



Emergency information guide



**In an emergency, time matters.
We'll instantly locate you - anytime, anywhere.**

Scan the QR code to download the Netcare app.

10 tips for a **safe road trip**

Follow these tips to ensure that you reach your destination safely.

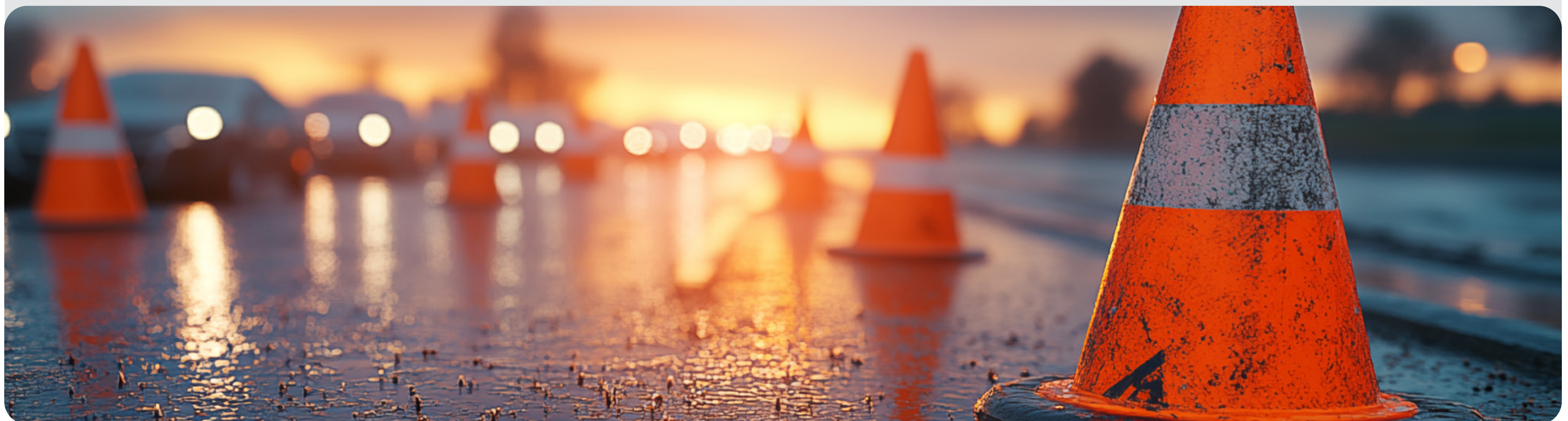
- 01** Have your car serviced or have a thorough vehicle inspection at an approved service centre.
- 02** Discuss and research your route with family or other passengers, map it out, and include regular stops. Identify emergency facilities along your route.
- 03** Stay connected. Be sure to pack your phone, GPS and chargers so that you can call for help if needed.
- 04** Save Netcare 911's number 082 911 on your phone for any medical emergencies. Alternatively, tap the Netcare 911 button on the Netcare app for immediate medical assistance.
- 05** Ask someone else to drive if you suffer from a health condition or take medicine that could make you drowsy.
- 06** Stop often to rest and stretch your legs. Always stop in a well lit public place.
- 07** Speed kills. Stick to the speed limit and ensure that you and your passengers always wear seatbelts.
- 08** Always have a first aid kit handy for unforeseen injuries and illnesses.
- 09** Babies and young children should always be secured in an SABS approved car seat attached to the passenger seat as recommended.
- 10** Never drive under the influence of drugs or alcohol. If you know that you will be drinking call a taxi service.



Keep safe driving in wet weather

Driving in the rain can be scary and dangerous. It is important to take wet weather seriously when you are on the road. Below are ten things you can do to make driving in the rain safer.

- 01** Ensure that your headlights and brake lights are working properly. This gives you time to react and avoid potentially dangerous situations.
- 02** Check the condition of your tyres. Check for uneven wear, smooth areas, and any signs of damage.
- 03** Ensure that your windscreen wipers are in good working condition and that you can see clearly out of your windscreen.
- 04** Do not speed and avoid hard braking or turning sharply.
- 05** Adjust your speed to the condition of the road. Just because the speed limit might be 120km, it does not mean that it is safe to travel at this speed in all conditions.
- 06** Maintain a safe following distance.
- 07** Switch on your headlights, especially when natural light is low. Remember, this not only increases visibility, it also alerts other drivers to your presence on the road.
- 08** Remember that you get a lot of spray from the wheels when driving behind large trucks, so keep a safe following distance.
- 09** Do not cross low lying bridges where there is flooding, even if you think your car is capable.
- 10** Be aware of pedestrians and animals who might run across the road to get out of the rain.



The dangers of drinking and driving

01 Slow reaction time. Alcohol slows your reaction times, affecting your response to different situations.

02 Lack of coordination. Heavy drinking affects your motor skills like eye, hand and foot coordination – all essential for safe driving. Some tell-tale signs of reduced coordination include trouble walking, swaying, and an inability to stand upright.

03 Reduced concentration. Alcohol, no matter the amount, can influence your concentration. Many things require your undivided concentration when driving, like staying in your lane, your speed, and other cars on the road.

04 Decreased vision. Excessive alcohol consumption can negatively affect your vision, often causing blurred vision or an inability to control your eye movement. Impaired vision affects how you judge the distance between your car and other vehicles on the road.

05 Inhibited judgement. Your brain controls how you judge certain circumstances. When operating a motorised vehicle, your judgement skills play an important role in how you make decisions. For instance, you need to foresee potential problems and make clear decisions if another vehicle cuts you off.



6 steps to performing **adult bystander CPR**

Recent findings demonstrate that hands only CPR can be as effective as conventional CPR (conventional CPR includes breaths). The American Heart Association now recommends that hands only CPR be used by bystanders who witness an adult suffer a collapse outside of a hospital setting.

- 01** Check for hazards around the patient, like exposed electrical wires, which can potentially place your life at risk. Only if it is safe to do so remove the patient from the hazard.
- 02** Check if the person is awake by tapping them on the shoulder and shouting loudly, "Hello, hello, are you okay?." Check to see if the person is breathing normally. If they are, place them in the recovery position by turning them onto their side.
- 03** If the person is not responding and not breathing normally, call for help before starting CPR by contacting Netcare 911.
- 04** Alternatively, tap the Netcare 911 button on the Netcare App for immediate medical assistance. You can also send a person to call for help while you begin CPR, starting with chest compressions.
- 05** Place the heel of your hand on the centre of their chest between the nipples. Push hard and fast when doing compressions. Chest compressions will not harm the patient.
- 06** Hands only CPR is done without breaths. Continue to apply continuous chest compressions until help arrives.





Warning signs of a heart attack

During a heart attack, also called myocardial infarctions, the blood supply which normally nourishes the heart with oxygen is cut off, and the heart muscle begins to die.

01 Chest pressure, tightness and heaviness.

Most heart attacks involve pain or discomfort in the chest that lasts for more than a few minutes or goes away and comes back.

02 Extreme fatigue. A sense of unusual or extreme tiredness that lasts days or weeks can signify heart problems. These symptoms can be more common in women.

03 Fainting and light-headedness. This sensation can involve dizziness, extreme weakness or anxiety.

04 Pain in shoulders, neck, jaw or arms. Pain in one or more area.

05 Nausea. A feeling of sickness associated with your stomach can be heart-related.

06 Shortness of breath. This can occur with or without chest pain. Heart attack sufferers can have trouble breathing for no apparent reason.

07 Sweating. Breaking out in a cold sweat for no obvious reason could signal a

heart attack. If this happens along with any of the other symptoms, get help as soon as possible.

08 Family history. Those with a male or female relative who have had a heart attack by the age of 65 are considered to have a family history of heart problems and are at an increased risk.

09 Medical conditions. Those with conditions, including diabetes, obesity, and autoimmune disorders, are more likely to have a heart attack.

10 Severity. Some have mild pain, while others have more severe pain. Not all people who have heart attacks have the same symptoms or have the same severity of symptoms. Yet, the more signs and symptoms you have, the greater the likelihood is that you are having a heart attack.





Know the signs of a stroke

Know the symptoms of a stroke by using the acronym BE FAST: balance, eyes, face, arms, speech and time. It could save your life or someone else's!

Balance – sudden difficulty maintaining balance.

Eyes – loss of sight in one eye or blurry vision.

Face drooping – weak facial muscles often cause one side of the face to droop.

Arm or leg weakness – weakness in one or more arms or legs and possible numbness down one side of the body.

Speech difficulty – slurred words, the use of incorrect words or no ability to speak at all.

Time - In an emergency every second counts. Call Netcare 911 on 082 911.

Alternatively, tap the Netcare 911 button on the Netcare App for immediate medical assistance to get to the hospital immediately.

Cincinnati pre-hospital stroke scale



Abnormal:
one side of face does not move as well as the other side.



Abnormal:
one arms does not move or drifts down compared to the other.



Abnormal speech:
Have the patient say "you can't teach an old dog new tricks."
Patient slurs words, uses the wrong words, or is unable to speak



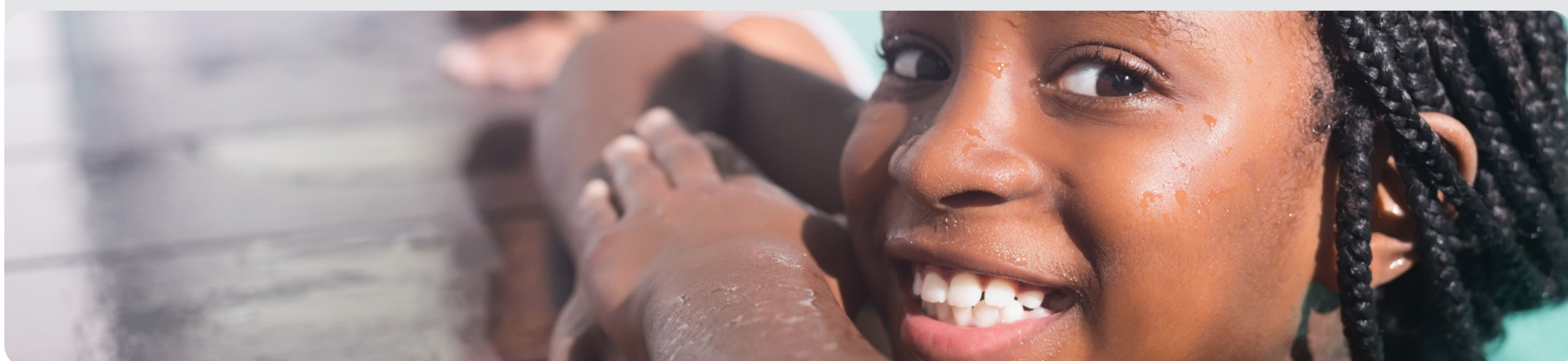
If any one of these three signs are **abnormal**, the probability of a stroke is 72%. Act FAST



Preventing drowning

It only takes a moment for a child or a weak swimmer to drown – less than the time it takes to reply to a text. Death or injury caused by drowning happens every day in the sea, pools, hot tubs, rivers, streams, bathtubs, buckets, and the toilet.

- 01** Never swim alone, and ensure children only swim when supervised by a sober adult who can swim.
 - 02** If a child is missing, check the water immediately. Seconds count to prevent death or injury.
 - 03** Always have a first aid kit handy for unforeseen injuries and illnesses.
 - 04** Know what to do in a water emergency, including how to help someone in trouble.
 - 05** Never swim if you have consumed alcohol or taken drugs.
 - 06** Do not dive into the shallow end of a swimming pool or any water source where you cannot see what is below the surface.
 - 07** Make sure your swimming pool is covered with a net or enclosed with an SABS approved fence to prevent children from falling in.
 - 08** Be aware that small children can drown in very small amounts of water like buckets, toilets, bathtubs, fish ponds, water features and jacuzzis.
- Swimming in the sea**
Remember that swimming in the sea is not the same as swimming in a pool!
- 01** When at the beach, swim near a lifeguard.
 - 02** Always swim between the red and yellow flags and obey warning signs and instructions from the lifeguards.
 - 03** Avoid the ocean if it is choppy and the water is murky.
 - 04** Be mindful of the warning signs that may indicate dangerous swimming conditions like strong currents, sharks or contaminated water.
 - 05** If you are pulled out to sea, stay calm. Save your energy and allow the current to carry you. Swim parallel to the shore, float or tread water until you are out of the rip current.
 - 06** Stay hydrated, do not wait for thirst to set in. Drink as much water as needed as the heat and sun will dehydrate your body quickly.
 - 07** Do not make use of floatation devices such as an inflatable bed or noodle unless you can swim properly. Do not rely on them to keep you afloat at sea.
 - 08** Stay sober at the beach, as alcohol will impair your judgement, and dehydrate you.
 - 09** Do not dive into water where you cannot see the bottom. You could easily injure yourself doing so in the sea as well.
 - 10** Do not be ashamed to call for help if you are in trouble. Even the best swimmers can run into difficulties. Signal a lifeguard as soon as possible. In the interim, stay calm.





Car seat safety

01 Infant car restraint (birth – 9 months / 0 – 10 kg) These seats must face the car's rear at all times. In the case of a collision, the impact will be on the seat and not the baby. The baby seat must be secured with a three-point adult seat belt. The baby must be securely held in the seat by the harness.

02 Child car restraint (birth – 5 years / 0 – 18 kg) These seats should face the car's rear until the infant is ± 10 kg or nine months old. The seat can then be turned around, facing forward. Methods of installation vary from seat to seat. Some could be used with three-point adult safety belts, lap belts or special anchorage straps.

03 Booster seats (± 2 – 10 years)

These safety seats are light and versatile and should only be secured with a three-point adult safety belt. They can be used on the front or back seat with an adult safety belt.

04 Booster cushion (± 3 – 10 years / 15 – 36 kg)

These cushions are used when children have outgrown the seats mentioned above. This seat will help position the seat belt and should be used until the child has grown sufficiently to wear a seat belt, usually at ± 7 years. All child restraints sold in South Africa must comply with compulsory specifications.





Lightning safety

South Africa is one of the highest lightning ground strike areas. A prime risk factor remains not reacting to a lightning strike threat in time. Remember to look and listen for the approaching thunder. Stop your outdoor activity immediately and find shelter. A car can be a good shelter. Close your windows and do not touch any metal parts of your car.

Lightning strike prevention

- 01** Avoid being outside during thunderstorms.
- 02** If you hear thunder, you are in range of a lightning strike – seek shelter immediately.
- 03** Avoid contact with any conductive material like computers and landline phones.
- 04** Do not carry metal objects like golf clubs or fishing rods.
- 05** Avoid being in or near water during a thunderstorm.
- 06** Avoid handwashing dishes or showering as lightning can travel through plumbing.
- 07** Avoid elevated areas and tall objects like trees or hills.
- 08** Wait at least 30 minutes after the last lightning strike before resuming outside activities.





Stay safe in the sun

The sun's rays are dangerous for your skin. Unless you get burned, you might not see it straight away, but the sun causes wrinkles and age spots and is the top cause of skin cancer.

- 01** Limit your exposure to the sun, especially between 10:00 – 15:00, as this is when the sun's ultraviolet rays are the most damaging.
- 02** Cover up with loose fitting, long sleeved shirts and long trousers to protect your skin.
- 03** Wear a wide brim hat and sunglasses which meet safety standards for exposure to the sun's rays.
- 04** Always wear sunscreen with a high sun protection factor (SPF) when outdoors and reapply every two hours or after swimming.
- 05** Be especially careful of cool and cloudy days as you can still burn.
- 06** Stay hydrated by drinking as much water as needed because the heat and sun dehydrate you.
- 07** Eat food that contains a significant amount of water, like grapes and watermelon.
- 08** Take a cool shower if needed to reduce your body temperature.
- 09** Always have a first aid kit handy for unforeseen injuries and illnesses.





How to avoid accidental poisoning

Children's curiosity can lead to unforeseen and potentially dangerous situations. Greater awareness is needed, not only for the parents of small children.

What can you do to avoid accidental poisoning?

- 01** Store poisonous or toxic items in cupboards with safety locks, including medicine, household chemicals, cleaning products, alcohol and gardening pesticides.
- 02** Keep handbags, shopping bags and hand sanitiser out of reach.
- 03** Make sure that visiting guests' medicine is out of the reach of small children and stored away.
- 04** Choose child-proof medicine packaging where possible.
- 05** Never store anything not meant for human consumption in packaging associated with food and drink. Keep cleaning products in their original packaging.
- 06** Never tell children that medicine is a sweet or a cool drink.
- 07** Be aware that curious children may look through your luggage when travelling.
- 08** If you have any reason to suspect accidental poisoning, do not wait for symptoms to develop.



Stay safe around wild animals

Summer is the busiest time for South African National Parks which means run ins with animals will increase along with emergency room visits. Lions and elephants, for example, are animals to watch out for, but it is the small mammals that often pose the biggest threat.

- 01** Teach your children about safety around animals.
- 02** If you are going on game drives, map out your route and discuss it with family and other passengers.
- 03** Keep your distance from wild animals.
Avoid animals that are behaving strangely.
- 04** Be aware of cubs as they can easily injure you – their mothers will be nearby to protect them from harm, reacting to anyone or anything that might pose a threat.
- 05** Be aware of your surroundings when you are in nature.
- 06** Maintain a safe distance from riverbanks.
- 07** Consider wearing protective gear like snake protection gear.
- 08** Always have a first aid kit handy for unforeseen injuries and illnesses.
- 09** Always stay connected by packing a phone so that you can call Netcare 911 on 082 911 if you need medical help.

