

TOGETHER WE CAN BEAT THE VIRUS

Aloe



City of Windhoek

The Gateway to Endless Opportunities

Issue 8
November

2021

The mountain aloe is the official logo of the City of Windhoek and an important element of our corporate identity - appearing on municipal vehicles, buildings and stationery.

- Mayor's corner: 'Of ensuing and/or probable conflict and the options available' 3
- Council meeting highlights: A summary of council resolutions from 28 October 2021 4
- Wernhil and Khomasdal markets crowned cleanest in Windhoek 5
- Social Media Chats 6
- Media releases and public notices 7
- Seen Around 11



COW PUBLIC EVENTS CALENDAR - DECEMBER 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29 Registration for Month-end Street Market - Economic Development & Community Services (C. Kaverua)	30 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	1 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	2	3	4 Month-end Street Market - Economic Development & Community Services (C. Kaverua)
5 World Soil Day	6	7	8	9	10	11 Human Rights Day
12	13	14	15	16	17	18
19	20	21	22	23	24	25 Christmas Day
26 Family Day	27	28	29	30	31	1 New Year's Eve



And the winner is: *Three markets won trophies during the annual commemoration of Health and Hygiene Promotion Month competition.* ***Find out who the winners are on PAGE 5***

/cityofwindhoek

Visit our website: www.windhoekcc.org.na

E-mail: cowcommunication@windhoekcc.org.na



Editor: *Lydia Amutenya, section head, Corporate Communication*

Editorial

Dear esteemed readers of the Aloe,

The year 2021 is slowly coming to an end, this is the year in which we faced so much uncertainty due to the COVID-19 pandemic.

With the trending news about the new COVID-19 variant – Omicron, and while more details about it are unveiled, we should be reminded of the fact that social distancing, the correct wearing of masks and washing of hands, and sanitising remain the most effective ways to prevent the spread of COVID-19, in addition to vaccination. We shouldn't relax our guards but improve on our efforts to make sure that we are safe.

While highlighting the importance of health and hygiene, one of the highlights of this issue is the promotion of health and hygiene in our communities particularly at the open markets where food is handled daily. The City Council and other stakeholders made it a point to promote the importance of keeping our environment clean to protect ourselves. Clean surroundings lead to a healthy atmosphere which is important to keep away diseases.

As we prepare for the Festive Season, I would like to remind you, our esteemed residents, to always prioritise your municipal accounts. The City's ability to provide uninterrupted municipal services is solely dependent on residents' ability to timely pay for municipal services extended to you. In this way, Council will be able to fulfil its mandate of providing effective and efficient municipal services.

We acknowledge the efforts of all those residents who made time to attend our public meetings in all constituencies in Windhoek. Through this platform, you made vital inputs to the developmental projects of the City. Interactions such as these are critical and together, we can improve and create a Windhoek we want to see.

It is mostly during holiday times when criminal activities such as robberies and theft out of motor vehicles are rife, we should revisit our security measures, alert our law enforcement agencies about any suspicious movements in our neighbourhood. It is also advisable that you do not leave your property unattended and do not leave any valuable items visible in your house or vehicle. Let us also confirm the roadworthiness of our vehicles before hitting the road and abide by the traffic regulations to arrive safely to our destinations.

Let me extend our regards and best wishes to everyone in our city. We hope that you will find this issue of the Aloe interesting to read, until next time. Keep well!

Regards,

Lydia

The Aloe Survey

We need your help in continuously improving our external newsletter, The Aloe. Please let us know what you think about the content, design and availability of the publication by answering a few, short questions (six questions only). To take the survey now, please click and follow this link:

CLICK HERE
to take the Aloe Survey



Thank you for taking the time to fill out this survey.

Survey available on our website at:

http://www.windhoekcc.org.na/aloe_survey.php

Aloe

The Aloe is produced by the Corporate Communications, Marketing and Public Participation division in the Office of the Chief Executive Officer. The public is welcome to give constructive feedback via the editor's column. If you have any comments, suggestions or contributions, send us an e-mail to cowcommunication@windhoekcc.org.na, or use our Post Office Box 59, Windhoek to send us a contribution via mail.

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Mayor's corner

'Of ensuing and/or probable conflict and the options available'

Statement by Job Amupanda (Windhoek Mayor) **during the ordinary council meeting in October 2021***.
Adapted by Botha Ellis (communication officer).

Even though some past battles that changed history may appear remote to us, a careful reading of these events assists one to understand the order and meaning of conflict. Some battles ended colossal conflicts and shaped the ensuing political environment. Others served as turning points within the prevailing climatic context, whilst proving to either be the end of the beginning or the beginning of the end. Some battles introduced new strategies and tactics that profoundly influenced how warfare was subsequently conducted. Indeed, there were some battles which still influence modern public consciousness today.

Some battles introduced new strategies and tactics that profoundly influenced how warfare was subsequently conducted.

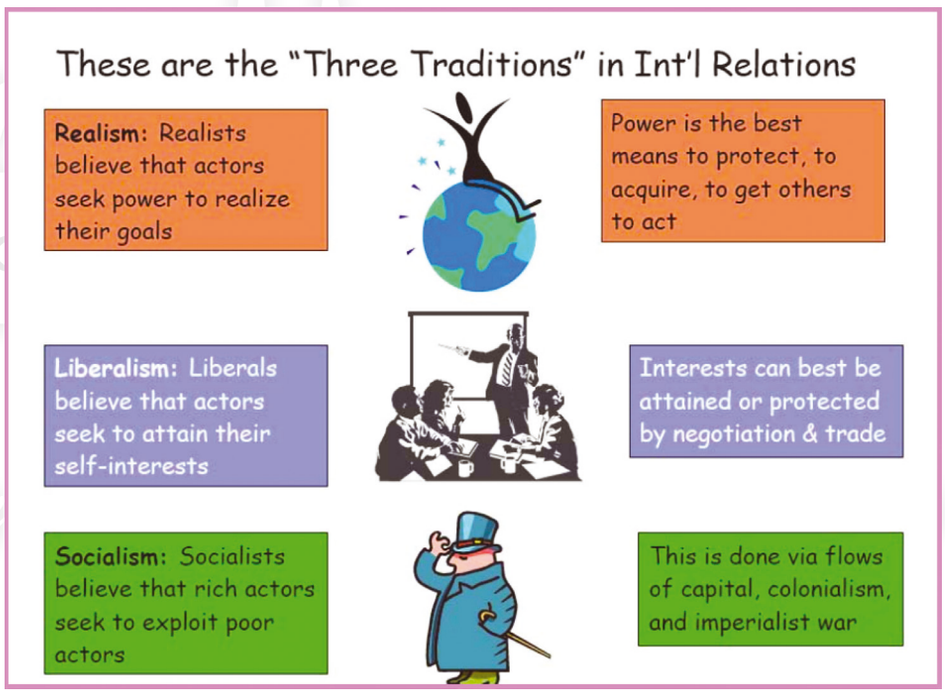
The theory of Realism, with a winner-takes-all view - particularly on the nature of war - is powerful, captivating and explanatory. Realists believe war and conflict will always be with human societies, because states - according to them - adopt the problematic character of human nature. The key assumption, now accepted as misplaced, is that states are the only important units of analyses in international politics. Liberals, on the other hand, find refuge in the promise of institutionalist theory; that institutions can indeed solve conflict and ensure collective security. Realists and Neo-Realists cannot discredit the outstanding efforts and achievements brought by the post-1945 world peace architecture, as embodied in the United Nations and other multi-lateral institutions; there are indeed international peace frameworks that hold. So the idea (as students of international politics are taught) is then less about choosing the best theory between Realism and Liberalism, but to instead use these theoretical lenses to understand the world then and now. For example. Namibia's trajectory is seen as an example of the promise of the institutionalist theory. Of importance is that war and conflict are inventible and part of human society, but can be prevented and resolved once it occurs.

My own analyses predict that we, the political leadership of the Municipal Council of Windhoek, may be headed towards a conflict situation over one or other matter. Should we reach this point, we must ask ourselves what impact these battles would have on us as a unit and Windhoek as the battleground? Would it be the beginning of the end or the end of the beginning? What would the short- and long-term consequences of these battles be? If and when we reach points of conflict, I advise that we consider some of the thoughts on conflict resolution. Peace cannot only denote the absence of violence. It must be understood as the absence of violence in all its manifestations.

Namibia's trajectory is seen as an example of the promise of the institutionalist theory. Of importance is that war and conflict are inventible and part of human society, but can be prevented and resolved once it occurs.

Whatever path we choose, as individuals, groups and as a collective, let us be ready to deal with the consequences. To choose a path and not consider the consequences and how one can overcome such would be catastrophic for the Municipal Council of Windhoek and the residents of Windhoek. So let us be mindful, responsible and resourceful in our collective consciousness as we navigate the last remaining months of our year in office as leaders. The choice is ours.

(*Get a copy of the mayor's full statement on our website at windhoekcc.org.na.)



Council meeting highlights

A summary of council resolutions from 28 October 2021

By Botha Ellis (communication officer) and Atuhe Shifa (online communication officer)

Update on the implementation of controlled entry into Windhoek's informal settlements



Following the implementation of Council Resolution 38/02/2021 which calls for the implementation of controlled entry into the informal settlements of Windhoek, a progress report was presented to council which outlines the lessons that emerged during the pilot implementation and the possible solutions to bring order to informal settlements. Some of the challenges included limited public education about the controlled entry process, and an increase in land occupation. To address these, council approved the creation of community leadership structures - in line with the City of Windhoek (CoW) Development and Upgrading Policy - to hold public education campaigns to educate the public. Council also approved for the City Police and the Housing, Property Management and Human Settlement department to identity suitable sites in the informal settlements for the establishment of satellite offices for the two departments to use while implementing the controlled entry process.

Development of a relocation centre to serve as temporary accommodation for beneficiaries of the affordable housing programme



Council approved the establishment of a temporary relocation centre in Otjomuise to serve as temporary accommodation for beneficiaries of the Affordable Housing Programme while their houses are under construction. The relocation centre will also serve as an emergency shelter in case of emergencies or disasters in line with the CoW Development and Upgrading Policy. The centre will address some of the challenges faced in the process of constructing the affordable housing units, including confined work spaces due to the location of some plots, and the need to relocate households to alternative sites while construction is underway. The Affordable Housing Programme is a partnership between the Ministry of Urban and Rural Development, the Municipality of Windhoek, the National Housing Enterprise (NHE) and the Khomas Regional Council which aims to construct 1 200 affordable housing units for ultra-low and low-income residents in six identified informal settlements in Windhoek over a period of 24 months from July 2020 to June 2022.

Approval of the Affordable Housing Policy



- Council approved the Affordable Housing Policy which will govern all affordable housing activities and processes within the Municipal Council of Windhoek. The objectives of the policy are:
- To provide the lower-income beneficiaries within the City with incremental housing solutions in accordance with their levels of affordability;
- To ensure residents obtain security of tenure;
- To establish acceptable housing typologies for various income categories;
- To facilitate access to credit/loan facilities for buying a house;
- To promote a safe and healthy built environment through decongestion; and
- To continually research housing construction methods and technologies.



Adoption and publication of a waiting list



The waiting list for prospective buyers and prospective tenants and the 2014 mass land applications in Windhoek were approved. The current manual or file-based database of the applicants will be converted into an electronic database system and published on the City of Windhoek's website for public access. Once the list is made public, stakeholders will be requested to update their records. They will also be allowed to submit objections to names on the list on the basis that a person appearing on the list already owns or owned a property in Windhoek or is the holder of a valid lease with the City of Windhoek. The allocation of land to people on the waiting list, as and when available, will be done in strict accordance with the waiting list.



Prevention of land invasions

It was agreed that the instances of land invasions in Windhoek in 2021 have been some of the worst in years and that urgent intervention by the political leadership is needed to normalise the situation. Council approved the approach of 'controlled entry to the informal settlement areas' to enforce a zero-tolerance to land invasions in Windhoek.

The outcome of the workshop on land and housing

A report stemming from the City of Windhoek's workshop on land and housing during August this year was approved for implementation. The interventions approved are indicated in the report.

Please take note that the above are only highlights of the ordinary council meeting that took place on 29 October 2021. More details about all the items discussed are available on our website through this link: http://www.cityofwindhoek.org.na/coun_agenda.php?fbclid=IwAR3Eou5NOtCwZuS7v9OTsYgUBQHMpS_Vy83s3-1julyYBDOZIXzSbY4E0Hc

Wernhil and Khomasdal markets crowned cleanest in Windhoek

By Botha Ellis (communication officer) **and Atuhe Shifa** (online communication officer)

The Wernhil and Khomasdal open markets were crowned the cleanest in the city in the big and small market categories respectively during the official commemoration of the Health and Hygiene Promotion Month 2021 on 15 October at Town House. Twahangana Market in Hakahana was awarded the trophy for being the most improved market as far as cleanliness goes. Speaking at the event, Windhoek Deputy Mayor Clemencia Hanases said, "Congratulations to our worthy winners. This event gives us an opportunity to share, inform and remind community members and food handlers of the importance and necessity of health and hygiene practices in our daily lives. This year it's more important than ever as we strive towards the elimination and reduction of the spread of infections and diseases, like COVID-19."



The Wernhil open market scooped the top prize in the Big Markets Category.

This year's event was commemorated together with the Global Handwashing Day, with the theme "Our future is at hand – Let's move forward together," and was held in collaboration with, among others, the United Nations Children's Fund (UNICEF), the European Union (EU), the Namibia Red Cross Society, and the Development Workshop Namibia (DWN). In a message delivered on her behalf, the UNICEF Namibia Representative Rachel Odede said: "As Windhoek grows bigger and its population of the poor grows larger even faster, the consequences for health are immense. Of the children who die before their fifth birthday in Namibia, a significant number of them die because of poor sanitation. The rapid urbanisation, with the concurrent proliferation of urban slums, aggravate existing inequalities in access to water, sanitation, and hygiene (WASH) services. It is a fact that COVID-19 showed that robust WASH infrastructures and services are crucial to maintain public health, safety and welfare. It is also clear that hygiene promotion – especially hand washing – is one of the critical means of meeting the UN Sustainable Development Goal 6 of ensuring 'clean water and sanitation for all.'" According to Representative Odede it is now very important to instill the importance of washing hands with soap in our younger generations. "Hygiene promotion together with improved water supply and sanitation are key components of interventions aimed at reducing the burden of diarrhea and associated diseases in developing countries," she explained.

The hand hygiene for all initiative is a World Health Organisation (WHO) and UNICEF-led initiative that calls for countries to lay out comprehensive roadmaps that bond together national COVID-19 preparedness and response plans with mid- and long-term national development plans to ensure hand hygiene is a mainstay beyond the pandemic, as part of infection prevention and control efforts. Stakeholders at the commemoration day event called on all Windhoek residents to make hand washing with soap the norm for the entire household and communities of our city.



The Khomasdal open market was crowned the cleanest market in the Small Markets Category.



The Twahangana open market won most improved market!

#SOCIAL MEDIA CHATS
Your questions answered

By Lydia Shifa *(Online Communication officer)*

We share a lot of valuable information with residents on our social media channels and thought it's only fair that we share that with our Aloe readers as well. You can be part of the conversation with #Social Media Chats every month, where we share a selection of informative questions and answers that were discussed on our social media channels.

I would like to find out if it is still possible to book for a braai facility spot at Paaltjies for tomorrow. I tried calling the office number, but could not connect. If yes, kindly let me know of the procedure.

Yes indeed, you can still book. Simply visit our Parks Division in Pionierspark (near the cemetery) and fill in a booking form. They will issue you with an invoice which you can pay at any City of Windhoek's cash hall or do an EFT and send us the proof of payment. Alternatively, you can call the colleague in charge of bookings at 061 290 3550, Cell: 0812609413 or e-mail: sgr@windhoekcc.org.na You can use that e-mail to request for the booking form too if you prefer e-mail communication instead.

I am looking for a job. Can I have your email addresses so that I can send my CV?

Unfortunately, we do not take e-mail job applications. Kindly register your CV on our vacancies portal available on the website and register to get notices whenever new positions a posted here: https://cityofwindhoek.erecruit.co/candidateapp/Jobs/Brows

Good day, I want to enquire about the following: Is COW staff currently authorised to do a survey on water and power meters and do house inspections at Pionierspark? There are people going around claiming they are from the COW to do so. They cannot prove that they are from COW because they do not have any name tags or COW documentation with them. I am concerned its a scam. Would like to hear from you thanks.

Good day. Yes, we have teams conducting the municipal service audit in different suburbs. You must have missed the public notices on our social media platforms. Kindly take note that the City of Windhoek municipal officials doing the audit will be identifiable by navy blue t-shirts branded with the City of Windhoek logo. The officials will also display their City of Windhoek employee cards. The officials will also have their personal protective equipment and they will adhere to Covid-19 guidelines when visiting your residence. For any enquiry, kindly conduct our customer contact centre on 290 3777 or e-mail: enquiry@windhoekcc.org.na

Good day, who can I complain to regarding a rude employee who provided bad service when I visited your offices?

Good day! We regret the bad service you received at our offices; we will try to do better next time. You may report such employees to our Manager for Customer Services, Mr. Nguvitjita Kapere on 061 290 2416 or e-mail: Nguvitjita.Kapere@windhoekcc.org.na

The Windhoek Municipality, you cut the electricity when the rates and taxes us not paid, then you charge a water reconnection fee while the electricity was cut and not the water. I surely do not get this.

The City of Windhoek is allowed as per the Electricity Supply Regulation 20 to suspend or block electricity of clients defaulting on any municipal service. The Electricity Supply Regulations were promulgated under government notice No. 19 of 15 January 1994. Should you need further clarity please call us on 290 2247 to explain.

Who can one contact concerning loud music on Sundays? My restaurant near my house has recently started having live music outside their venue, on Sundays from 13h00 till 17h00.

Good day. Noise pollution incidents should be reported to our City Police at 061 302 302 or to our Health and Environment division on 061 290 2594. Thank you



The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a SMART and Caring City by 2022

TOGETHER WE CAN BEAT THE VIRUS

LET'S SAVE ENERGY AT WORK

Did you just pass by an unoccupied office/toilet with lights on? Wow!! Participate in switching OFF lights when not in use



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Media releases and public notices

We often release important information to the public, through the media, in the form of media releases and public notices. Many of these only appear once in some media, so to support the longevity of public messages, and to help ensure that our residents remain updated, we include selected ones in the Aloe.

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a SMART and Caring City by 2022

PUBLIC NOTICE

TOGETHER WE CAN BEAT THE VIRUS

Balance Enquiry service

The City of Windhoek Balance Enquiry service provide the City of Windhoek clients the opportunity to enquire their municipal account balances by means of a SMS. For clients to use this service, they should register for the service by means of sending a SMS as described below and thereafter enquire on their balance as needed. Clients may register for more than one account. To register for balance enquiry, a combination of the account number and the latest statement key is required.

Please take note, when making an enquiry, payment of an account might take up to two days to reflect on the system depending on the method of payment used.



How to Register

1. For Balance Enquiry activation, send "***Bal reg accountNr*StatementKey***" to **269600**.

   Example: ***Bal reg 12345678*JW1R7XCC1X*** to **269600**

2. A confirmation message will be send back as indication that the registration was successful.

For any enquiries reach our Contact Centre on 061 290 3777.



How to enquire your balance

1. Once you have successfully registered for the Balance Enquiry service, balance enquiries can commence.
2. Two methods can be followed to perform the needed enquiry:
   a. Send ***"Bal accountNr"*** to **269600**
      i.e. ***Bal 12345678*** to **269600**
   b. Send ***"Bal check accountNr"*** to **269600**
      i.e. ***Bal check 12345678*** to **269600**
3. A SMS message will be received stating the municipal account balance for the account requested (the balance might be two days old depending on the method of payment used).

Each sms cost **N$0.40** on both platforms (MTC and TN Mobile).

Issued by: Office of the Chief Executive Officer

Corporate Communications, Marketing and Public Participation

PUBLIC NOTICE

TOGETHER WE CAN BEAT THE VIRUS

UNDERGROUND CABLE WORKS IN EROS

ALONG EROS ROAD, ROBERT MUGABE, LILIENCRON AND DR KENNETH LAUNDA ROADS

21 October 2021

The public is hereby informed that the City of Windhoek is busy digging trenches to install cables underground in Eros along the following streets:

- A portion of Eros Road between Eros Distribution Station and Robert Mugabe Avenue.
- Robert Mugabe Avenue between Eros Road and Luther Street.
- Liliencron Street between Luther Street and Dr Kenneth Kaunda Street.
- Dr Kenneth Kaunda Street

Trenching work started on the 5th October 2021 and completion is expected by the end of December 2021.

For any enquiries reach our Contact Centre on **061 290 3777**.

We apologise for any inconveniences this may cause and remain committed to delivering efficient services, enhancing the quality of life of all our people.

Issued by: Office of the Chief Executive Officer

Corporate Communications, Marketing and Public Participation

NOTICE

TOGETHER WE CAN BEAT THE VIRUS

ACCOUNT DETAILS FOR ONLINE PAYMENTS

The City of Windhoek provides the following payment options besides payments made in the cash halls.



- Debit Order;
- Direct deposit at any Commercial Bank;
- Electronic / Online Banking;
- ATM payments (FNB clients only);
- Cellphone Banking;
- Standard Bank Paypulse.

Please use your account number as beneficiary reference when making payment.

Please contact our Customer Contact Centre on **061 - 290 3777** or at enquiry@windhoekcc.org.na for more information.

CITY OF WINDHOEK BANKING DETAILS

Bank Name:	First National Bank
Branch Name:	Windhoek Corporate Site
Branch Code:	281872
Internet Banking Branch Code:	282672
Account Numbers:	62012146115 or 55500033613
Swift Code:	FIRNNANX
Reference:	Your Municipal Account Number
E-mail:	Payments@windhoekcc.org.na

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The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a SMART and Caring City by 2022

SELF-READING (SMS)

This service allows you to submit your monthly water / electricity meter reading via SMS. Below is the information on how to register and submit your reading.

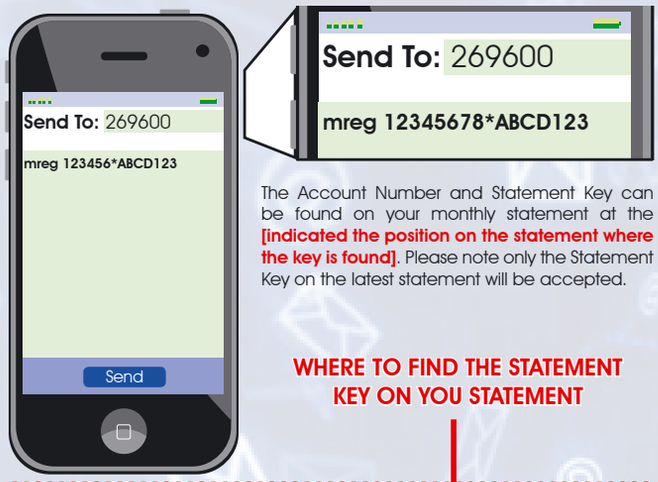
1. REGISTRATION

You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269600. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

Your SMS should look like this:

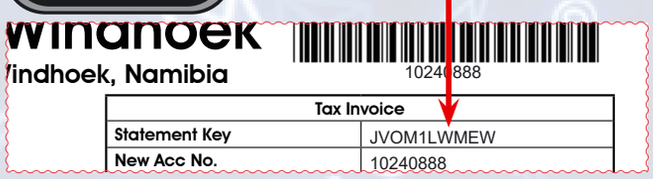
EXAMPLE

mreg (space) **accountNo*statementKey** → **send to 269600**



The Account Number and Statement Key can be found on your monthly statement at the **[indicated the position on the statement where the key is found]**. Please note only the Statement Key on the latest statement will be accepted.

WHERE TO FIND THE STATEMENT KEY ON YOU STATEMENT



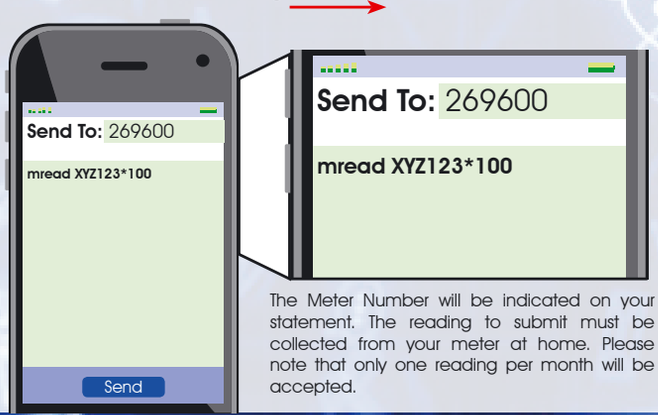
2. READING SUBMISSION

Once your cell phone number is registered to an Account, you are eligible to submit your monthly reading by sending an SMS to 269600. Send separate SMSes for water & electricity readings.

Your SMS should look like this:

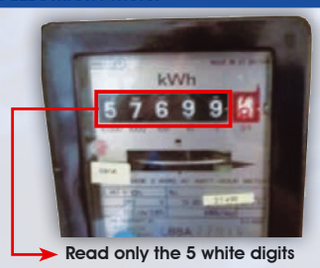
EXAMPLE

mread (space) **MeterNo*Reading** → **send to 269600**



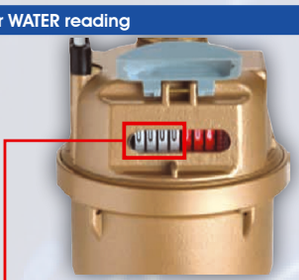
The Meter Number will be indicated on your statement. The reading to submit must be collected from your meter at home. Please note that only one reading per month will be accepted.

How to read your ELECTRICITY meter



Read only the 5 white digits

How to take your WATER reading



Read only the first 4 black digits

NB: A FEE OF N$0.40 WILL BE CHARGED PER SMS.

READINGS TO BE TAKEN AND SUBMITTED BETWEEN 20TH AND 31ST OF EVERY MONTH.

E-MAIL SELF-READINGS AND FAX READINGS WILL NOT BE ACCEPTED

The City of Windhoek is experiencing challenges in accessing some properties to take meter readings. Clients are however encouraged to register and submit readings via sms.

TO AVOID ESTIMATIONS ON THE ACCOUNT, CLIENTS ARE ENCOURAGED TO REGISTER FOR SELF – READINGS VIA SMS.

For further enquiries on sending readings via SMS kindly contact our Customer Contact Centre at 290 3777.

By submitting your water and electricity meter readings you will then ensure that your statement reflects the actual charges for both electricity and water consumption.

Your cooperation in this regard will be much appreciated.

The City of Windhoek remains committed to deliver effective and efficient municipal services, thereby enhancing the quality of life of all our people.

Issued by:

Office of the Chief Executive Officer
Corporate Communications, Marketing and Public Participation
E-mail: communication@windhoekcc.org.na

Aloe "seen around"



ABOVE: Happy birthday: *The City Police celebrated 15 years of operations on 18 November. What is a birthday without cake? Deputy Mayor Clemencia Hanases had the honours of cutting the cake in celebration of the anniversary. She was accompanied by Chief Abraham Kanime and Commissioner Basson of NAMPOL. (Photo: Fabian Amukwelele – City Police)*



ABOVE: Mutual interests: *The new Namibian Ombudsman, Basilius Dyakugha, paid a courtesy call on Mayor Amupanda in early November. The two leaders discussed areas of mutual interest, including restoring the human rights and dignity of people living in informal settlements, service delivery and education.*



LEFT:
Job well done:
An SMS in the newspaper praising the hard work of the CoW Customer Contact Centre did not go unnoticed by Alderwoman Fransina Kahungu.



ABOVE: Money talk: *The CoW hosted its fifth Windhoek Mayoral Business Forum on 10 November. The platform aims to engage Windhoek-based businesses on issues of mutual interest that are meant to steer Windhoek's economy to new heights. Windhoek Mayor Job Amupanda emphasised the importance of economic architecture and economic reengineering as a way to stimulate and grow the economy. The event was streamed live and a video copy of the discussions is available on the CoW Facebook page.*

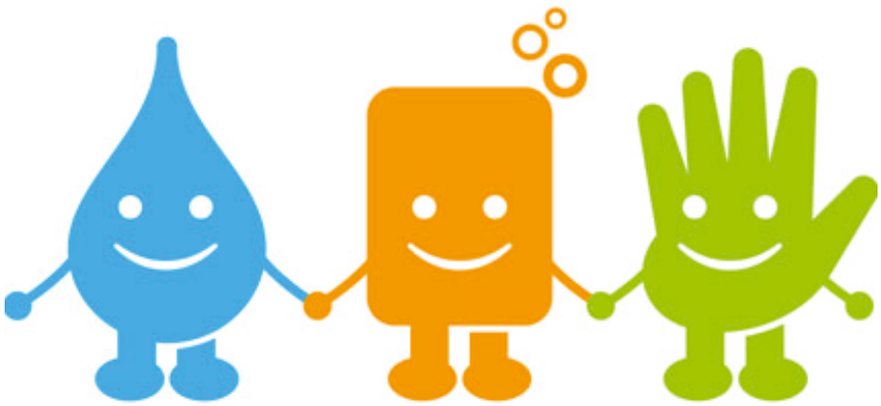


ABOVE: Long-term outlook: *The Political, Economic and Commercial Section Chief at the United States (US) Embassy in Namibia, Stephanie Reed, paid a courtesy call on Windhoek Mayor Dr. Job Amupanda on 15 November. Ms Reed said the visit was part of her familiarisation of different stakeholders that she'll engage in executing her duties in her new role. Mayor Amupanda said the CoW is looking for long-term, impactful development cooperation that will address youth unemployment in the country. He also requested the US embassy to consider building an open market for vendors selling fruits along Nelson Mandela Avenue, near where the new US embassy is under construction.*



LEFT:
Thought in food:
Alicia Kamatoto, an IUM student of tourism and hospitality has been applying her trade over the past few months as an intern at the City Café.

Learn more about the stories behind these photos on our social media channels!



GLOBAL HANDWASHING DAY

OCTOBER 15

ALWAYS WASH YOUR HANDS!



1

BEFORE HANDLING FOOD



2

AFTER USING THE TOILET



A

WET

Just enough water to cover your hands



B

LATHER

For 20 seconds



C

RINSE

With running water

CLEAN HANDS SAVE LIVES!