolutely necessary, they are open, subject to social distancing measures.

41. Are there any specific provisions relating to public toilets and hygiene?

Within the framework of public order and hygiene, we recommend that you leave these open or provide an alternative. The municipality should take the necessary hygienic measures.

42. Can road works and utilities in general still go ahead?

Yes, subject to social distancing measures.

43. Do the Local Reception Initiatives (LOIs) fall under 'asylum and migration services including asylum reception and detention in the context of forced return'?

Yeah, yeah, yeah, yeah, yeah, yeah, yeah, yeah.

EREDIENTS**44. May places of worship remain open to the public despite the fact that services are prohibited?**

Yes, the buildings and religious houses remain open, subject to social distancing measures. The managers of these buildings are expected to lay down the necessary rules for this and to pay close attention to their observance.

45. May religious services continue?

No, except:

1. For funeral ceremonies, only in the presence of up to 15 people, maintaining a distance of 1.5 meters between each person and without the possibility of exposure of the body ;
2. For religious weddings, only in the presence of the spouses, their witnesses and the minister of worship;
3. Religious ceremonies recorded with the intention of distributing them through all available channels:
 - a. which take place with a maximum of 10 persons, including the persons responsible for the admission;
 - b. taking into account the social distance measures;
 - c. insofar as the place of worship remains closed to the public during the recording.

46. What about funerals and cremations?

Funerals and cremations in the presence of up to 15 people are allowed, subject to social distancing measures and without exposure of the body.

47. Are cemeteries allowed to remain open?

Yes, subject to social distancing measures.

48. Can ash be scattered at sea?

No, this is not allowed.

49. What about special occasions of worship or religious high days?

The general rules also apply to special occasions or religious heydays: religious gatherings cannot take place in places of worship. Family gatherings are limited to family members living in the same house and take place in that house. The specific food shops that may be extra questioned in this context may remain open according to the rules in force for food shops. They ensure that the rules are applied, especially when a larger number of clients is expected. The mayor takes care of the communication of these measures to those involved. The police and the mayor supervise compliance.

WASTE**50. Are the container parks closed?**

The regulation on container parks can be found on the websites of the regions concerned.

The scheme for Flanders can be found at: <https://ovam.be/corona-impact#inzameling>.

The scheme for Brussels can be found at: <https://www.arp-gan.be/fr/Recypark.html>.

The scheme for Wallonia can be found at: <http://environnement.wallonie.be>.

51. Can we move to the glass containers, clothing containers, underground containers for other types of waste ?

Yeah, it's okay.

52. May the door-to-door collection of household waste continue?

Yes, the various waste collections (residual waste, green waste, paper, glass, cardboard and PMD) will be continued, at least if there is sufficient collection staff. Otherwise, priority will be given to the collection of residual waste and organic waste (with the exception of green waste).

The regulation on the collection of household and similar commercial waste can be found on the websites of the regions concerned.

The scheme for Flanders can be found at: <https://ovam.be/corona-impact#inzameling>.

53. Can public services still clean up illegal dumping on public property?

Yes, it's important in terms of hygiene. Citizens' initiatives are not allowed.

54. Are private litter actions still allowed to go ahead?

Private litter actions in groups are not allowed. It is allowed, if you live alone, with the people with whom you live under the same roof or a maximum of 2 other always the same people.

walking, combining this with picking up litter but only in an amount that the walker can carry himself. The waste may not be collected by car as this is not an essential movement. However, it is important not to pick up anything with unprotected hands. Therefore, use a gripper or wear rubber or latex gloves at all times.

ENVIRONMENTS

55. Are visits to prisons allowed?

All forms of visit have been cancelled in order to reduce the risk of infection of detainees and staff. This means: visit in the visiting room, children's visit, unsupervised visit (undisturbed visit, family visit) and visit behind glass. People who have to be in prison for professional reasons are still admitted to the prison. These are mainly employees of the police, the security and intelligence services and the judicial authorities, lawyers, magistrates and care and assistance workers.

ANIMALS

56. Can animal owners continue to visit and feed their animals in the meadow or in the barn?

Yes, the essential care of the animal is important and must continue to be guaranteed, subject to social distancing measures.

57. Is the sale of animals allowed?

The sale and purchase of animals is allowed, but pre-purchase visits are considered as non essential movements and are not allowed. Contacts are only by telephone or videoconference, etc. . The new owner is only allowed to pick up the animal by appointment, taking into account the social distance measures. Puppies and kittens can leave for their new owner from the age provided that the sale is in accordance with animal welfare regulations.

58. May the daily checks of the laboratory animals present in laboratory animal laboratories and quarterly checks by the appointed expert still continue?

Yes, if hygienic and social distancing measures are respected.

59. Can competitions with animals, such as pigeons, still take place?

No, this is a recreational activity.

60. Can I still ride my horse?

- Riding on your own pasture/piste is allowed
- Riding (on your horse) in the equestrian center is allowed only for the animal's welfare, if the equestrian center cannot provide it itself and subject to social distancing measures. You may take the cart to move between your home and the centre or riding arena and, if necessary, to transport the horse.
- Riding (in the saddle, harnessed, on a leash) on public roads is permitted only for the animal's welfare. This ride can only take place with a maximum of two riders/men, provided that the social distance measures are observed. Motorized transport of the horse for these rides is only allowed if it is not safe to do so in any other way.

MISCELLANEOUS**61. Can flexible regulations be allowed for fire service volunteers who are technically unemployed for tasks they are allowed to do?**

It is permitted to carry out activities without formalities as a volunteer firefighter, as a civil protection volunteer or as a volunteer ambulance operator; the fees received for this may be cumulated.

You can find more information about this on the site of the RVA: <https://www.rva.be/nl>.

62. Can employers refuse to allow voluntary firefighters who telework at home to respond to calls?

No, if the volunteer firefighter was given permission to respond to a call from his workplace, he is also allowed to do so from telework.

63. What if you are temporarily unemployed because of COVID-19 and you are no longer able to pay your mortgage or loan?

Until 30 September 2020, temporarily unemployed Belgians may no longer have to repay loans and new credits are possible. For more information, please contact your bank.

64. Do documents relating to temporary unemployment still have to be stamped by the municipality?

As regards the temporary unemployment resulting from COVID-19, the procedure was greatly simplified. Information about this can be found on the website of the NEO.

See <https://www.rva.be/nl/nieuws/tijdelijke-werkloosheid-ten-gevolge-van-het-uitbreken-van-het-coronavirus-covid-19> simplified procedure.

65. Can temporary unemployment be combined with other activities?

Due to exceptional circumstances, it is allowed from 13 March to 13 June 2020 to combine the temporary unemployment benefit with another activity (voluntary work, complementary activity). Temporary workers who would normally continue to be employed by one and the same user may, exceptionally, also be admitted to temporary unemployment during the interruption of the activity by COVID-19 if the contractual link with the temporary worker is maintained.

More information: <https://www.rva.be/nl> and the press release of Federal Minister of Labour Nathalie Muylle of 23/03/2020.

66. May tax checks at home continue?

For more information on this, see this link: <https://financien.belgium.be/nl/Actueel/coronavirus-postponement-of-non-essentials-checks-on-site>

67. Are removals with or without moving companies allowed?

It is recommended to postpone unnecessary removals. An urgent move, within the country, out of the country and into the country is allowed, subject to social distancing measures if possible. The term "urgent" refers to:

- 1) the unhealthiness of the dwelling or the imminent danger to the health of the occupants;
- 2) the financial situation of residents who are unable to pay for two homes at the same time;

- 3) the fact that, in the absence of any other housing alternative, a new tenant must enter the occupied dwelling in order to be evacuated by the move in question.
- 4) for professional reasons.

68. What about evictions?

The Regions have decided to suspend the execution of evictions for the time being.

CRISIS MANAGEMENT FOR ENVIRONMENT AND HEALTH CARE

In order to comply with the obligations arising from the management of environmental and health emergencies, any owner may move on his property in order to comply with his obligations as regards the control of organisms harmful to plants and plant products, in particular as laid down in the Order of 19/11/1987.

INTERNATIONAL

Non-essential travel to and from Belgium is prohibited until 8 June 2020.

1. Can goods transport continue?

International carriage of goods is permitted. In addition to the usual documents for goods transport, no additional documents are required.

2. Are you still allowed to travel to Belgium from abroad?

The generally applicable principle is that any person of Belgian nationality, with or without principal residence in Belgium, long-term residents in Belgium and persons with legal residence in Belgium may return to Belgium, subject to two conditions.

The two conditions are:

- 1) The person insulates at home for 14 days; and
- 2) The person has a ban on working outdoors for 14 days (even if he/she is employed in an essential sector), but that teleworking is still allowed.

These two conditions apply to the returnee and cover all possible modes of transport used (air, land and sea) on his/her return.

In the case of a return via a domestic or foreign airport, these two conditions also apply to the person going to pick up the returnee(s), but not to the rest of the family living under the same roof. The person picking up is preferably a family member, but if the family members are employed in an essential sector, it is not recommended that they pick up the returnee.

These two conditions do not apply to frontier workers, drivers employed by professional transport companies and persons carrying out an essential journey (as listed under the question "Can one still travel from Belgium to another country?") with the exception of persons who have gone to pick up returning persons at a foreign airport (see previous paragraph).

As a rule, the returnee, regardless of whether he/she arrives on the territory of Belgium or another country, uses public transport (taxi or rental car) to his/her destination;

If public transport/taxi is not an option, the returnee can be picked up by another person (preferably a member of the same family, but not employed in an essential sector);

Preferably, a maximum of two people should be seated in the vehicle. This rule may be deviated from if more than one person from the same family has to be picked up.

Social distancing measures must be observed during relocation. Note :

The person who's going to pick someone up must be in possession of:

- 1) proof of identity and/or passport; and
- 2) if collection takes place abroad, plausible evidence to cross the border justifying the essential movement.

3. What about Belgian nationals returning to a Belgian seaport or inland port with their pleasure craft?

They may navigate Belgian waters with their vessel only in order to reach the port of destination of their choice by the shortest route.

They must report to the harbour masters office of their port of destination (for inland ports: the port operator) via the usual radio frequencies for the geographical area of their destination. This notification must state whether they are sick or showing symptoms or whether there are sick persons or persons with symptoms of any kind on board.

https://mobilit.belgium.be/nl/scheepvaart/covid_19_coronavirus

4. What rules apply abroad when I go to pick someone up?

Account should also be taken of the fact that neighbouring and other countries are also taking measures to condition access to their territory. These measures must be followed up and can in principle be consulted in the travel advice sections published on the Foreign Affairs website <https://diplomatie.belgium.be>, as well as by these countries on their own official websites.

5. What rules apply if, as a foreigner with no main residence in Belgium, I merely want to cross Belgian territory on my way to my destination?

The generally applicable principle is that foreign persons must be able to enter and leave Belgian territory easily in order to transit to their destination.

Individuals in transit on Belgian territory must observe the social distancing measures in the chosen means of transport.

If transport is by road, buses and vehicles do not generally stop on Belgian territory.

If a train movement is used, a minimum number of connections and the shortest travel route must be sought.

Persons in transit through Belgian territory must be in possession of an identity document and/or passport and a plausible proof of identity.

6. Which rules do I have to comply with if I arrive in Belgium by air, train, road or sea, in further transit abroad?

The generally applicable principle is that foreign persons in transit on Belgian territory must be able to leave Belgian territory as quickly as possible.

As a rule, persons in transit on Belgian territory use public transport (including taxis) to get to their destination. Renting a car is also a possibility.

If public transport / taxi / rental car is not an option then persons in transit on Belgian territory can be picked up by another person or authority (possibly from abroad) to leave Belgian territory immediately after pick-up.

During transport on Belgian territory, the maximum social distancing measures must be observed. If the transport is carried out by the employer, the social distancing measures must be observed.

As a rule, there are no stops on Belgian territory during the journey along the road.

If a train movement is used, a minimum number of connections and the shortest travel route must be sought.

Persons in transit on Belgian territory must be in possession of an identity document and/or passport.

The **collecting person** in transit on Belgian territory must be in possession of an identity document and/or passport and a plausible proof confirming the necessity of the journey.

7. Is frontier work still allowed?

The generally applicable principle is that when carrying out their professional activities, both in essential and non-essential sectors, frontier workers must be able to enter and leave Belgian territory smoothly to reach their destination.

Border workers can make use of their own choices of means of transport. During this movement they are allowed to go shopping.

During transport on Belgian territory, the maximum social distancing measures must be observed.

Frontier workers must be in possession of an identity document and/or passport and a certificate from the employer is strongly recommended;

A paper vignette can be used bilaterally between Belgium and the Netherlands for the professional movements of workers in the vital professions/crucial sectors.

8. Are border crossings permitted for medical reasons and other emergency services across the border?

The general principle is that emergency services are free to cross the border and are not subject to any form of control.

Urgent medical assistance and vital medical treatments may be continued, but no new treatments may be started.

A means of transport of your own choice or a specific means of transport (e.g. ambulance, fire truck, etc.) can be used.

For acute medical assistance on Belgian territory, a declaration of admission from the receiving hospital is required.

A medical certificate is required for the continuation of vital medical treatment.

9. Are other professional trips to Belgium with a limited frequency allowed?

The general principle is that all professional travel is allowed. One has one's own choice of means of transport

These persons must be in possession of an identity document and/or passport and an employer's certificate or a company document (e.g. proof of self-employed status).

10. What other essential journeys to Belgium are still permitted?

The generally applicable principle is that assistance and care for the elderly, minors, vulnerable persons and persons with disabilities; co-parenting; visiting a partner who does not live under the same roof ; caring fo r animals; confessing deeds; attending

funerals/cremations only in the presence of a maximum of 15 people; and attending civil/religious weddings.

One has one's own choice of means of transport.

These persons must be in possession of an identity document and/or passport and plausible evidence to justify the essential movement.

11. Are pupils, students and trainees from neighbouring countries allowed to come to Belgium as part of their education?

As part of the resumption of school activities, pupils, students and trainees from neighbouring countries can come to Belgium.

12. What about people stuck abroad?

U Information at the website from the FPS Foreign Affairs: <http://diplomatie.belgium.be/nl>

13. Are you still allowed to travel abroad from Belgium?

The general principle is that any non-essential travel abroad is prohibited until 8 June 2020.

The following trips are currently being resumed as essential reasons to travel abroad:

- 1) Relocations abroad as part of professional activities, including commuting;
- 2) Displacements to continue medical care;
- 3) Movements to provide assistance or care to an elderly, minor, disabled or vulnerable person;
- 4) Movements to take care of animals;
- 5) Relocations in the context of co-parenting;
- 6) Movements to pick up persons of Belgian nationality with or without their main residence in Belgium, long-term residents in Belgium and persons with legal residence in Belgium from abroad and bring them back to Belgium;
- 7) Relocations to take family members abroad in order to be able to carry out work for essential reasons;
- 8) Movements of Belgian nationals to their main residence abroad.
- 9) Moving to a partner who doesn't live under the same roof;
- 10) Movements in the context of the execution of deeds (if necessary and cannot be done digitally);
- 11) Relocations in the context of funerals / cremations;
- 12) Movements in the context of civil / religious marriages;
- 13) Displacement of pupils, students and trainees in a neighbouring country as part of their training.

- 14) Movements to have urgent repairs carried out as part of the safety of a vehicle. (See conditions in question 8 under Movements).

Movements to a second residence abroad are hereby excluded.

14. What should I bear in mind when travelling to and from abroad?

In the other countries, the respective national regulations and additional measures must be respected. You should consult these regulations on the respective websites of the respective foreign governments.

In accordance with the regulations in force in the country of destination, the necessary documentation must be prepared before departure.

You must be in possession of proof of identity and/or passport and a plausible proof of execution of the essential movement,

15. What about the ferries to neighbouring countries?

Unlike boats and cruise ships, ferry trips are not regarded as a recreational activity, but as a means of transport. Consequently, ferry crossings are not prohibited in the context of essential journeys, provided that the social distancing measures are respected.

16. Are specific measures taken for airports?

For the time being, there are no restrictive measures for airports. Passengers must observe the social distancing measures and the airport operator must facilitate these.

17. Will the restaurants and tax-free shops at airports remain open?

Yes, the restaurants and shops beyond security control remain open. This is in order to spread passengers as widely as possible in the airport terminal and subject to social distancing measures.

18. Can I cross the border with my children to take care of them?

If there is no other possibility, it is allowed to cross the border to take the child to the childcare centre. This possibility does not apply to childcare provided by family members and friends. Crossing the border is permitted on presentation of the child's registration at the childcare centre.

19. Can the employee use a digital version of the vignette/employer certificate to cross the border?

If the employer cannot personally deliver the vignette/employer's certificate to the employee, it must be sent by post. If the employee is summoned for urgent reasons, the vignette/employer's certificate can be sent digitally by the employer accompanied by a supporting document signed by the employer with his telephone number and the name of the person to be summoned.

20. Can a student cross the border to empty his/her student room?

For this reason, a student may cross the border under the following conditions: one route (outward and return), taking the shortest route, alone or with one person living under the same roof and on presentation of the student card (and/or certificate from the educational institution) and the

tenancy agreement/property deed. The rules applicable in the country of destination must be respected at all times. An overnight stay on site is strongly discouraged. If an overnight stay is nevertheless necessary, the persons who carried out the movement must be isolated at home for 14 days after their return.

21. Is it allowed to consult his/her doctor in a neighbouring country?

According to the general principle, you should consult a doctor in your own country. If the doctor in possession of your medical file is in a neighbouring country, this doctor must provide you with a signed piece of evidence (by post or digitally) showing that it is necessary to go to his/her practice. At the border, you will have to present your identity card and this supporting document.

ADDITIONAL CONTACT NUMBERS

For questions concerning health and public order: 0800/146.89

For questions about economics: 0800/120.33

[https://economie.fgov.be/nl/themas/ondernemingen/het- coronaviruses and being](https://economie.fgov.be/nl/themas/ondernemingen/het-coronaviruses-and-being)

For questions about helping Belgians abroad: 02/501.4000

For questions relating to federal competences concerning mobility and transport) :

<http://mobilit.belgium.be>

For questions on employment and occupational safety:

- General info: <https://werk.belgie.be/nl/nieuws/update-coronavirus-prevention-measures-and-employment-law-consequences>
- The generic guide to prevent the proliferation of COVID-19 at work_ https://werk.belgie.be/sites/default/files/content/news/Generiekegids_light.pdf
- FAQ: <https://werk.belgie.be/nl/faqs/vragen-en-antwoorden-coronavirus>
- How to contact: [https://werk.belgie.be/en/contact/information requests](https://werk.belgie.be/en/contact/information-requests)
- contact centre for questions about labour regulations: <https://werk.belgie.be/nl/over-de-fod/structure-of-the-fod/labour-inspectorate-ad-supervision-on-the-social-law/external>

For questions about (temporary) unemployment:

https://www.rva.be/sites/default/files/assets/chomage/FAQ/Faq_Corona_NL.pdf