

Encounters Care after the mission How long was I unconscious? Which crew came to my rescue? Rega's Assistance and Care service team help badly affected Rega patients to find answers. **13**

Horizons Flight home from Hamburg The Nielsen family are already at the airport when son Nikolaj has a severe epileptic seizure. This is followed by a further 25 that same night. **22**



Rescue on the piste

When skiers and snowboarders injure themselves, Rega crews come to the assistance of the local piste rescue service. In situations where they are needed. **8**



Hoist rescue in the Diemtig valley (BE): If the mountain helicopter cannot land in the precipitous terrain, the rescue hoist comes into its own.

“Take a break now and again.”

Sascha Hardegger
Editor-in-Chief



Dear Readers,

Did you, too, enjoy the summer? The sunshine, the heat – and the certainty that you could leave your jumper, jacket and umbrella at home in a cupboard?

For Rega, the summer months were a testing time. The long spell of fine weather meant that people were out and about at every opportunity – on their

bikes, in the mountains, on the river. Rega – like many other rescue services – was kept extremely busy. Outdoor pursuits always involve a certain degree of risk and the high temperatures also took their toll.

Naturally, that does not mean we should dispense with recreational activities – but good preparation, the right equipment and a healthy, realistic awareness of our own abilities should hopefully allow us to enjoy ourselves without having cause for regret. That also applies to the forthcoming winter: always wear a helmet on the ski slopes, save that bottle of wine for after you have sledged down the mountain, and if you find yourself on the road in heavy snowfall, take a break now and again. You, too, can help to ensure that this winter there is no notable rise in helicopter missions as a result of winter sports accidents.

Is it actually a good or a bad thing if Rega flies a lot of missions? A bad one, in principle, for behind every mission is a person in distress. But in some ways it is a good thing, too, because Rega is there and able to help. The current issue of “1414”, with its gripping reports about Rega missions and its invaluable tips, will get you in the mood for the approaching cold season.

I wish you many fun-packed or relaxing hours in the snow.

A handwritten signature in black ink, appearing to read 'Sascha Hardegger'.



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Partnership
in the snow



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Mission for a young
epilepsy patient



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After-care
as required



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Accidents on
our pistes

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Photos

Oliver Born (p. 7) | Karin Hörhager
(pp. 8, 9, 11, 12) | Tom Kawara (pp. 4,
13, 14, 15) | Philipp Keller (pp. 14, 15) |
Beni Leoni (pp. 11, 12) | Thomas Lüthi

(pp. 4, 16, 17, 22, 24, 25) | Remo Nägeli
(pp. 1, 2, 7) | Christian Perret (p. 4, 26)
Lukas Frick (p. 6) | Iris Ritter (p. 21) |
Mario Tabozzi (p. 28) | iStock (p. 30) |
Other (p. 6)

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Knowledge Here you can find some interesting facts and figures relating to the theme.



Online Further details or even a visual titbit are available online via the given link.



Additional information More on the topic that we would like to share with you.

- Visit us at our website www.rega.ch or on www.facebook.com/regal414.

6 Take off into the world of Rega.

Encounters

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- 13 24 h Rega with Judith Jerez**, who looks after patients when the worst is over – and thoughts and emotions take the upper hand.
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Horizons

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Navigation

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Take off

In brief

Why a will is so important

6

Not seldom do we try to plan and shape our lives and not leave too much to chance – yet put off making a will. The absence of a will or an incorrectly drawn up testamentary document often results in the deceased's wishes not being fully respected and in many cases leads to inheritance disputes. As Rega receives a number of legacies and bequests every year, we know from experience that a will provides clarity and helps your heirs act according to your last wishes. Our revised personal guide on making testamentary gifts (in G/F/I) gives you an overview of the various options available under Swiss matrimonial property and inheritance laws and makes it easier to address this sensitive topic. The guide can be ordered from us free of charge and free of obligation.

www.bequests.rega.ch



The most fascinating aspects of Rega

"Rega Backstage", the latest illustrated book published by AS Verlag, focuses on the work of Swiss Air-Rescue Rega and its employees. 120 pictures, texts and portraits provide a fascinating insight into the history and everyday life of the Swiss air-rescue service, which for over 60 years has been coming to the aid of people in distress – and striving to ensure that state-of-the-art medicine is also available in the air.

► CHF 45.– from the Rega Shop (page 33 ff.) or via www.shop.rega.ch



such as this rather unusual landing site for our EC 145 helicopter in the Zurich lowlands. Follow us on www.facebook.com/reg1414 and discover facets of Rega that you never knew existed.

50,000 followers on Facebook

A big thumbs up for our Facebook page, whose number of followers recently exceeded the 50,000 mark. This success is due not least to the photos taken by our crew members –

Promotion of first aid instruction at Swiss schools

At the beginning of the year, Rega entered into a new partnership with the Schweizerischer Samariterbund SSB (Swiss First Aid Association). Its involvement serves to help the SSB firmly anchor first aid in the curriculum at schools – and to give something back to the young people. The objective is to arouse interest among children and teenagers for the SSB's school first aiders project, and thus also for the topic of first aid on a long-term basis.



Roll-in stretcher unit makes work easier for the crew

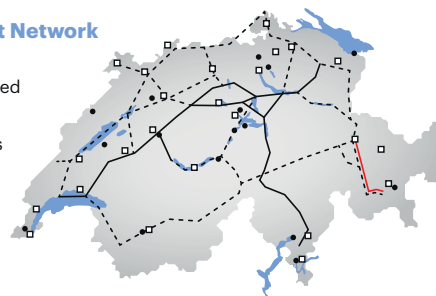
Rega is continually investing in further developing its equipment. One example of this is the roll-in stretcher unit, which in the course of a two-year project was developed by Rega, certified and subsequently introduced at the four lowland bases. Its retractable undercarriage enables the patient to be transported in the EC 145 helicopter more comfortably than ever before. The stretcher itself is compatible with the transport incubator for newborn babies as well as with Rega's three ambulance jets, so the patient no longer needs to be transferred from one stretcher to another. Moreover, it is the first in the world to feature a "pack rack" (stretcher bridge) – a medical equipment unit certified for use in aircraft.

Rega tests satellite-based navigation on IFR flight routes

Rega is one step closer to its vision of being able to perform rescues in all weathers. In collaboration with the Swiss Air Force and Skyguide, it is currently establishing a so-called Low Flight Network (LFN), which will enable helicopters to fly according to instrument flight rules (IFR). In July, Rega carried out a series of test flights along a LFN route to test the precision of the satellite-based navigation instruments. The route leads from the Engadin over the Julier Pass to Chur – and in future would allow helicopter crews to transport patients to the central hospital in the cantonal capital even when visibility is poor.

Low Flight Network

- Established
- - Planned
- Hospitals
- Airports/airfields



The numbers in this issue:

84.9

percent of our rescue missions for injured skiers and snowboarders in 2014 resulted from being called out by the local piste rescue service.

1,165

winter sports enthusiasts who were severely injured after a fall on the ski slopes were attended to and flown to hospital by Rega in 2014.

353

of these casualties suffered an injury to the shoulder or upper arm.

Weather during blind flights



Up-to-date data about the flying weather is vital for IFR helicopter flights. Therefore, together with Meteo Schweiz and Meteotest, Rega is installing new weather stations and webcams that deliver precise meteorological data, particularly along the IRF flight routes. Other installations are being equipped with laser-based ceilometers, for example. The first weather station is already in operation at the Paraplegic Centre in Nottwil; a second is currently being built on top of the Inselespital in Berne. Further stations are planned for the airports in Bressaucourt and Lausanne-Blécherette, as well as the cantonal hospitals in Fribourg and St. Gallen.

Work clothing for hot days

The sun shining through the helicopter windows often causes temperatures in the cabin to rapidly rise. Therefore, the new summer work gear for the Rega helicopter crews was put into use as soon as it was delivered in July. The functional, lightweight T-shirts and trousers are specially designed for warm temperatures and – like the winter clothing – are manufactured by the Swiss mountain sports clothing supplier, Mammüt.



Double mission in the bitter cold

In the winter season, there are days when the crew of Rega's Engadin base deal with one winter sports accident after another. And even days when two casualties need to be swiftly transported to hospital by helicopter at the same time.

8





85

percent of emergency calls for injured winter sports enthusiasts are made to the Rega Operations Centre by the local piste rescue service.

10

The orange stripes on the piste patroller's jacket are the only point of reference for Rega pilot Giorgio Faustinelli as he makes the final approach to the Brambrüesch ski resort in Graubünden. The snow whirled up by the downwash from the 2.5-tonne rescue helicopter wipes out what little visibility remained in the already diffuse daylight. In spite of these difficult conditions, the pilot lands his Da Vinci safely in a cordoned-off area near the mountain transport valley station. Emergency physician Michèle Rohner climbs down and greets the piste patroller, who is crouched in front of the helicopter. This is the second mission of the day for the Rega crew from Samedan, in the Upper Engadin. Shortly after taking off from Graubünden Cantonal Hospital, a call came in over the radio from the Rega Operations Centre: two boys are injured and need medical assistance.

Ready for a busy working day

23 February 2015, just before 8.00 am. In Samedan, at 1,707 metres above sea level, it is bitterly cold. The thermometer shows minus 20 degrees Celsius. While paramedic and base mechanic Peter Caviezel performs the daily check on the helicopter, Michèle Rohner inspects the medical equipment. Meanwhile, Giorgio Faustinelli makes preparations for the flight – such as calculating the loading plan and the centre of gravity of the helicopter – and then briefs his crew colleagues. It is important that everyone has the same information – for example, the weather outlook for the day, the avalanche situation, military restrictions and any flying matters. Nothing that might later have an impact on the mission is left unconsidered. For now, in the middle of the skiing season, one mission often follows another in quick succession. There will be no time for discussion later on.

The first rays of sun touch the landing pad tarmac in front of the hangar shortly before 10.00 am. Time to get the helicopter outside. "It makes no sense to do it any earlier in these cold temperatures," says Peter Caviezel. Not long ago, they had to remove several

centimetres of ice from the tarmac with a hot-air blower, he explains. Conditions are tough in the cold Engadin.

Shortly afterwards, an emergency call comes in: "Primary mission, Savognin ski resort". The crew of Rega 9, as the Samedan base is referred to over the radio, sets off on its first mission of the day. In the air they receive further information from the Operations Centre – not over the radio as in the past, but directly to the electronic flight bag (EFB), a special tablet display system. Male, born in 1969, with suspected back injuries after a fall on the ski piste. That is all the Rega emergency flight physician, Michèle Rohner, knows as they land in the deep snow next to the piste and she hurries to the man huddled on the ground.

Michèle Rohner asks some specific questions and skilfully examines the casualty to get a picture of the possible injuries. She decides that the man needs to be flown to hospital for further clarification – caution is always called for in the case of back injuries. Without moving the casualty, who is in acute pain, unnecessarily, the Rega crew and two colleagues from the piste rescue service transfer him to the stretcher. Together they carry him to the helicopter. Again and again they sink up to their knees in the deep snow. "It's excellent exercise," says Peter Caviezel with a grin. After just nine minutes in the air, Giorgio Faustinelli sets the mountain helicopter down at Graubünden Cantonal Hospital, and the crew hand over their patient to the emergency room staff.

Hardly back in the air – Faustinelli is on the radio to the Rega Operations Centre in Zurich, reporting that they have taken off for the



Michèle Rohner
38, emergency flight physician

"If I know how an accident happened, I can get a better idea of the injuries we are dealing with."

The crew no longer receive information about the mission over the radio, but directly onto a special tablet display system known as an electronic flight bag.



Suspected back injuries: Without moving the casualty unnecessarily, the Rega emergency flight physician checks for possible injuries.

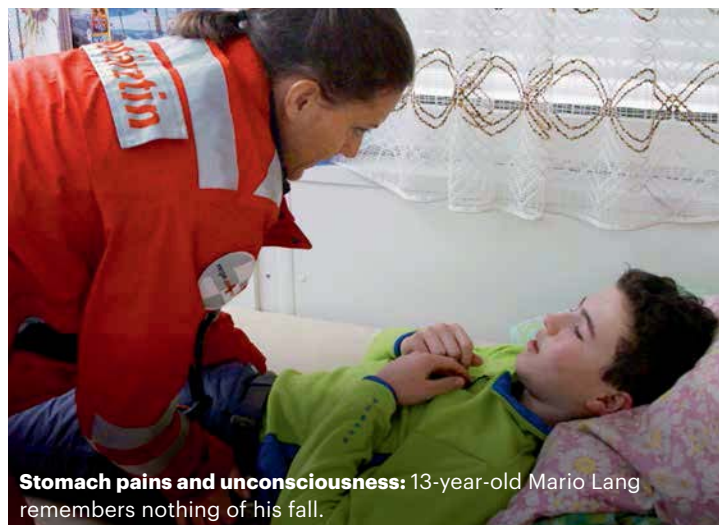
Samedan base – when the flight coordinator informs them that two boys have had an accident at the Brambrüesch ski resort. One of the young casualties apparently has a broken lower leg, the second a stomach injury and concussion.

Two injured youths at the same time

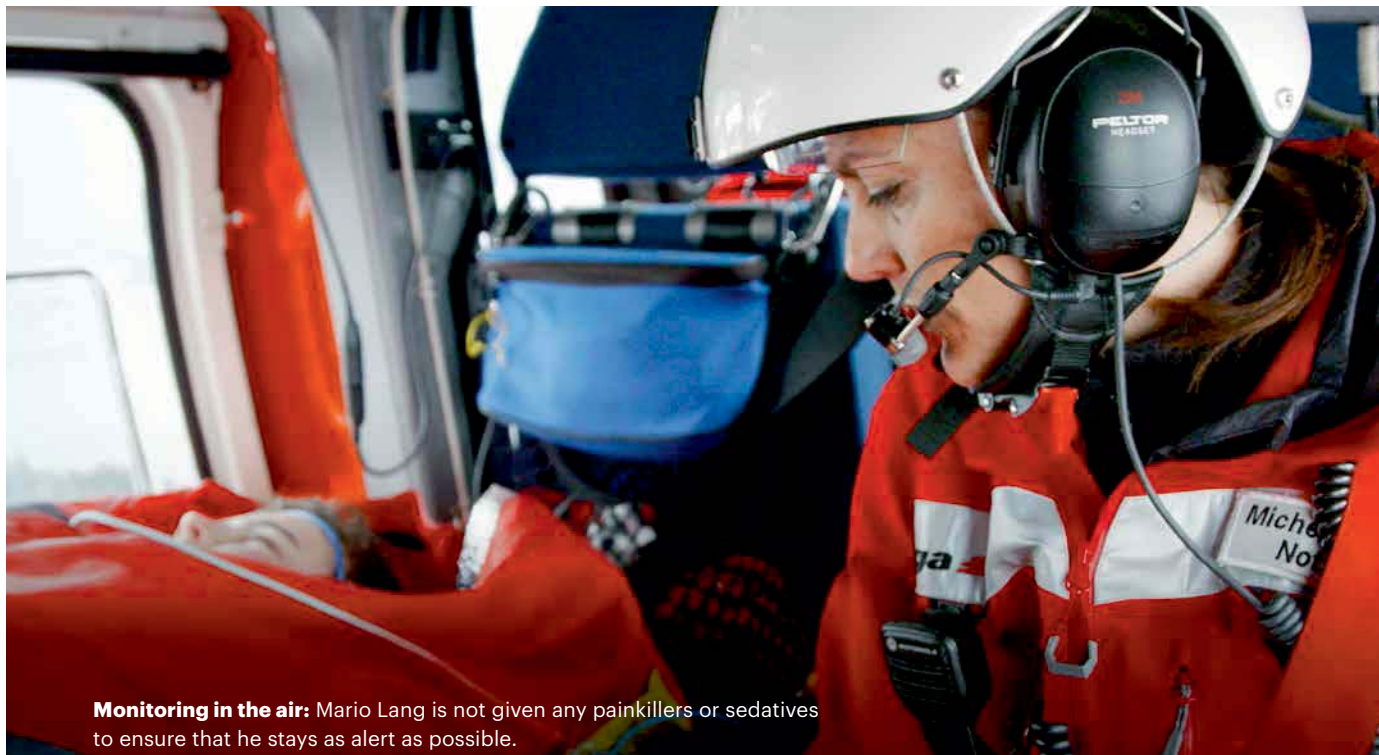
After landing, the Rega physician makes directly for the boy with concussion. He is lying on a narrow bed in the piste rescue hut and seems somewhat disorientated. 13-year old Mario Lang remembers nothing of his fall. Instead, his sister recounts the accident, and reports that nobody else had been involved and that afterwards Mario was briefly unconscious. Michèle Rohner listens carefully. “If I know how an accident happened and how the patient behaved directly afterwards, I can get a better idea of the injuries we are dealing with,” she explains. She checks whether Mario has any other injuries and puts a cervical collar around his neck. It is important that he moves as little as possible. He is given no medication. “We’re careful with medication in cases of concussion. We don’t want to additionally sedate the patient, but instead keep them as alert as possible.”

While Michèle Rohner is taking care of Mario, the Rega paramedic examines the second patient, 12-year-old Matteo Jost. Peter Caviezel reports to the emergency physician that Matteo appears to have fractured his lower

leg and is in pain. What now? The helicopter only has room to transport one casualty lying down, but both need to be flown to hospital for further treatment. Should they call out an ambulance or a second helicopter? As the valley station is easy to reach by ambulance, the crew decide on this option for Matteo Jost. His accident, too, had happened without anyone else being involved: according to his friends, he was attempting a jump and landed awkwardly. Then Giorgio Faustinelli hears from the Rega Operations Centre that no ambulance is currently available. He wastes no time in calling out Rega 5, his colleagues from the second Graubünden helicopter base in Untervaz. ▶



Stomach pains and unconsciousness: 13-year-old Mario Lang remembers nothing of his fall.



Monitoring in the air: Mario Lang is not given any painkillers or sedatives to ensure that he stays as alert as possible.

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Experience a winter's day with the crew of Rega 9 and, in our short video, find out what happened during this double mission on the piste: samedan.rega.ch



Mario Lang, now well taken care of and packed up warmly in the rescue bag, is carried to the Rega 9 helicopter, and Matteo Jost takes his place in the piste rescue hut. Michèle Rohner talks calmly to the boy, explaining each of her steps. She sets up an intravenous drip so that she can administer pain relief. The medication is quick to take effect, and already the second Rega helicopter from Untervaz can be heard. Daniel Walter, Rega 5's emergency flight physician, introduces himself to Matteo and is then quickly briefed by Michèle Rohner. The doctor says goodbye to her second patient. She now needs to accompany Mario Lang to Graubünden Cantonal Hospital in Chur.

Towards 1.00 pm, Rega 9 takes off from Chur and heads back to the Samedan base.

The rescue team will later attend to two more casualties before Peter Caviezel finally pushes the helicopter back into the hangar to protect it from the icy Engadin cold and the working day draws to a close for the Engadin crew.

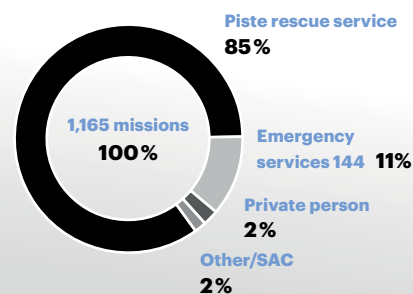
Karin Hörhager

► **You can find out more about rescue missions for winter sports enthusiasts** and how you can help if you witness an accident on the ski slopes on pages 18/19 and 30/31.

K Important partners for Rega crews: piste patrollers

In Switzerland, approximately 2,500 people work in the piste and rescue services. Day after day, they prepare and check some 7,500 kilometres of ski pistes and ensure that skiers and snowboarders can pursue their sport in safety. If an accident occurs on the piste, the piste patrollers immediately go into action, **secure the accident site, administer first aid and, if necessary, request the assistance of a rescue helicopter.** In most cases, however, the piste rescue staff – who are financed by the ski resorts and are trained among others by Rega – have to handle accidents themselves. **Rega is called out to deal with only around 1 to 2 percent of all winter sports accidents.** Consequently, the bulk of the daily work on Switzerland's ski slopes is carried out by the piste rescue teams on the ground. They cordon off the landing site for the helicopter and are the last to leave the scene of the accident. For Rega crews, they are reliable partners and competent helpers.

After an accident on the ski piste, Rega is called out by:



Rega 2014, primary missions by helicopter

24h Rega

Judith Jerez, 48, Head of Rega's Assistance and Care Service

Rega does not just stop at rescuing or repatriating its patients. If necessary, Judith Jerez and her team also guide, advise and support them after their flight by ambulance jet or helicopter.

Outside the hospital room, she takes a moment to glance through her notes about the patient whom she is about to visit. She makes a mental note of their name, the diagnosis and how they were rescued. Then she knocks on the door and cautiously enters the room. "Hello, Mr. Meyer. I'm Judith Jerez from Rega. How are you feeling?" However, during her visit she does not just enquire about the patient's state of health. "My principle objective is to find out the person's emotional state after the incident and whether they will be able to deal with what has happened. And whether we can support them in this process in some way."

What she is looking out for is a "Rega trauma" – as she calls it – that needs to be overcome. "Something has suddenly happened to this person that perhaps will change their life for ever," she explains. It is therefore important to give them the opportunity to go through the sequence of events again and to address the things that are pre-occupying them. This might be anger, grief or despair – or particular sounds, such as the scraping noise of the crash barrier when their car made impact or other sensory



perceptions that they associate with the incident. "Many of our patients are unconscious at the time of being rescued and now want to know the circumstances of being found, treated and flown to hospital." In the case of severely injured or ill patients, the Rega mission – whether a rescue or repatriation – often marks the end of a comfortable way of life and the beginning of an unaccustomed existence fraught with suffering and struggle. Many patients have a pressing need to thank the

crew. Others want to see again the helicopter or ambulance jet that brought them home.

Judith Jerez – a single parent with a now grown-up daughter – lives in Zurich and speaks five languages. The fact that she can talk and empathise with her patients so well is due to her professional background as a registered nurse and a qualified kinesiologist. And due to her own life experience. "It certainly doesn't hurt if your own span of feelings and emotions is well developed," she laughs, "and that I have one or two 'crash landings' of my own behind me – and have survived without any lasting negative effects."

Ariane Lendenmann



Rega's **Assistance and Care Service** attends to the well-being of the patient – and their family – after the mission.

Read more on page 14 ►

“Many of our patients are unconscious at the time of being rescued and now want to know what happened.”



7:15



8:10

▲ Sympathetic by profession: before she occupies herself with the latest patients, Judith Jerez discusses with her colleague the previous day's visits and any particularly moving or difficult cases.

14



9:00

▲ Initial contact with the hospitals: Judith Jerez enquires about the Rega patients. What ward are they in? Are they already well enough to receive visitors?

► Collaboration: with particularly complex cases, Judith Jerez also asks the nursing staff in the nurses' station how the patient is doing and whether they are fully conscious.

▲ Triaging the missions: every day, she receives a mission report about each transported patient. She decides who requires aftercare based on the diagnosis, severity of the injury, age, nature of the accident and type of rescue – and her own professional experience.



11:20



14:30

◀ Prevention against post-traumatic disorders: each patient has different experiences, injuries and needs. Judith Jerez talks to them, addresses their feelings, and helps them to deal with what they have been through.

► Explaining and mediating: thanks to her knowledge about medicine and medical care, coupled with her empathy and experience, she can find an answer to virtually every question posed by her patients – and their families.



15:45

15



18:00

▲ Distancing herself and switching off: in order to detach herself from the patients' emotionally moving fates, she spends time every evening out of doors, surrounded by nature.



Rega's Assistance and Care Service

One area of Rega's work that is hardly known, yet has been firmly established for decades, is the **aftercare** provided by Rega's Assistance and Care Service team to **severely affected patients** and their families. On their visits to the patients in hospital, the team members **answer questions about the mission**, pass on messages to the crews, and help them, for example, by **putting them in contact with therapists**, victim support centres or social service authorities. These professional support workers also operate as care teams in crisis situations.

New technology at the Patronage Centre

Why a new system is making a big difference behind the scenes at Rega – and what it means for our patrons.

16

In future, everyone included in a single patronage will have their own patronage card.

Seventeen years. That is how long the recently replaced patronage software was in operation. “It was simple and extremely reliable,” says René Fritschi, long-standing Head of the Patronage Centre. “But it was no longer able to cope with today’s social realities, such as the changing and complex family structures.” To ensure that the Patronage Centre can continue to serve its over two and a half million patrons reliably, Rega decided to completely modernise its data management system. This major project took three years to complete and drew to a successful close this autumn with the introduction of the new software from Swiss manufacturer, Creativ Software.

The new system and its underlying data model are more complex than before, but in return they make way for the more individual service that patrons both expect and deserve. In the past, for instance, it was not always possible to address patrons’ correspondence correctly. In addition, patrons now receive a clear, detailed summary of their Rega patronage. Changes to stored data can be made faster. Moreover, in future, Rega will be using modern data management tools enabling, for example, changes of address communicated to the post office to be automatically registered in the system. This increases efficiency, for keeping addresses up to date helps reduce the number



of return deliveries and the costs associated with them.

What will change for Rega’s patrons? On the surface, not a great deal. But at least one new development will be immediately apparent: “In future, everyone included in a single patronage will have their own patronage card,” says Fritschi. Thus Rega is finally able to fulfil a wish expressed by many of its patrons.

As little data as possible, as much as necessary
 Rega’s motives here are not purely altruistic. “The patronage card is a good way of showing solidarity. At the same time, we are hoping that it will supply data for people who are missing from our records or whose personal details are incorrect. This helps us to keep the quality of our data high. And when our younger patrons turn 18, we have a reliable way of informing them that they now need their own patronage.” This is something many people are unaware of or forget about, which is why Rega’s reminder service is much appreciated – including among parents.



René Fritschi
56, Head of the Patronage
Centre

So is Rega about to turn into a data monster? Not at all. Rega only stores the data it needs to be able to fully and correctly process a patronage or donation, and the same principle always applies: as little as possible, as much as necessary. On several occasions during the project, data management practices were subjected to stringent critical assessment as regards data protection. Rega is fully aware of its responsibility in handling its patrons' personal data.

Not long until the acid test

The transition from old to new went very well. But there is nevertheless room for improvement, René Fritschi reports: "We are still getting used to the new software and have to familiarise ourselves with the different procedures." But things are improving with every passing week. The acid test will come in January and February, when Rega sends out its patronage invoices and several thousands of amendments need to be made every day. "That will be a real challenge. But we will be ready."

Sascha Hardegger

"In January and February 2016, when the patronage invoices are sent out, we will need to make several thousands of amendments every day. But we will be ready."



**Better data – less time and effort.
You, too, can help!**

You, too, can help us to assist you quickly and competently and avoid unnecessary time-consuming work:

- 1 **Inform us** of any **amendments** to your patronage details or a change of address – if possible using the online form at www.info.rega.ch, or by calling 0844 834 844 (local tariff) from Monday to Friday, 8.30 am–12.00 noon & 1.00–4.30 pm.
- 2 If you report an **amendment to your patronage status** that results in a change in the patronage contribution amount, please wait until you have received the new documents before making your payment.
- 3 **Correct and complete data** (family name, first name, address, date of birth) relating to all the people included in a single patronage helps minimise the administrative work and costs.

Accidents on the piste

The masses converging on the ski pistes have remained constant: according to an analysis by the Swiss Council for Accident Prevention (bfu), some 2.5 million people ski or snowboard in Switzerland. Of the approximately 87,000 winter sports enthusiasts who injure themselves on the ski slopes each year, between 1,100 and 1,500 are flown to hospital by Rega helicopter.

What happens after an accident?

Considerate skiers and snowboarders ① stop if somebody in front of them suffers a fall on the piste. If the **casualty** needs help, they secure the **accident site** ② and alert the piste rescue service. Depending on the nature of the accident and the injuries, the **piste patroller** ③ decides which means of rescue makes the most sense (rescue sled and ambulance or Rega helicopter). If the **rescue helicopter** is called out, the **Rega emergency flight physician and paramedic** ④ provide medical assistance and decide which hospital the patient should be flown to for further treatment.

18



K How you can help

- 1. Secure the accident site:** mark the area by placing crossed skis upright in the snow at a sufficient distance from the casualty and post someone to give warning.
- 2. Administer first aid:** ascertain the general condition of the injured person, position them correctly, attend to any wounds, and protect them against the cold.
- 3. Alert the piste rescue service:** report the place and time of the accident, the number of casualties and the nature of the injuries.

After a collision

Establish the facts, note the names and addresses of those involved and of any witnesses, as well as the place, time and circumstances of the collision, and take account of the terrain, snow and visibility conditions.

In the event of life-threatening situations/avalanches

Call out Rega direct via emergency number 1414.

► **More on the theme** of winter sports accidents and how to provide first aid can be found on page 30.



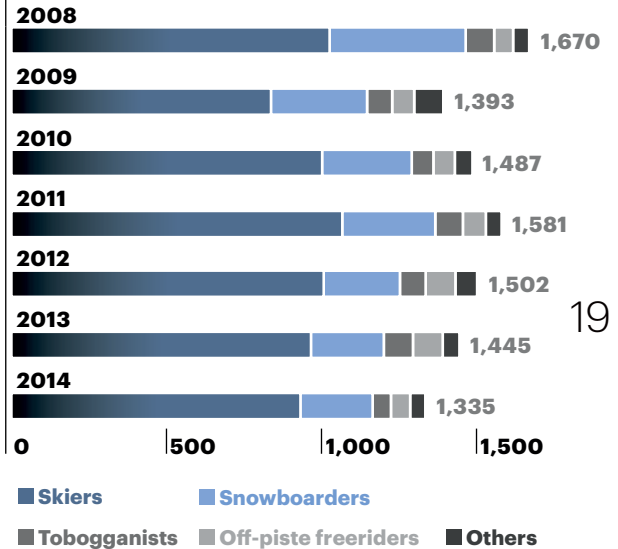


Rega missions on the piste

Rega transports between 1,300 and 1,700 injured winter sports enthusiasts every year. The vast majority are skiers and snowboarders who injure themselves on the ski slopes (see below). In 85 percent of these cases, Rega is called out to the accident site by the piste rescue service. Due to the varying weather and snow conditions, the number of helicopter missions for winter sports casualties varies depending on the season.

Nevertheless, Rega has registered a slight drop in these missions in recent years – despite the fact that, according to bfu, the number of skiers and snowboarders on the pistes, as well as the risk of injury, have remained stable.

Number of casualties transported by Rega following a winter sports accident (primary missions):



19

30.3%
Shoulder and arm injuries

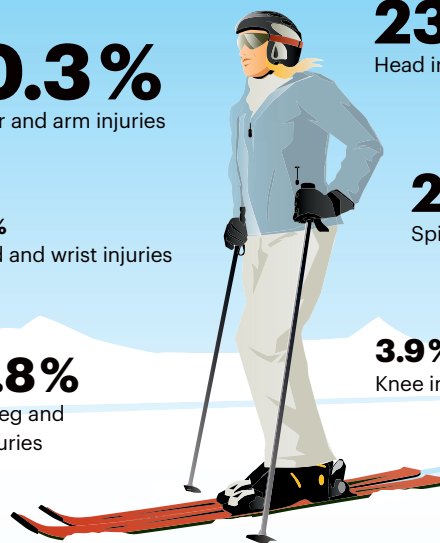
23.2%
Head injuries

0.4%
Hand and wrist injuries

21.4%
Spinal and torso injuries

20.8%
Lower leg and foot injuries

3.9%
Knee injuries



Injuries incurred by skiers and snowboarders (Rega primary helicopter missions in 2014)

According to the Swiss Council for Accident Prevention (bfu), the risk of injury incurred by skiers and snowboarders on Switzerland's pistes, as well as the severity of their injuries, has largely remained unchanged in recent years. The injuries most frequently treated by Rega crews in 2014 were those to the shoulder and arm, the area around the spine, and the lower leg or foot.

TALENTS FOR THE SKY



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Opinion

Ernst Kohler

“Modern-day air-rescue is deployed responsibly. It is not true that rescue helicopters are being used more frequently without good reason and that costs are continually on the increase.”



21

In winter, Rega is often called out to attend to winter sports casualties and fly them to hospital. In most cases, we receive the call from the piste patrols. Rather than transporting an injured person by rescue sled, cable car and ambulance, the rescue helicopter is used to take them to hospital. It is a gentle and efficient means of transport. And it makes medical sense, too. For what is often forgotten is that even a minor injury can have lasting and unpleasant consequences if it is not properly treated. Air rescue therefore helps to prevent high costs for the healthcare system.

The days when an injury such as a dislocated shoulder would be immediately “treated” at the scene of an accident by jerking it back into place are thankfully long gone. Experts agree that such injuries require immediate medical treatment, but in hospital. Thus later complications – caused by bone splinters, for example – can be prevented. Today, it is not unusual for a casualty to be transported from the ski slope to the hospital by rescue helicopter. And that is a good thing. Modern times call for appropriate modes of rescue – whether that means a rescue sled or a helicopter. In the end, it is a matter of deploying the right resources at the right moment.

If you are concerned that helicopters are being used more frequently without good

reason and thus pushing up healthcare costs, I can put your mind at ease. The people who request our assistance – the emergency medical services 144, the police, the piste rescue services, the hospitals – know exactly if and when a rescue helicopter is necessary. And private individuals, too, think twice before calling out a Rega helicopter.

It is also not true that rescue helicopters are being employed more frequently. Our operational figures show that the rise in the amount of missions performed by Rega helicopters is roughly proportional to the growth in the population. If we consider that more and more people are spending their time outdoors, it is clear that concerns in this respect are unfounded. Even in connection with winter sports accidents, we cannot detect an increase in missions. The media, ever on the lookout for a good story, may occasionally create the impression of a rapid, even uncontrolled, rise in the number of helicopter rescue missions, with expensive consequences for the general public. But this impression is misleading.

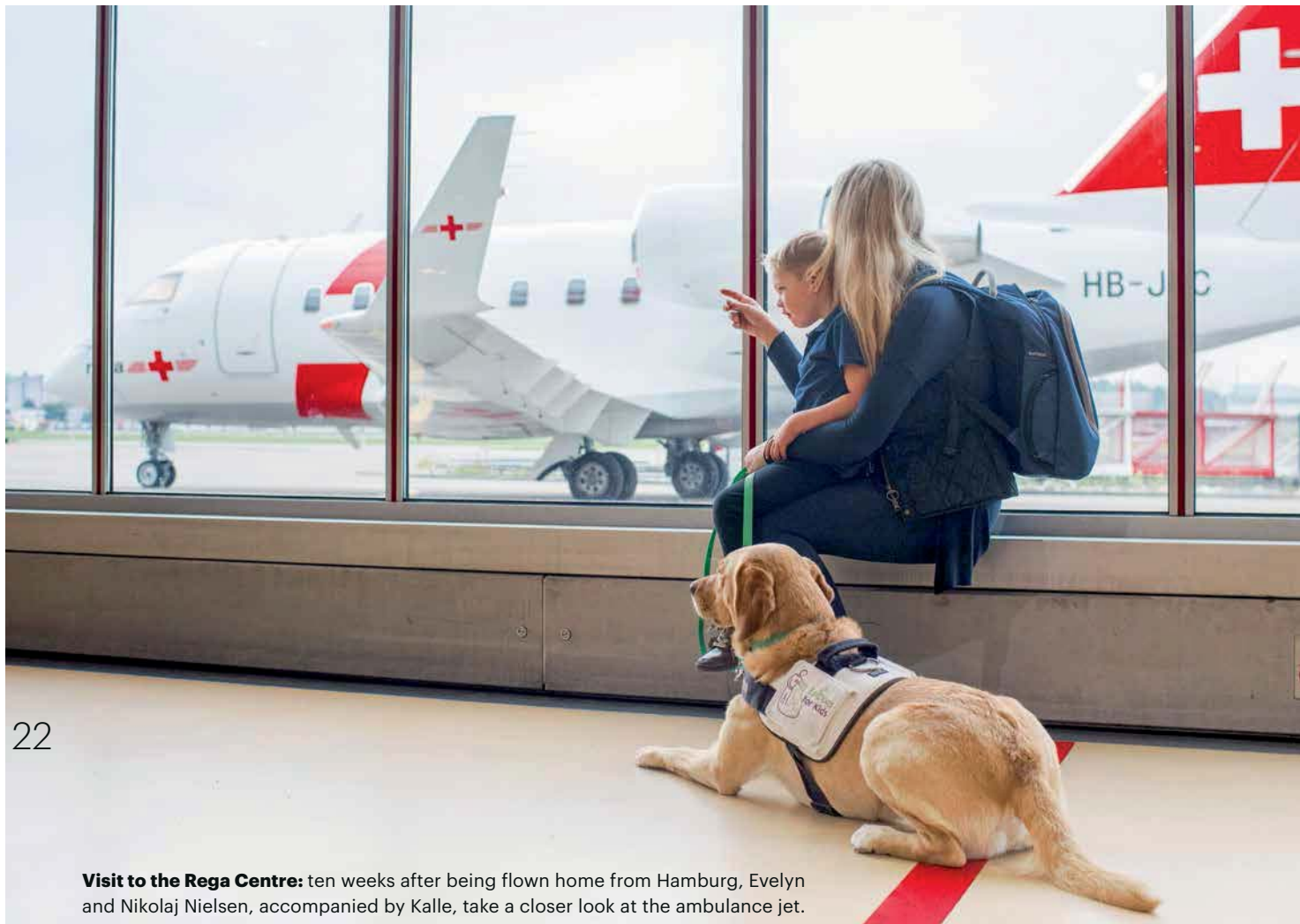
Put into perspective, air rescue as it is performed in Switzerland today is appropriate, professional and cost-effective. It is as it should be: the red-and-white Rega rescue helicopters fulfil their task. Wherever it is necessary, efficient and makes good sense.

The people who request our assistance know exactly if and when a rescue helicopter is necessary. And private individuals, too, think twice before calling out a Rega helicopter.



Ernst Kohler

52, has been CEO of Rega since 2006. The former airport manager and mountain guide has four children and lives in the Lucerne region.



22

Visit to the Rega Centre: ten weeks after being flown home from Hamburg, Evelyn and Nikolaj Nielsen, accompanied by Kalle, take a closer look at the ambulance jet.



Has suffered from Dravet syndrome since he was a baby: even medication cannot prevent five-year-old Nikolaj's seizures entirely.

Acute emergency at the airport gate

A Saturday evening in June 2015, at the gate at Hamburg Airport. Evelyn Nielsen is looking in her bag for the boarding cards for the return flight to Zurich. Her five-year-old son Nikolaj is sitting in his pushchair, next to him his best friend Kalle, a trained seizure dog. Suddenly Nikolaj starts to convulse. First only his left arm, then his entire body starts to shake as a severe epileptic seizure takes its course. Evelyn Nielsen tries to halt the seizure as quickly as possible. “All I could think of at the time was that this should not be happening, not here, not now”, the 34-year-old mother later relates.

Kalle, a three-year-old labrador retriever, begins to lick Nikolaj’s face. Sometimes that is enough to stop a seizure – but not today. Evelyn takes the emergency medicine from the bag Kalle is wearing. “I have to put the medicine in his mouth and nose – but that means there is a risk that he could stop breathing.” She then takes a small device out of her handbag and attaches the electrodes to her son’s chest to monitor his heart rate and oxygen levels. Nikolaj is lying listlessly in his pushchair; the seizure has subsided. Evelyn sits down next to



Evelyn Nielsen
34, Nikolaj’s mother

“My greatest fear was that Nikolaj wouldn’t survive – far away from home, in this foreign hospital.”

They were supposed to be the most relaxing weeks of the year, the Nielsen family’s annual holiday in Denmark. But then Nikolaj (5) has a severe epileptic seizure.

23

him and takes a deep breath. It is only now that she becomes aware of the shocked faces of the other passengers watching her. “I felt so alone. All I wanted was to get home.” Her husband Mike, a Swiss with Danish roots, is unable to help her; he is driving the car back home and is already on board the car train from Hamburg to Lörrach – which does not stop until it reaches its destination the next morning.

A long, lonely night in Hamburg

A member of the ground crew shows her into an adjacent room. “You won’t be able to fly with us,” she tells Nielsen, gently but firmly. “What do you mean?” “You won’t be able to fly with us today, tomorrow or the day after, for safety reasons.” It is only now that the young mother realises the extent of her predicament: she is stranded, alone with her seriously ill child, the dog and their hand luggage, at Hamburg Airport. “It was like something out of a bad film,” she recalls. An ambulance takes her to the nearest children’s hospital, with Kalle the dog following in a taxi. But the intensive care unit there is full, so their journey continues to the next hospital, where a bed is vacant. That ▶

They spend the night in the intensive care unit at a hospital in Hamburg. Seizure dog Kalle is accommodated at a hotel opposite.

is where they spend the night, with Kalle in a hotel room opposite the hospital. Nikolaj has a total of 26 seizures that night. “My greatest fear was that he wouldn’t survive – 700 kilometres away from our home and our family, all alone in a strange city, with only me by his side.”

Every one of Nikolaj’s seizures could be his last Nikolaj suffers from Dravet syndrome. This severe and practically untreatable form of epilepsy usually begins in early childhood and in around three-quarters of sufferers is attributed to a mutation or absence of the SCN1A gene. Nikolaj had his first seizure seven weeks after he was born, following a warm bath. He has had a seizure on average every other day since. There is no way of preventing the seizures entirely, in spite of medication. Time after time, Nikolaj has to be rushed to hospital by ambulance for emergency treatment.

Nikolaj has spent around one quarter of his life at Zurich Children’s Hospital. “We have learned to cope with the fact that he can have a seizure at any time and that every seizure could be his last,” says Evelyn Nielsen. It is characteristic of Dravet syndrome that seizures are usually triggered by specific situations. Nikolaj’s body reacts severely when his temperature rises, for example, so his body temperature is not allowed to exceed 37.7 °C. This means that an outside temperature of anything from 22 °C can be dangerous for him. The young family spend hot days inside their air-conditioned

apartment in Lufingen, in the Zurich lowlands. His frequent seizures mean that Nikolaj has to be monitored 24 hours a day. His dog, Kalle, is a great help in this respect. He was integrated into the family as a puppy and trained as a seizure dog. Kalle is able to warn the family of an ensuing seizure or fetch help during an attack. “Kalle has even been known to start pulling off Nikolaj’s clothes because his body temperature was rising.”

To escape the heat, the family spend the summer in Denmark with Nikolaj’s grandparents. These holidays have always been the high point of the year and so far without serious incident. The outward journey at the beginning of June is uneventful, but after their arrival Nikolaj has a severe seizure and is admitted to the children’s hospital in Odense. Evelyn Nielsen contacts the Rega Operations Centre. Nikolaj’s condition stabilises during the initial clarifications by the Rega medical consultants, so the Niensens decide to make the journey back to Switzerland on their own. They thank the Rega staff for their assistance and drive to Hamburg. Mike Nielsen takes Evelyn, Nikolaj and Kalle to the airport and then continues to the train terminal, where he loads the car onto the night train to Lörrach.

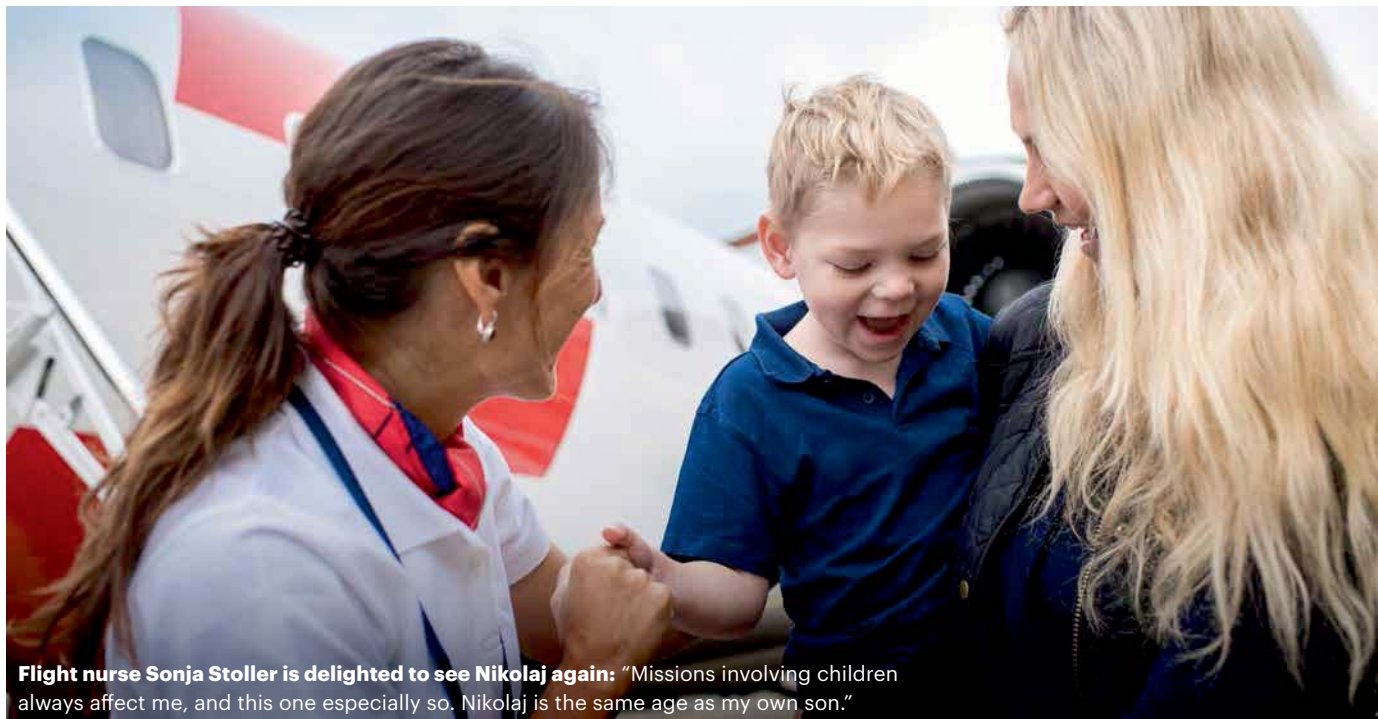
Smooth repatriation by ambulance jet

After the night spent in the intensive care unit of the hospital in Hamburg, Evelyn Nielsen calls Rega for the second time and explains her new circumstances. “It was so good to talk to someone who knew what had already happened and promised to do everything they could to get us home quickly and without fuss.” With Nikolaj heavily medicated and reasonably stable in the intensive care unit, the Rega Operations Centre in Zurich makes all the preparations for his repatriation in the ambulance jet. Rega paediatrician Dr André Keisker is in Dubai, but he quickly makes his way back to Zurich.

After the doctors in Hamburg give the all-clear, the Rega jet takes off from Zurich, just 24 hours after Evelyn Nielsen’s second call. Joining Dr André Keisker is intensive care flight nurse Sonja Stoller. A dog crate for Kalle is also on board. No problems arise on the flight back to Zurich. Nikolaj lies exhausted



Monitored by a specially trained seizure dog: Kalle warns that Nikolaj is about to have a seizure, intervenes and fetches help.



Flight nurse Sonja Stoller is delighted to see Nikolaj again: "Missions involving children always affect me, and this one especially so. Nikolaj is the same age as my own son."

in his mother's arms. Kalle is so quiet that he is allowed out of his crate shortly after take-off and goes to find his charge. Evelyn Nielsen cries when the jet touches down in Zurich: "At that moment, it felt like a weight had been lifted off my shoulders," she recalls. "I was overcome by the uncomplicated way the Rega medical consultant, flight coordinators and crew organised and handled our return flight. Sonja Stoller and Dr André Keisker were my guardian angels that day." The ambulance is already waiting in the Rega hangar at Zurich Airport and takes Nikolaj and Evelyn Nielsen to Zurich Children's Hospital after they have landed. For reasons of hygiene, Kalle is once again not permitted to accompany the little boy, but is collected from the airport by his dog sitter.

Nikolaj spends five weeks at the Children's Hospital before he is allowed to return home. In August, he starts attending a special needs nursery, a major step for the little boy and his family. Shortly afterwards, the Niensens also take Sonja Stoller up on her invitation to visit the Rega Centre. This mission has often been on the flight nurse's mind. "Missions involving children always affect me, and this one especially so," she says. "I have a son of the same age." During their visit, Evelyn Nielsen talks confidently of the future: "We will always live with the fear of his next attack, but we firmly believe that we can manage to lead a full life in spite of this diagnosis. That is what we fight for, day after day." She then leaves the Rega

Centre to go with Nikolaj and Kalle to feed their neighbour's cows. It is her son's favourite pastime, and today there is nothing to stop them: the outside temperature is 19 degrees and pleasantly cool for Nikolaj.

Adrian Schindler

► **You can read more about Nikolaj and the Nielsen family** in their online diary at www.mehralsfreunde.ch (in German).



A nose for epilepsy


Seizure dogs: Just as guide dogs make everyday life easier for blind people, seizure dogs help to improve the quality of life of epilepsy sufferers. The specially trained dogs can **sense when their charge is about to have a seizure** and warn them

accordingly. This gives the person the chance to take early action, such as taking medication or lying down to reduce the risk of

falling. How the dogs are able to predict a seizure is not yet fully understood. It is thought that they can **detect minute changes in the person's body language**, which are triggered by the increase in brain activity prior to a seizure. A seizure dog is also an important companion for people with epilepsy and **helps promote their social integration**.

In Switzerland, the association **EpiDogs for Kids**, provides the families of children suffering from epilepsy with support and assistance in finding and training seizure dogs (epidogsforkids.ch).



A man in a red jacket and ski gear is working on a cable car system on a snowy mountain peak. He is holding a metal pulley and a rope. The background shows a clear blue sky and distant mountain ranges.

“For us, Rega is an important backup”

26

In his 17 years as head of the piste and rescue services at Titlis Bergbahnen, Christoph Bissig has come to the aid of many an injured winter sports enthusiast. He sees Rega as the most important partner for saving lives, but also as a service for the patients.

Christoph Bissig, you have been responsible for safety on and next to the pistes of Mt. Titlis for many years. Is there one incident that stands out in your mind?

There is one amusing story, which happened some time ago. We received a message that a person had gone missing on the glacier. I immediately called out Rega and was subsequently picked up by the rescue helicopter. During the search flight, we suddenly saw a woollen hat flying up out of a crevasse in the glacier. In this way, the casualty succeeded in drawing attention

Christoph Bissig, 56

“Regular training courses promote mutual understanding at the accident site.”

to his whereabouts and was rescued with just a few minor injuries. I can also recall three life-or-death cases – thanks to one of our defibrillators and the Rega flight physician, we were able to save three people from dying of cardiac failure.

Is Rega also an important operation partner in non life threatening situations?

Yes, I also see Rega as a service for the patients: the doctor is quickly on location to alleviate the pain, and the transport by helicopter is swift and gentle. We can also take the casualties directly to a suitable hospital; that helps prevent any subsequent health problems. For us, Rega is mentally a form of backup: if we cannot deal with the situation ourselves, we know that the Rega crew will do everything they can to get an emergency physician to the accident site. That is very reassuring.

According to what criteria do you and your team decide whether a rescue helicopter is necessary?

We take various things into consideration – the medical aspects,

the weather, but also the question of what is commensurate with the need. On very busy days, I have to ask myself if I really want to commit one of Rega’s red helicopters to carrying out this mission. Good training is important in this respect, for it helps in the decision process.

What training does a piste rescuer undergo?

Anyone who handles one of our rescue sleds must have completed the “Patrouilleur A” training course run by the Verband Seilbahnen

Schweiz. For the better our people are trained, the easier it is to work with other rescue organisations, such as the police or the air-rescue

services. The medical part of the training is accompanied by Rega physicians. They are familiar with the kind of injuries that typically occur on the ski slopes and can optimally prepare our staff to deal with real-life situations. Regular training courses on how to behave when a rescue helicopter is involved are also very valuable. They promote mutual understanding at the accident site.

Has your work as a piste rescuer changed over the years?

I have noticed that people ski faster than before. Nowadays, the ski pistes always have to be perfectly groomed. And of course the equipment has changed radically: with modern carving skis, even inexperienced skiers can quickly get from A to B. We have also detected a change in freeriding. Without actively promoting itself as such, the Titlis has become a mecca for off-piste skiers and snowboarders. We know that on a good day, up to 30 percent

K **Accidents on and next to the Titlis pistes**

592,500 guests were transported by Titlis Bergbahnen in winter 2014/15.

30 injured winter sports enthusiasts were flown by Rega to hospital from the Titlis Engelberg ski region during this period.

of our winter sports guests venture beyond the marked pistes. While it is true that we are seeing a downward trend in the number of accidents, if something does happen here, it is very often with fatal consequences.

In what way do you think your guests could improve their behaviour on the ski slopes?

I would really like them to prepare themselves better for the ski resort in question. What are the specific characteristics of the pistes here? How difficult are the individual downhill runs? Many winter sports enthusiasts ski in places that are not suitable for their ability level. Good preparation is of key importance for off-piste skiing and snowboarding, too. Here, as in many other large ski areas, there are so-called Avalanche Training Centres, where you can learn how to use avalanche beacons. In addition, I would like to see every person on the ski slope complying with the 10 FIS Rules of Conduct. They are still valid today and are used as a basis in legal cases.

And if you, as the head of the ski pistes, could change something?

Then I would move away again from the perfectly groomed, fast pistes. I would much rather prefer the ski slopes to have a mogul or two.

Interview: Wanda Pfeifer

► **Read on page 30** what to do if you witness an accident on the ski piste.

Crushed by a tree

A young woman goes into the forest to cut wood and is struck by a tree. It is only thanks to her family's prudent reaction and a well-functioning chain of rescuers that she survives.



28

Le Bouveret (VS), 26.12.2014

On Boxing Day, the Roch family from Chablais go into the forest to stock up on wood. The first tree has hardly hit the ground before they all start stripping its branches. That is, all of them but one: the gigantic trunk that was uprooted as the tree was felled suddenly springs back, trapping the 32-year-old daughter beneath it.

A few stunned seconds, then the father and his three sons do exactly the right thing in this emergency situation: they stay calm and immediately begin to quickly but very carefully free the severely injured woman from the root system. The young woman is no longer breathing and has to be resuscitated.

A neighbour, alerted by the cries for help from the woods, calls the emergency services. From this point on, one link in the rescue chain interacts smoothly with the next. First responders from the area are called out. They belong to a network of volunteers, a particularly valuable

Daniel Enggist, paramedic

“The downwash from the rotors and the steep terrain complicate a mission in woodland.”

asset in less densely populated areas of Switzerland. They immediately perform life-saving procedures on the injured woman until the ambulance arrives. Her condition is so serious that Rega is additionally called to the scene.

The helicopter crew from the Lausanne base fly as close to the accident site as possible so that the

Rega physician can alight from the hovering aircraft and attend to the casualty. No easy undertaking: “The downwash from the rotors and the steep terrain further complicate a mission in woodland,” explains paramedic Daniel Enggist. Working as a team, the rescuers lift the woman onto a small all-terrain vehicle and take her to the clearing where the helicopter is waiting. After a quick hug from her mother, who has rushed to the scene from home, the casualty is flown to the cantonal hospital in Lausanne.

Today the patient is fit and well again – thanks to perfect cooperation between all those involved.

Agathe Seppey

Missing person recovered using the rescue hoist

Wassen (UR), 27.7.2015 At 9.00 pm, Rega was contacted by a hiker who had got lost on the Susten Pass. Then the connection broke down. The search for the 53-year-old woman using a Rega helicopter, a Swiss Air Force Superpuma and a team of mountain rescuers with tracker dogs proved successful. Suffering a few minor injuries, the woman was recovered next morning with a rescue hoist.

Patient with heat stroke

Fleurier (NE), 7.7.2015 This summer, the heat took its toll on many people: in the Val-de-Travers, a 78-year-old woman collapsed and was flown by Rega to the Inselspital suffering from hyperthermia.

Hunt comes to a premature end

Vorderthal (SZ), 4.9.2015 Scarcely had the horn been sounded when the hunt on the Spitzberg was already over for a 37-year-old huntsman. He slipped and injured his foot so badly that Rega had to airlift him out of the forest with the rescue hoist and fly him to hospital.



The Rega summer 2015 in figures

58

missions per day on average were organised by Rega's Operations Centre between June and August.



1,045

flying hours were clocked up by Rega's three ambulance jets repatriating patients from all over the world.

44%

of the 1,969 helicopter rescue missions performed this summer were alpine missions – at locations over 1,100 metres above sea level.





Rega kids

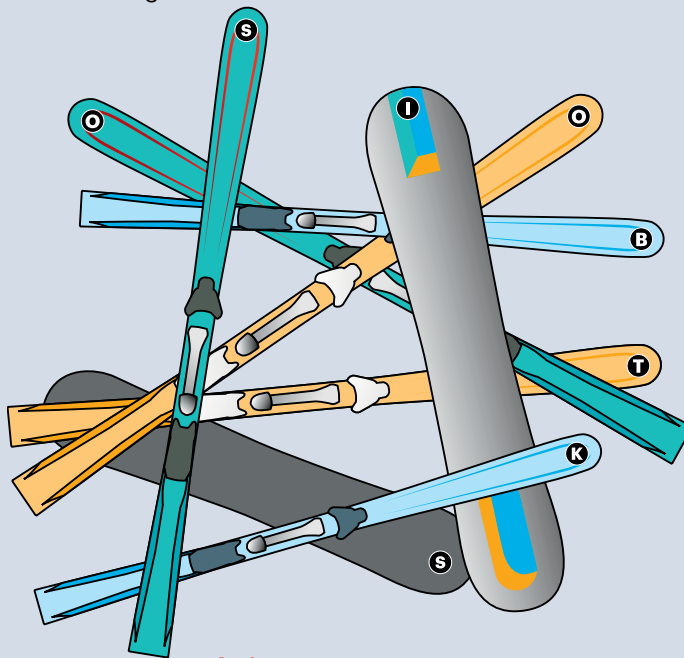
Mini sudoku Fill out the grid so that the numbers 1, 2, 3 and 4 appear only once in each row, column and four-cell block.

Here is an example:

3	4	1	2
1	2	3	4
4	3	2	1
2	1	4	3

	1		
			4
3			1
	2	4	

Competition Oh dear, the skis and snowboards are all mixed up. Write down the letters in the order in which you can pick them up without having to move one underneath.



Solution: _____

Follow the tracks When flying over the ski piste, the Rega crew wonder where the fastest, red skier started from? Do you know?



Write the answer on a postcard and send by 31 December 2015 at the very latest to:
 Swiss Air-Rescue Rega
 'Quiz' Patrons' Magazine 1414
 PO Box 1414
 CH-8058 Zurich Airport



Ten winners drawn from the correct answers will each receive a shoulder bag made from water-repellent canvas worth CHF 49. **Good luck!**

Solution from issue no. 84: The parts under C. **Each of the following has won a headlamp:**
 A. Gerber, Zurich | S. & G. Graf, Krattigen | S. Gueli, Ascona | J. Huber, Meiringen | C. Klinglen, Vaduz | M. Marchetti, Bellinzona | F. Pasquier, La Tour-de-Trême | L. Saudan, Charmey | A. Schürmann, Ballwil | M. Zwahlen, Sierre. **Congratulations!**

Knowledge

30

What can you do if you witness an accident on the ski slopes? Who should you call and what is the best way to help?

A beautiful winter's day. Blue skies, white slopes. It is still, the snow muffling every sound. A perfect day for skiing. Suddenly, the loud whirr of rotor blades breaks the silence. A Rega helicopter is bringing urgently needed medical assistance to a casualty of a winter sports accident. Most of you have probably witnessed a scene like this at some time on your skiing holidays. And, hand on heart, which of you have never expressed a concern – perhaps only very quietly – that nowadays rescue helicopters seem to be called out for just about every incident, no matter how small? Probably – and this is nothing to be ashamed of – most of us at some time or other. But is Rega really flying more often to deal with winter sports injuries? Who decides whether a

rescue helicopter is necessary? Who do I call if I witness an accident on the slopes, and what is the best way to provide first aid?

A Rega rescue helicopter is called out for one to two percent of accidents Lots of questions – but let us take them one at a time. Of the some 2.5 million Swiss people who ski or snowboard, each year on average 87,000 have an accident on the Swiss slopes, according to an analysis by the Swiss Council for Accident Prevention (bfu). Rega rescue helicopters were only needed in around one to two percent of cases.

Rega comes to the aid of injured winter sports enthusiasts between 1,300 and 1,700 times per year (see diagram on page 19). The figures

fluctuate from year to year depending on the weather and snow conditions. Good conditions draw many skiers and snowboarders to the mountains, which leads to a corresponding rise in accidents. But has there been a trend towards more winter sports accidents over the years? No, Rega's statistics indicate no increase in missions for winter sports casualties. Over the last 15 years, the ratio between the number of casualties transported on account of winter sports accidents and the total amount of primary missions has actually dropped slightly.

Intervention by Rega crews helps prevent complications later on But enough of figures and statistics. Let us now consider which casualties need Rega's help after they have had

an accident on the slopes. Skiers most often injure the lower extremities, so hips, legs or feet, followed by the upper extremities such as shoulders, arms or hands. Among snowboarders, injuries most often affect the upper extremities. The overriding majority are sprains, pulled muscles and torn tendons, or contusions and bruising, which still allow the injured person to return to the valley of their own accord or be taken to the bottom station by rescue sled and from there to a doctor or to hospital.

A Rega helicopter is used whenever there is a need for rapid and above all gentle transport to hospital – for example, where head or back injuries are involved. In these cases, the rescue helicopter is more likely to be despatched so as not to take any risks. Casualties with severe fractures or joint injuries causing them acute pain are also transported by helicopter wherever possible. Yet this is not first and foremost for the patient’s comfort. The priority is much rather to prevent serious complications and associated long-term effects by opting for a form of transport that is as gentle and fast as possible (see article on page 21).

Piste rescue team or Rega – the main thing is to alert the professionals
By rescue sled down into the valley or directly to hospital with Rega after a more serious accident: this decision is generally made by the piste rescue team at the ski resort. The piste patrollers are qualified to deal with medical emergencies, know the local area and have been trained in working with the Rega crews – so they are well aware of what the rescue helicopter can and cannot do.

While in principle anyone can alert Rega directly at any time, for most accidents on the slopes it makes

Rega tip

“Make a note of the number of the local piste rescue service. That way you will have it quickly to hand in an emergency.”

sense to first call the local piste rescue service for help. A direct call to Rega on its emergency number 1414 is always recommended if urgent assistance is required, for instance with avalanche accidents or where potentially life-threatening accidents or conditions (suspected heart attack or stroke) are concerned – in such cases, every minute counts. In other words, whom you call in an emergency is also a

question of judging the situation. But do not worry: there is no such thing as a “false alarm”. Whether you call the piste rescue service or Rega – either way, the professionals on call to help in an emergency are well able to assess the most suitable means of rescue that needs to be dispatched to the accident scene.

We wish you an accident-free winter sports season, plenty of sunshine, and great snow conditions.

Karin Hörhager

► **More tips on the subject, as well as the 10 FIS Rules of Conduct** for skiers and snowboarders, can be found on the website of the Swiss Commission for the Prevention of Accidents on Snowsport Runs: www.skus.ch.

K First aid for winter sports casualties

**Limb injuries/
Broken bones**



Possible symptoms:

- severe pain
- limited movement
- possibly visible misalignment
- swelling

What you can do:

- place casualty in a comfortable position
- cushion, keep warm
- if necessary, give painkillers

Important:

- never try to “put back” dislocated joints
- never try to reposition broken bones

Concussion



Possible symptoms:

- brief unconsciousness
- disorientation
- nausea and vomiting
- full or partial amnesia

What you can do:

- calm the casualty
- sit down next to them and keep them warm

What to avoid:

- do not give painkillers
- do not give anything to eat or drink

Back injury



Possible symptoms:

- pain in the area around the spine

► **In the event of injury to the spinal cord:**

- disturbances in sensation or signs of paralysis in the arms or legs
- difficulty in breathing
- involuntary emptying of the bladder or stool discharge

What you can do:

- stabilise the casualty’s position as much as possible (using jackets or blankets)

What to avoid:

- do not move the casualty
- do not give painkillers

«UND AUF EINMAL KRACHTTE EIN SKI- FAHRER IN MICH.»



Hören Sie die Rega-Geschichte
von Sven Löffel, 39.
[meinerrettung.ch/sven](https://www.meinerrettung.ch/sven)

Jetzt Gönner werden.



Rega Shop

Diverse fan articles, practical items and a variety of gift ideas

OUR HIGHLIGHTS

NEW

1 "Rega Backstage" illustrated book 45.—

Since it was founded in 1952, generations of employees have shaped Swiss Air-Rescue Rega, and with it, the success story of air rescue in Switzerland. Featuring 120 impressive pictures and various fascinating texts, this book documents how state-of-the-art medical services by air work and who the people are who are committed to serving the welfare of their patients day after day. The authors are also Rega employees: Karin Hörhager, Ariane Lendenmann, Wanda Pfeifer, Walter Stünzi. AS Verlag. Published in four languages: D/F/I/E. Format 30 x 24 cm, 128 pages.



NEW

2 Portable charger (battery) 49.—



This ultra-slim, pocket charger/power bank provides you with power while you are on the move, so that you can charge mobile devices such as smartphones and tablets with a USB port. Thanks to its dual USB port, two mobile devices can be charged simultaneously. The battery (li-ion polymer) has a capacity of 6500 mAh, enough to charge a smartphone approximately three times. Silver-coloured aluminium case.

- Capacity: 6500 mAh
- One micro-USB input
- Dual USB output
- Charge time: 4-5 hours
- LED lights indicate the battery status
- Dimensions: 124 x 58 x 9 mm
- Weight: 138 g
- Microfibre carrying pouch

► **Extras:** includes a charging cable for iPhone 4 (30-pin) and iPhone 5/6, as well as a micro-USB cable to charge the power station.

3 Beanie 39.—

Fine-knit beanie by Mammut in a Rega design. Black & grey.

- Material: 50% wool, 50% acrylic
- Insert: Gore® Windstopper, wind-proof and breathable
- One size, unisex
- Washable at 30° C



CLASSIC



4 "Traveller" multitool by Victorinox 112.—

Pocket knife, thermometer, altimeter and barometer all in one.

► **Free extra:** high-quality leather case.



7 Headlamp 49.—

Robust, all-weather Rega headlamp from Mammut with LEDs. Choice of three brightness levels, as well as Alpine emergency signal. Adjustable headband. With a 100% water-tight pouch (also keeps out dust and sand).

- Four LEDs
- Light output 60 lumens
- Beam range max. 30 m
- Run time 80 hours in reading mode
- Run time 40 hours in working mode
- Run time 20 hours in hiking mode
- 3 AAA batteries included
- Weight 72 g (including batteries)



8 Radio-controlled wall clock 59.—

Wall clock with a nostalgic design featuring a cockpit altimeter. Radio-controlled signal from the long-wave radio time signal station near Frankfurt am Main.

- Plastic housing Ø 24.5 cm, 4 cm thick
- Flat standard glass
- Dial in altimeter design
- White hour and minute hands, red second hand
- Dust protected
- For indoor use only
- Weighs approx. 800 g
- Includes 1.5 volt AA battery

34



5 DVD "Rega close up" 15.—

Swift medical assistance by air: what characterises Rega's rescuers and their day-to-day work? The 68-minute DVD documentation portrays scenes from everyday life at Rega. Available in D/F/I/E.

BESTSELLER



6 Sports towel 29.—

Soft, light and functional microfibre towel for all sports enthusiasts and travellers. This Absorbs water like a sponge yet dries quickly after wringing out. Comes with a handy, air permeable carrying bag. Folds up small.

- Dimensions: 60 × 120 cm, folded 18 × 21 cm
- Weight: 155 g
- Material: 85 % polyester, 15 % nylon
- Colour: grey
- Washable at 50°C (wash separately – colour may run)

NEW



9 Rega wall calendar 22.—

Rega employees have captured rare, out-of-the-ordinary scenes with a camera. Twelve spectacular photographs accompany you throughout the year, month by month. Format 48 × 33 cm. Picture captions in D/F/I/E.



10 Pocket hiking umbrella 49.—

Thanks to its high-quality, state-of-the-art materials, this handy, lightweight hiking umbrella is stable, robust and durable even in adverse weather conditions.

- Reliable automatic open/close frame
- Material fabric: Teflon-coated polyester with double stitched seams
- Material frame: metal shaft, ribs made from fibreglass
- Colour: red, with safety reflectors on the outer corners
- Weight: 350 g
- Size: diameter 98 cm (closed 29 cm)



11 Sports sunglasses with high-quality lenses 149.—

The TN deluxe skiny sports sunglasses feature photochromic, polarised lenses that automatically adjust to changing light conditions. Unbreakable Class 1 lenses. 100% UV protection up to 400 nm. CE certified. Come in a protective case with a microfibre pouch. Black. Further technical information: www.TNsunglasses.ch

► **Special:** TN sunglasses Rega Edition.



12 Remote-control model helicopter – Eurocopter EC 145 69.—

Easy to fly: remote-control Eurocopter EC 145 model helicopter in the Rega look, scale 1:72. Fuselage made of plastic. The coaxial rotor system with electronic gyro guarantees precise and stable flying indoors, as well as outdoors when there is no wind. Integrated 3.7V LiPo battery/50 mAh. 3 frequencies, 2.4 GHz.

- **Extras:** LED searchlight with on/off switch.
- **Information:** This is not a toy; suitable for users aged 14 years and over.



13 AgustaWestland Da Vinci 29.—

Rega's da Vinci rescue helicopter is specially designed to perform rescues in the mountains. Collector's item (not suitable as a toy). Scale 1:43, 27 cm, metal.



15 Digital luggage scale 29.—

The digital display on this luggage scale shows how heavy your luggage is before you check in for your flight (max. weight 50 kg). Made from robust plastic with a fabric strap. Dimensions: approx. 16 x 10 cm.



14 Challenger CL-604 29.—

The twin-engine ambulance jet in a scale of 1:95, 22 cm, plastic. Collector's item (not suitable as a toy).



16 Eurocopter EC 145 29.—

Rega operates the EC 145 rescue helicopter at its lowland bases. Collector's item (not suitable as a toy). Scale 1:45, 22 cm, metal.

BESTSELLER



17 Outdoor first aid kit 89.—

The most important first aid items for outdoor use, compiled by Rega doctors. This set contains top-quality material (from IVF Hartmann) and is characterised by its innovative moist wound dressings. The case can be expanded by means of an extra zip, making room for additional products.

Contents

- Face shield (for protected mouth-to-mouth resuscitation)
- Tick removal card
- Sterillium hand disinfection wipes
- Antiseptic wipes for cleaning wounds
- Tear-resistant Nitril disposable gloves
- Waterproof spray plaster 21.5 ml
- Pouch containing adhesive plasters
- Graze and burn plasters
- Blister plasters
- Sterile compresses
- Coolfix cooling bandage 6 cm x 4 m
- Self-adhesive bandage 6 cm x 3 m
- Gauze finger bandage 4 x 50 cm
- Set of wound closure strips 6 mm x 76 mm
- Set with scissors, tweezers and safety pin
- Roll of adhesive plaster to secure bandages 2.5 cm x 5 m
- Foil emergency blanket
- Storage container for medicaments
- First aid checklist
- External dimensions: 20 x 13 x 6 cm (L x H x W)
- Weight: 595 g

Online Shop

Place your orders in comfort and around the clock online via the Rega Shop.

www.shop.rega.ch

Orders by telephone or fax

We would also be pleased to accept your orders direct via the following Rega Shop numbers.

Telephone orders **0848 514 514**

Fax orders **0848 514 510**

Terms and Conditions

- Articles are available as long as stocks last.
- Articles can be returned within 7 days.
- A charge of CHF 8.80 is made per order to cover postage and packaging costs within Switzerland.
- Delivery abroad (Europe): against advance payment only. A charge of EUR 30.- (CHF 30.-) will be made per order to cover postage and packaging costs. Any import charges (VAT, customs duty, etc.) are levied in accordance with the regulations of the destination country and are payable by the recipient.

The articles sold in the Rega Shop are of high quality and have been specially selected for our patrons. By purchasing an item, you are helping Rega to transport emergency medical assistance by air to people in distress 365 days a year.

You can order Rega Shop articles through our online shop at www.shop.rega.ch or by completing the order form and sending it in a stamped envelope to: Rega Shop, Postfach, CH-3076 Worb.

Sender (please complete in block letters)

Ms Mr

Family name _____

First name _____

Street/No. _____

Area code/Town _____

Tel. _____

Patron no. _____

Signature _____

Thank you for your order.



For the youngest Rega fans



18

18 Wooden Rega helicopter and jet 15.— each

Destination nursery: the helicopter and jet in red & white Rega colours are made from maple wood and guarantee budding young pilots hours of fun. There is plenty to discover, feel and grasp: rounded contours, a movable propeller, rolling wheels. Recommended for children aged 10 months and over. Manufactured by Hape Toys, complies with European toy standards. Dimensions: 12.7×8.8×6.5 cm (L×H×W).



19

CLASSIC

19 Rega Memo 39.—

A popular game that appeals to both young and old thanks to its colourful, detailed illustrations. 80 art cards with 40 different Rega motives, lovingly designed by Mo Richner. Who will find the most picture pairs?



20

20 Kindergarten bag with jet or helicopter 29.—

These kindergarten bags with a printed Rega helicopter or Rega jet motif have room for a healthy morning snack and a small drinking bottle. Robust, reflective metal fastener, adjustable strap. 2-year guarantee (Funke brand).



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For Globi articles, such as the jigsaw puzzle, colouring book, book and CD, please see the order form or visit our Webshop.

Order Form

rega

No.	Article	Price (CHF)	Amount	Ref.
1	"Rega Backstage" illustrated book	45.—	_____	10017
2	Portable charger (battery)	49.—	_____	90066
3	Beanie	39.—	_____	30041
4	"Traveller" multitool by Victorinox	112.—	_____	90002
5	DVD "Rega close up", English	15.—	_____	20018
6	Sports towel	29.—	_____	30039
7	Headlamp	49.—	_____	90062
8	Radio-controlled wall clock	59.—	_____	60005
9	Rega wall calendar 2016	22.—	_____	90001
10	Pocket hiking umbrella	49.—	_____	90065
11	Sports sunglasses	149.—	_____	90038
12	Remote-control model helicopter	69.—	_____	50016
13	AgustaWestland Da Vinci	29.—	_____	50006
14	Challenger CL-604	29.—	_____	50003
15	Digital luggage scale	29.—	_____	90039
16	Eurocopter EC 145	29.—	_____	50002
17	Outdoor first aid kit	89.—	_____	90040

No.	Article	Price (CHF)	Amount	Ref.
18	Wooden Rega helicopter	15.—	_____	40028
	Wooden Rega jet	15.—	_____	40029
19	Rega Memo	39.—	_____	40013
20	Kindergarten bag, helicopter	29.—	_____	40030
	Kindergarten bag, jet	29.—	_____	40031
21	Globi colouring book	4.—	_____	40001
22	Globi jigsaw puzzle	29.—	_____	40021
23	Globi book, German	20.—	_____	40002
24	Globi CD, Swiss-German	17.—	_____	40004

Outdoor, see Webshop www.shop-rega.ch

Daypack	79.—	_____	90045
Uvex bicycle helmet S (52–57 cm)	119.—	_____	70011

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A patronage card for everyone

Rega is treading new paths with its patronage administration: thanks to the installation of new software, everyone included in a patronage will now receive their own patronage card.

The sign of your solidarity:



Check your personal details

Until now, the name on the Rega patronage card was that of the person who paid the patronage contribution. The modernisation of our patronage data management system has now made it possible to offer a more personal service to our patrons and to address each individual direct (see article on page 16). However, in order to do this, we need your help. When you receive the annual invoice for 2016, which is due for dispatch as from January, please check that the names, address and dates of birth are correct and given in full, and inform us of any necessary amendments. If these result in a change in the patronage contribution amount, please wait until you have received the revised documents before making your payment.

Emergency numbers

Emergency number, Switzerland **1414**
 Emergency number, abroad **+41 333 333 333**

Patronage Centre

Matters concerning patronage
 Tel. Switzerland **0844 834 844**
 Tel. international **+41 44 654 32 22**
 Monday–Friday
 8.30–12.00 noon, 1.00–4.30 pm

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Tel. Switzerland **0848 514 514**
 Website **www.shop.rega.ch**

General information

Switchboard **+41 44 654 33 11**
 Website **www.info.rega.ch**