

Horizons Small contribution, big impact Thanks to its patrons' contributions, Rega can do much to help the Swiss population. Far more than people might think. **18**

Encounters Night of emergencies When several people suffer heart attacks on the same night, the crew from our Berne base are constantly in action. **22**



Family flight after a head-on collision

The Hoffmanns' world is turned upside down after a road accident in England: the two children take care of their severely injured parents - and can count on Rega's help. **8**



The fascination of hovering: What looks easy actually demands from the Rega crew a high degree of dexterity and training – such as, for example, during a hoist exercise over Lake Urnen.

“Many small amounts make it possible.”

Karin Hörhager
Editor-in-Chief



Dear Readers

Did you watch the DOK series about Rega on TV? And were gratified to know that as a Rega patron you played a part in making all that possible? Have you learned something about Rega that you did not know before? If so, you are like many other people I spoke with after all five episodes had been broadcast.

Indeed, there is more to Rega than people generally think – it is more multifaceted and more versatile. With Rega missions, there is no such thing as “a normal day at the office”. Rega’s radio network, its on-site maintenance works, its round-the-clock availability, and the ongoing training of its staff and operation partners are just some examples illustrating the complex workings behind each and every mission.

All of this is only possible thanks to you, our patrons. Since 1992, an Individual patronage has cost 30 Swiss francs – the equivalent of lunch in a restaurant or a couple of cinema tickets. More than 3.2 million patrons – over one-third of the Swiss population – provide Rega with financial support. Many small amounts that together enable us to help people in need. I would like to take this opportunity to thank you for your support and your loyalty to Rega.

To give you an idea of what you have made possible with your patronage contributions and why it is impossible to imagine Switzerland without Rega, in this issue we are featuring the different areas of activity in which Rega is involved but which are not immediately obvious. You can also read about how the Hoffmann family were flown home safely in a Rega jet, and discover what a day in the life of a jet dispatcher is like.

I wish you an entertaining and interesting read, and an enjoyable and peaceful Advent season.

A handwritten signature in black ink, appearing to be 'KH' with a long horizontal stroke extending to the right.



22
Missions at night are particularly demanding for the crews



8
The Hoffmann family's journey home with Rega



13
Pathfinder for the Rega jet pilots



18
What your patronage contribution enables us to do

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6 Take off into the world of Rega.

Horizons

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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.

Encounters

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Take off

In brief

6

High-tech search system for the Rega helicopter

Rega is further expanding its core competency and now has a thermal imaging camera system for use when searching for missing or injured persons. Before embarking on a search mission, the helicopter cabin is equipped with a highly sensitive thermal imaging camera and a computer console that is controlled by a specially trained operator. This new high-tech system, which will go into operation in January 2017, detects minimal differences in temperature and can thus be used to efficiently search large areas from the air – day and night (see article on page 21).



Over half a million viewers: “Rega 1414 – Hilfe naht”

Whether in action with the Rega 10 helicopter crew or accompanying a Rega jet to destinations all over the world – in the course of five episodes, the SRF DOK TV series provided unadulterated insights into everyday life at Rega. The general public honoured this true-to-life representation accordingly: on average, over half a million people followed the events on their TV screens. We are delighted at the interest and the many positive comments that we have received. The programmes were filmed between May and July 2016, and broadcast in September.

► Order the DVD at www.srf.ch/shop or watch the series online on www.srf.ch/rega.

Rega accompanies you through the year

Next year you can once again be inspired by the atmospheric pictures and snapshots of everyday life at Rega. All the photographs in the Rega Calendar 2017 were taken by Rega employees. Order your calendar now!



► Orders via the Rega Shop, from page 33.

Working out during the holiday months

In summer, not only are the helicopter crews frequently in operation, but the Operations Centre also receives more requests for help than usual from abroad. Every day, up to two dozen people ask the Rega medical consultants for medical advice. Between June and September 2016, over 500 seriously ill or injured travellers had to be flown home in a Rega ambulance jet or on board a scheduled airline – the vast majority of them from Italy, Spain or France.



Rega's first Challenger 650 starts to take shape

The first of Rega's three new Challenger 650 ambulance jets is currently under construction at the production site of Canadian aircraft manufacturer Bombardier. In December 2016, the ambulance jet will be transferred to Toronto as a "green aircraft": equipped with a fully functional cockpit and flyable, but without the cabin interior or livery – and therefore in the characteristic green colour. Subsequently, the medical equipment will be installed by two specialised partners according to specifications. Rega is scheduled to take delivery of the first jet in March 2018.



Watch manufacturer Oris dedicates a limited edition to Rega

The Swiss watch brand, Oris, is designing for Rega a special edition watch with a mechanical automatic movement and – a world first – a mechanical altimeter. The model will be limited to exactly 1414 pieces. The Oris Altimeter Rega Limited Edition embodies Swiss quality, functionality, precision and reliability. The timepiece will be sold exclusively at specialist retailers from March 2017 at a price of CHF 3,950.

Reserve the edition number of your choice with a watch dealer or directly with Oris now.

► Further information at www.oris.ch/rega.

7



New helicopter for trainees

At the end of the year, Rega will commence operations with a new helicopter of the type, Airbus Helicopters H125. The latest member of the Rega fleet is to be used for training purposes. In particular, up-and-coming Rega pilots will be trained in performing mountain and external load flights. For example, the H125 is equipped with a digital cockpit closely resembling that of the Da Vinci mountain helicopter, which will prepare the pilots for flying this helicopter type in the future.

The numbers in this issue:

2,096

patients suffering from acute cardiovascular problems had to be flown by helicopter to hospital last year.

12

helicopter bases distributed all over the country enable Rega to reach every location in Switzerland within minutes and provide seriously ill or injured persons with professional medical assistance by air.

6,800,000

Swiss francs is the total amount that Rega received last year in donations, legacies and bequests.

New opportunity to chat about Rega

Have you already seen our large, new exhibition booth? Visit us at one of the next major public fairs in Switzerland, such as Espo Ticino, Muba, Bea, Luga, Comptoir Suisse, Züspa or Olma. We invite you to quench your thirst at our syrup bar, find out more about us in the Rega Cinema, or buy a souvenir in the shop. And if you take part in our quiz, with a little luck you may even win a flight in the helicopter simulator or a private tour of one of our bases.



Family reunion on board the Rega jet

An accident abroad is the worst nightmare of any motorist. Especially when the entire family is involved. Rega helps people in distress – like the Hoffmann family, whose tour of Cornwall came to an abrupt end.

8





825

patients were flown home by Rega ambulance jet last year, 85 of them as a result of a road accident.

“Are you still thirsty, Mummy?,” Sven Hoffmann asks, carefully holding the straw to his mother’s mouth so that she can take a drink from the beaker. The seven-year-old leans against the stretcher his mother is lying on in the Rega jet. She is injured. A drip is hanging from the ceiling of the aircraft; at the head end of the stretcher, a monitor is recording her vital data. Lisa, Sven’s nine-year-old sister, is standing with her back to him and talking quietly to their father, who is strapped onto the stretcher on the other side, likewise injured. An announcement comes from the co-pilot in the cockpit: “We’ll be landing in Zurich in a few minutes.”

Just a few days earlier, things could not have been more different. The Hoffmanns are travelling along happily in their hire car. The sun is shining on this Sunday in July, the temperatures for Cornwall in the south of England are unusually high. The family of four have already stopped off at two beaches on the way so that Sven and Lisa can play in the waves. Now the two children are dozing on the back seat of the car. Dad Marco is driving, while beside him in the passenger seat Mum Sara is planning the next stops on their tour of the peninsula. They want to visit a cousin who lives near ... At that moment, there is a huge crash. The airbags are activated, everything goes black.

Separated by the accident

Smoke streaming from under the car bonnet, an alarm tone piercing the air – Sara Hoffmann can only vaguely take in what is going on around her. In the driver’s seat, Marco is motionless. Her passenger door opens. Someone

has already helped the children out of the car. Sara also tries to get out, but her right foot gives way. The pain is severe. Passers-by take hold of the 41-year-old and carry her outside and away from the smoking vehicle. What about Marco? The people helping are afraid to move him; he clearly has severe injuries to his right foot. The ambulance should arrive any minute. The passers-by who have rushed to help them cover Sara Hoffmann and the children with blankets and place a sweater under her head as a pillow. At some point the rescue services arrive. Emergency medical teams, police, fire service, all are present. Then a helicopter sets down nearby, only to lift off again a short time later with Marco Hoffmann on board. The other members of the family follow in a second helicopter. “At the time, I had no idea that it would be another four days before I saw my husband again,” Sara Hoffmann recalls.



10

K Operations Centre: in the service of our patients 24/7



During a repatriation mission, the patient is in **telephone contact with the Rega Operations Centre** from the moment the alarm is raised to when they are flown back to Switzerland. It can happen that they deal with various flight coordinators and

medical consultants – depending on how many hours or days it takes before their medical condition is stable enough for them to be transported. This is because the Operation Centre staff work in shifts in order to provide a **24-hour standby**

service for their patients. All **telephone calls, information and decisions** are meticulously documented so that the colleagues on the next shift can take over seamlessly. This avoids the patient being subjected to any delays.



Reunion in the air: the Hoffmann family are together again for the first time since the accident.



An upside-down world: Sven Hoffmann takes care of his mother Sara, who after an emergency operation was not fit to fly for several days.

The Cornwall Air Ambulance helicopters fly the Hoffmanns by the fastest possible route to hospital in Truro, Cornwall’s capital city, where all four are examined separately. It is only here that they find out what happened. A car travelling in the opposite direction had crossed into their lane and collided head-on with their car. It all went so fast that none of the family can remember the accident taking place. It is a miracle that – with the exception of a broken collarbone in Lisa’s case and various superficial wounds – the children escaped uninjured. Both parents have a fractured ankle and various other broken bones. Sara Hoffmann additionally requires constant observation because of fluid in her abdomen and is admitted to the intensive care unit.

Repatriation is delayed

The morning after the accident, from her hospital bed in Truro, Sara Hoffmann begins to organise the family’s return to Switzerland. She has pains in her leg, shoulder and stomach, despite the medication. Feeling a little dazed under the effects of the strong painkillers, she calls her relatives in Cornwall and Switzerland from her mobile phone and notifies her health insurance provider. Her next call is to Rega. In the Operations Centre at Zurich Airport, the Rega flight coordinator listens carefully to the shaken Rega patron’s account, logs the details

and reassures her. She tells Sara Hoffmann that a doctor will contact her to get a better picture of the situation.

During the phone call that follows, one thing quickly becomes clear to the Rega medical consultant on duty: the Hoffmanns must return to Switzerland. This is indicated by both the recovery time and their family situation.

Marco Hoffmann, 43

“Everyone at Rega’s Operations Centre was familiar with our exact circumstances.”

Because of the injuries and number of patients involved, the only viable means of transport is one of Rega’s three ambulance jets. However, the parents’ injuries prevent them from being transported for the time being. The doctor decides to wait for two days and reassess the situation on the coming Wednesday.

“It was just good to know that somebody in Switzerland was taking care of getting us back home,” Sara Hoffmann later reports. She immediately lets her husband know – via mobile phone, as he is on a different ward. Sven and Lisa are already allowed to visit their mother in the intensive care unit. The children are well and taking the unusual situation in their stride. “We’ll all be flying home soon,” their mother promises them. But for the second time in quick succession, the Hoffmanns’ plans are thwarted. ▶

The Rega medical consultant continually monitors whether Sara and Marco Hoffmann are fit to be transported.



Handover: the Rega flight physician and intensive care flight nurse prepare the patient for her forthcoming repatriation.

On Monday evening, one day after the accident, the pain in Sara Hoffmann’s abdomen worsens. That same night she has to undergo emergency surgery on account of her internal injuries.

“Unfortunately, my wife Sara still cannot be moved,” Marco Hoffmann explains to the Rega Operations Centre the following day. After his wife’s emergency operation, he takes charge of the telephone coordination. Discussions between Rega’s medical consultants and the hospital doctor in Truro also conclude that Sara Hoffmann is not yet fit to fly. In the meantime, the children have been discharged and are staying with the cousin they had originally planned to visit. It is not until Thursday that Marco’s wife is stable enough for him to visit her. It is the first time they have seen each other since the accident. Up to now, the couple have learned about each other’s condition among other things through the phone calls with Rega. “I talked to various people at the Rega Operations Centre as the situation was being clarified,” explains Marco Hoffmann, “but I never once had to repeat anything. Each one of them was familiar with our exact circumstances.”

Reunited and on their way home

On Saturday, almost a week after the accident, it is time to go home: at 7.00am the Rega jet leaves the hangar at Zurich Airport and takes off on its journey to Cornwall. In Truro, meanwhile, preparations are underway to hand over the patients. The hospital staff are not entirely convinced that the Swiss patients will really be

discharged. “The nurses were very sceptical,” says Marco Hoffmann. “There were no flights to Switzerland from Truro Airport, they said, and with our injuries it would be impossible for us to change planes in London.” However, as soon as the Rega flight physician and intensive care flight nurse arrive at the hospital and begin the handover procedure with the doctors, it becomes clear to the nursing staff that the repatriation is taking place by means of a Rega ambulance jet.

Sara and Marco Hoffmann are taken to the airport in separate ambulances, while the cousin drives the children. The Rega crew expertly transfer the patients into the waiting ambulance jet and secure them on their stretchers. This is the first time the family have been together since the accident. The flight physician and intensive care flight nurse make sure that the patients have everything they need during the flight. Meanwhile, Sven misses no opportunity to look over the pilots’ shoulders. After arriving at the Rega Centre at Zurich Airport, they are taken for further treatment to the Cantonal Hospital in Aarau. “We wanted to be transferred to a hospital close to home because the children were going to be staying with their grandparents,” explains Sara Hoffmann. And her husband adds: “Rega’s assistance was first-rate. But we still have some unfinished business in Cornwall. One day we’ll be back to end our tour properly.”

Harald Schreiber



Emergency

abroad: In this short video, you can find out how we can help:

www.repat.rega.ch



24h Rega

Kathrin Zuberbühler, 59, dispatcher at the Jet Operations Centre

Kathrin Zuberbühler is often several steps ahead of Rega's jet pilots: as dispatcher, she calculates the flight route, checks the wind and weather, obtains the permits and prepares all the documents for the flight. However, she herself always stays on terra firma.

For Kathrin Zuberbühler, 40 years of pursuing a career – eight of them at Rega – are no reason for her to sit back and relax. At the beginning of 2016, she took on a new challenge within Rega and left her job as a jet mission coordinator to train as a dispatcher. Rega's seven dispatchers work in shifts and are largely left to their own devices. "An enormous challenge," she says. "It's not something that I decided just like that. This area of work has appealed to me for some time."

At Rega, the work as dispatcher is particularly demanding – in many respects. To enable the jet pilots to spend as much of their statutory limited flight duty time in the air, the dispatcher takes over extensive areas of the flight preparation on their behalf. The Rega jets fly to around 400 airports worldwide every year. Also, the flight plans are often very complex and sometimes rearranged daily, even hourly. "No day is the same," says Kathrin Zuberbühler. "I never know what's awaiting me."

Her work unites all of her particular interests: "I am involved in the world of aviation, enjoy the contact with other people, and can use my



knowledge of languages," she relates. The medical aspects of Rega are also important to her: "Originally I wanted to be a 'baby nurse'," she recalls. However, after graduating from business college, she spent some time as an au pair in Barcelona, Montreux and finally London, where quite by coincidence she gained a foothold in the air travel industry. Soon afterwards she started a family. "For 12 years I was a full-time housewife and mother – and enjoyed watching my children growing up."

In the mid-1990s, Kathrin returned to the aviation industry and worked

part-time for a business aviation firm at Zurich Airport. Here she carried out all kinds of tasks, from selling tickets to working as a flight attendant. "I love flying and everything that goes with it," she explains. She also performed the duties of a dispatcher for the first time, and even passed the theory part of the private pilot's licence. However, she never got as far as actually flying an aeroplane. "Unfortunately, that wasn't possible. But now whenever I prepare a flight for the pilots, it's a bit like I'm flying the aircraft myself."

Soon Kathrin Zuberbühler will be facing another challenge – one that she is very much looking forward to: at the end of 2016, she will become a grandmother for the first time.

Ariane Lendenmann



The **dispatcher** carries out clarifications for Rega's jet pilots relating to the airports, flight routes and weather, overflight permits and fuel consumption.

Read more on page 14 ►

“Whenever I prepare a new flight, it’s a bit like I’m flying the aircraft myself.”



06:35

▲ Determining the destination: in the north-east of the USA, a patient urgently needs to be flown by ambulance jet to Lugano. Kathrin Zuberbühler finds out which airport is situated closest to his hospital and whether Rega’s Challenger CL-604 ambulance jet can land there.

◀ Wind and weather: as dispatcher, she checks all the weather codes and prepares the wind map. The specifications relating to the take-off and landing distance of the jet, the optimal flight route and the amount of fuel needed can change according to the weather.

14



08:05

► Consultation with the mission coordinator: in Brindisi, Italy, another patient is waiting to be repatriated in a Rega jet. Parallel to the flight across the Atlantic, Kathrin Zuberbühler has to prepare this mission, too.



08:20



09:10

◀ Calculating the flight route: a special flight planning software helps Kathrin Zuberbühler to determine the route and keep the flying time as short as possible. Before she obtains all the necessary overflight permits, she checks the route on the navigation map.

▶ Handing over the flight documentation to the crew: thanks to her preliminary work, the dispatcher ensures that Rega's jet pilots only spend a little of their statutory limited flight duty time preparing for the forthcoming flight – and thus can spend longer in the air to the benefit of the patient.



10:30

▶ Monitoring the flight: between calculations and clarifications, the dispatcher constantly keeps a watchful eye on the three Rega ambulance jets to make sure everything is going according to plan.



14:50



15:20

◀ End of the shift: Kathrin Zuberbühler likes to go home by bike and also keeps in shape at the fitness centre. The evenings are spent with her family – or curled up with a good book.

Standing by around the clock – throughout Switzerland

16

Rega's helicopter bases

Rega aims to reach any location in its operational area within 15 minutes' flying time. Twelve Rega helicopter bases distributed throughout the country make this possible. They are located in Dübendorf, Basel, Berne, Lausanne, Untervaz, Locarno, St. Gallen, Erstfeld, Samedan, Wilderswil, Mollis and Zweisimmen. In addition, there is a partner base in Geneva.

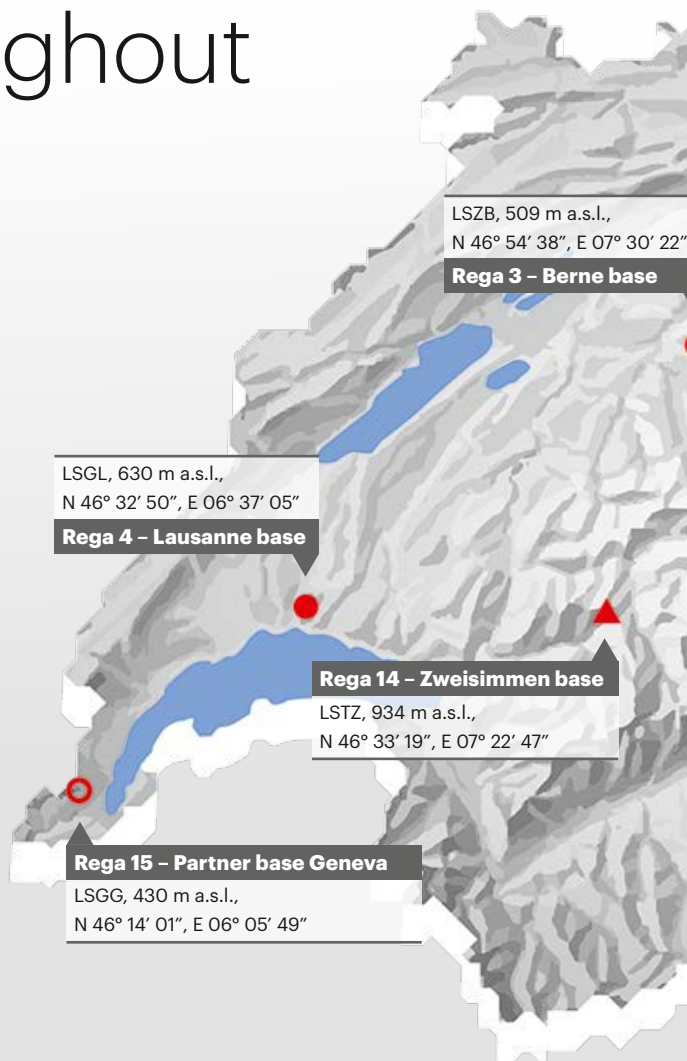
At each of the helicopter bases, a Rega crew comprising a pilot, paramedic and emergency flight physician are standing by at all times, ready to bring emergency assistance by air to people in distress as swiftly as possible.

The Rega Centre

Rega's headquarters is located at Zurich Airport, with direct access to the take-off and landing runways. While the three ambulance jets take off from here to destinations all over the globe, the rescue helicopters only come to the Rega Centre for major maintenance work or servicing. In addition to the hangar and the maintenance works for the Rega fleet, the Rega Centre is home to the Operations Centre, the administrative offices and the large, central materials store.

Operations Centre

The Operations Centre at the Rega Centre organises over 15,000 missions every year. It can be contacted around the clock – in Switzerland via emergency number **1414**, and from abroad by calling **+41 333 333 333**.



LSZB, 509 m a.s.l.,
N 46° 54' 38", E 07° 30' 22"
Rega 3 – Berne base

LSGL, 630 m a.s.l.,
N 46° 32' 50", E 06° 37' 05"
Rega 4 – Lausanne base

Rega 14 – Zweisimmen base
LSTZ, 934 m a.s.l.,
N 46° 33' 19", E 07° 22' 47"

Rega 15 – Partner base Geneva
LSGG, 430 m a.s.l.,
N 46° 14' 01", E 06° 05' 49"



The Rega fleet

Helicopters, lowland bases



Airbus Helicopters EC 145 (formerly Eurocopter)

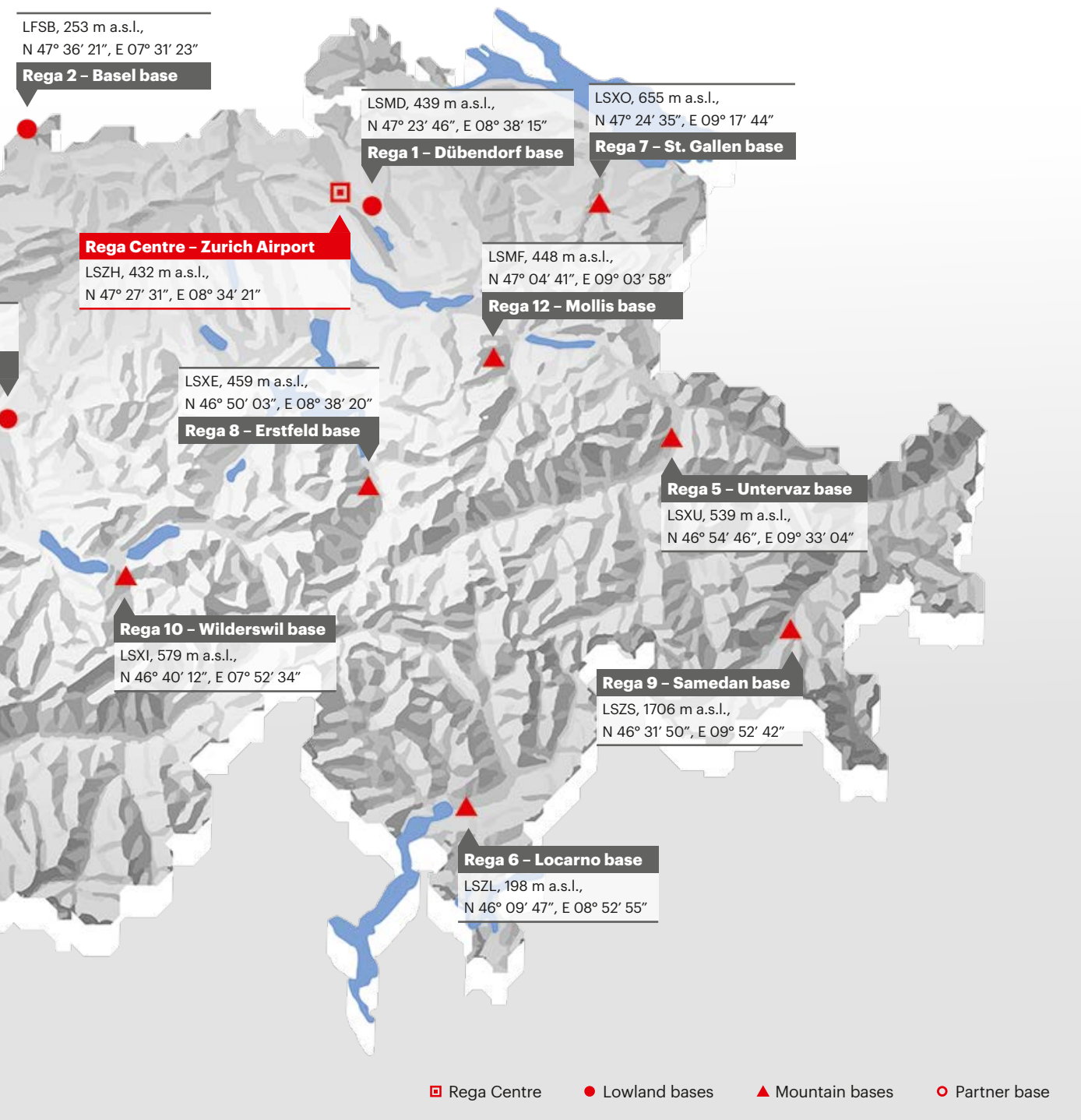
| | |
|----------------------------|---------------------------|
| Number of helicopters: | 6 |
| Patient capacity: | 1 lying, 1 sitting |
| Rotor diameter: | 11 m |
| Length: | 13.03 m |
| Height: | 3.95 m |
| 2 engines, take-off power: | Arriel 1E2, 2 × 720 HP |
| Maximum flying speed: | 220 km/h |
| Rescue hoist: | 90 m cable length, 270 kg |

Helicopters, mountain bases



AgustaWestland Da Vinci

| | |
|----------------------------|-----------------------------|
| Number of helicopters: | 11 |
| Patient capacity: | 1 lying, 1 sitting |
| Rotor diameter: | 10.83 m |
| Length: | 12.96 m |
| Height: | 3.40 m |
| 2 engines, take-off power: | Pratt & Whitney, 2 × 778 HP |
| Maximum flying speed: | 235 km/h |
| Rescue hoist: | 90 m cable length, 270 kg |



Helicopter, flight school



Airbus Helicopters H125

| | |
|---------------------------|-----------------------------|
| Number of helicopters: | 1 |
| Rotor diameter: | 10.69 m |
| Length: | 12.94 m |
| Height: | 3.34 m |
| 1 engine, take-off power: | Turbomeca Arriel 2D, 860 HP |
| Maximum flying speed: | 220 km/h |

Ambulance jets



Challenger CL-604

| | |
|--------------------------|-----------|
| Number of aircraft: | 3 |
| Patient capacity: | 4 lying |
| Wing span: | 19.61 m |
| Length: | 20.86 m |
| Height: | 6.40 m |
| Maximum take-off weight: | 21,863 kg |
| Maximum flying speed: | 850 km/h |
| Maximum range: | 6,500 km |

Small contribution with a big impact



As a Rega patron, you know that Rega brings professional emergency assistance by air to people in distress. To you, too, if some day you need it. Around the clock, in Switzerland and worldwide. This is possible thanks to your financial support. But perhaps you do not know that with your annual patronage contribution, you – along with 3.2 million other patrons – do so much more for Switzerland.

High-tech medicine learns to fly

As Switzerland's only air-rescue organisation, Rega is in a position to carry out **highly complex intensive-care patient transports**. For example, it flies premature or newborn babies in its own mobile incubator from one hospital to another, or transports patients attached to a heart-lung machine. The fact that the helicopters and jets are able to carry this high-tech medical apparatus on board in the first place is all thanks to **Rega's own team of engineers**.

18



Ensuring a safe landing

Swift, gentle transport by helicopter is no use if it cannot land safely at the hospital – both during the day and at night. Rega actively promotes **safe and modern hospital helipads** by **advising** and supporting Swiss hospitals in relation to corresponding **infrastructure projects**.



Standing by around the clock

In spite of the high standby costs, Rega is ready for action both day and night: its Operations Centre staff and its crews are in action 24/7. A pilot, paramedic and emergency flight physician are on standby at each of Rega's helicopter bases. For missions abroad, five jet crews are on call every day. As a result, we are ready to help at all times.



Even in difficult situations

Our helicopter crews are also ready to take on highly challenging missions – such as at night, using the rescue hoist, evacuations from mountain cableways, and rescues from avalanches and glacier crevasses. For this, **special apparatus and equipment** are necessary – but also the appropriate **training and regular practice exercises**. Among other things, Rega operates a flight school, where its pilots and paramedics are trained to perform such demanding tasks, as well as its own helicopter flight simulator.



Major operations abroad

In the event of Swiss nationals finding themselves in a major emergency situation abroad – such as after a coach accident or natural disaster – Rega **coordinates the mission on location** and arranges the **medical care and repatriation of the patients**. In this way, Rega acts as a bridge back home.



Emergency radio channel for everyone

All of our missions are coordinated from Rega's Operations Centre. To enable the mission coordinators to remain in contact with the helicopters, Rega operates its own **nationwide radio network comprising 42 stations**. This also includes an emergency channel, which is monitored by the Operations Centre and can be used by anyone to raise the alarm.



Based throughout Switzerland

Our **12 helicopter bases** are not just located where a large number of missions are to be expected, but are spread all over the country (see article on page 16). Even in peripheral areas – such as the Engadin or Ticino – our crews are on standby around the clock.

Thus Rega provides part of the **basic medical care in Switzerland** – without an official mandate from the government or any state subsidies.



Terrestrial rescue

If the Rega crews need help in rough terrain or if poor visibility renders rescue by air impossible, the mountain rescuers from the Swiss Alpine Club SAC come to their aid. These rescue specialists belong to **Alpine Rescue Switzerland** – a foundation that is jointly supported by Rega and the SAC. All of the missions are coordinated by Rega's Operations Centre.



Supporting Swiss mountain farmers

Every year, Rega organises around **1,200 missions** on behalf of mountain farmers in Switzerland to recover **injured, trapped or dead livestock** from rough terrain. It has set up a special telephone number for these flights and commissions commercial helicopter firms to perform them. This service is included in the Rega Family patronage.



More than you think: In this video clip, you can find out what we can do in Switzerland thanks to your support.

www.impact.rega.ch



«UND AUF EINMAL FIEL ICH VOM PFERD.»



Hören Sie die Rega-Geschichte
von Jolien Helbling, 14.
meinerettung.ch/jolien

Jetzt Gönner werden.

rega



Opinion

Ernst Kohler

“We will spare no effort or expense to succeed in our search operations to rescue people in distress.”



Alpine air rescue can soon look back on a seventy-year history: in November 1946, an American aircraft crashed on the Gauli glacier in the Bernese Oberland. After an extensive, challenging search lasting three days, the wreck was sighted from the air. Another two days went by before the survivors were finally rescued: two Swiss military pilots succeeded in landing their Fieseler Storch planes, fitted with skids, directly on the glacier and airlifted the crash victims to the valley. This spectacular rescue, in which my own grandfather played a part, is regarded as the first alpine rescue. Not just in Switzerland, but worldwide. At the same time, it marks the birth of the idea that led to Swiss Air-Rescue being founded a few years later.

Then and now – now more than ever, in fact – the search for missing or injured persons continues to be one of Rega’s core competencies. With search operations, time is often the factor that decides between life and death. So with our nationwide network of helicopter bases and round-the-clock standby service, we are virtually predestined to provide this service to the Swiss population.

The pioneering spirit of seventy years ago has also remained with us to this day. Just like the very first air rescuers in their Fieseler Storch planes, we, too, are constantly striving to exploit every conceivable opportunity and to develop new methods of rescuing people more rapidly than ever before. For example,

we looked for a way of swiftly localising the position of distress calls – and developed the Rega app, which transmits the caller’s coordinates directly to the Operations Centre. It has saved many lives and also significantly shortened the – in some cases very protracted – search for a person on well over 1,800 occasions to date. In addition, we have recently invested in an ultrasensitive thermal imaging system. With this high-tech instrument, we can detect people from the air by their thermal radiation – by day and at night.

But we have also worked with partners to make proven, traditional search methods more professional and raising the alarm easier: the Rega Operations Centre organises not only its own search flights, but also the operations carried out by the Swiss Alpine Club SAC with wilderness and avalanche search dogs and by the Swiss cave rescue organisation, Spéléo-Secours. Around the clock via emergency number 1414.

Our operation partners know that in addition to immediate availability, it takes the right equipment and resources, central coordination and the necessary experience for a search to be successful. Like generations before us, we will spare no effort or expense to succeed in our search and rescue operations. Seventy years on from the Gauli glacier rescue, we may use different, more modern resources, but our aim remains the same: to find and rescue people in distress.

With our new, ultrasensitive thermal imaging camera, we can detect people by their thermal radiation – by day and at night.



Ernst Kohler

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



Precise landing in the light of the searchlights: the pilot raises his night vision goggles for the final approach – and switches on the helicopter’s searchlights to illuminate the surrounding terrain as much as possible.



Acute danger to life: the patient is already intubated at the accident site. During the flight, too, the crew have their work cut out for them as they try to keep his condition stable.

When the night decides about forthcoming days

The 48-hour shift has passed relatively quietly up to now. Four missions in 40 hours, not many for the crew of the Rega base at Berne-Belp Airport. Rega 3, the radio code for the Berne base, flies over 800 missions per year. Pilot Simon Luginbühl and his two colleagues, paramedic Daniel Oesch and emergency flight physician Mathias Marchon, were able to eat their dinner – muesli, cheese and bread – in peace on this hot summer evening. There is nothing to suggest that the relative calm of the past few hours is about to change. Until shortly after 9.00pm the radio buzzes: an emergency. In Boudry, Canton Neuchâtel, a man has collapsed at a petrol station. A suspected aortic dissection, according to the report from the ambulance staff to the Rega Operations Centre. A life-threatening condition, so time is the critical factor. Less than two minutes after the alarm has been raised, the crew of Rega 3 are airborne.

Landing the EC 145 helicopter in Boudry on the road next to the petrol station, between rows of houses and rail tracks with their overhead lines, is no easy undertaking for the



Dr. Mathias Marchon
42, emergency flight physician

“We lay the groundwork already at the scene of the accident so that the patient needs to spend less time in intensive care.”

Le Locle, two o'clock in the morning. Flashing blue lights, a policeman is kneeling on the ground, arms outstretched. He is guiding Rega pilot Simon Luginbühl in to land. This is the third mission in one night for the crew of Rega 3.

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pilot. “Our three tonne helicopter has a strong downwash, and there are houses with gardens and unsecured objects immediately next to the road,” explains Simon Luginbühl. “That’s why we fly an extra circuit before we land, to assess all the dangers and any potential damage.” However, everything goes well, and the helicopter lands safely on the road. Just minutes later, the patient is loaded from the ambulance vehicle into the Rega helicopter.

During the flight, the patient is clearly in a bad way. Emergency flight physician Mathias Marchon has his work cut out for him as he tries to keep the patient’s condition stable on the 13-minute flight to the Inselspital University Hospital in Berne. He is glad when the rotors come to a standstill on the hospital helipad and the crew can hand over their patient to the specialists. It is still unclear exactly what is wrong with the patient and whether the initial ▶

Flashes of lightning on the horizon illuminate the night sky. A storm is brewing. How much longer will Rega 3 be able to stay in the air?

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suspected diagnosis is correct – but everyone is aware that the past minutes were critical. “A definitive diagnosis is always made in the hospital. On location we only have a suspected diagnosis to go on,” explains Rega emergency doctor Mathias Marchon, who also works as a consultant in the Department of Anaesthesiology at the Inselspital. “Our job as emergency physicians on board a helicopter or in a ground ambulance is to lay the groundwork for a casualty’s prognosis already at the scene of an accident so that later complications are avoided and the patient needs to spend less time in intensive care or in hospital.”

Towards 10.45pm, the EC 145 lands back at the base in Berne. For the time being, a break is out of the question. First the helicopter must be prepared for the next mission: refuelling, replenishing medical supplies and restoring operational equipment. “It’s important that everything is ready at all times. After all, the next emergency call could come in within the next few minutes,” explains paramedic Daniel Oesch. And he is right.

11.55pm: a man has had a heart attack – his life is in acute danger, and again rapid assistance is required. Not eight minutes have gone by when the EC 145 lifts into the air and heads for Frutigen Hospital. During the flight to the Kander valley, the crew see a storm brewing to the west. Flashes of lightning on the horizon illuminate the night sky. Simon Luginbühl already informed his colleagues

of the approaching weather front during their morning briefing. How much longer will Rega 3 be able to stay in the air?

The faster and gentler route to hospital

The rescue helicopter arrives at the hospital in Frutigen ahead of the ambulance that was called to the heart attack patient. “We often arrange this kind of rendezvous with an ambulance,” the emergency flight physician explains. “The journey from Frutigen to the Inselspital in Berne takes over three quarters of an hour, even in good traffic conditions. The Rega helicopter is much faster than that.” Fourteen minutes’ flying time after collecting the patient at Frutigen Hospital, he is safely delivered to the Interdisciplinary Emergency Centre at the Inselspital.

For the crew, their second mission that night comes to an end at 1.30am, when they land back at the base. While Daniel Oesch refuels the helicopter and Mathias Marchon replaces the medical supplies, pilot Simon Luginbühl enters the flight data into the system. Their colleagues in the Administration department at the Rega Centre in Zurich will later use this data to complete the paperwork and invoicing for the mission. Shortly before 2.00am, he is interrupted once again by the loud beeping of the radio. “Primary mission to Le Locle, status after cardiac arrest, suspected traumatic brain injury,” the flight coordinator on night duty at the Rega Operations Centre in Zurich informs him. Yet again, time is of the essence.

On the approach to Le Locle, in the Jura mountains of Canton Neuchâtel, the crew see that the pretty little town is brightly lit: the local festival is underway. It was at the festival that the patient collapsed, the local rescue services later report. They have moved him by ambulance to an industrial district just outside the town. Except for the lights from the two police vehicles and the ambulance, it is pitch dark. Rega pilots rely on their night-vision goggles (see box on the left) when flying at night, but they raise these residual light intensifiers just before landing. The peripheral vision that is so important for landing the helicopter safely would otherwise be too severely inhibited. “On the final approach, I switch on all the helicop-

K Rega missions at night



One in five of Rega’s helicopter missions are performed after darkness has fallen. **Power lines and other obstacles in the air are particularly difficult to make out at night** and constitute a permanent threat. As Rega pilots also fly according to Visual Flight Rules at night, they use **night-vision goggles** (see illustration). These devices

intensify the existing light by a factor of up to 3,000. This produces a green-coloured image, in which roads, clouds and landscape forms are clearly visible.



Rendezvous with the ambulance: in Le Locle, the first responders and the Rega crew load the patient into the helicopter. Once in the air, they reach the Inselspital University Hospital in Berne within a matter of minutes.

ter's searchlights to illuminate the surrounding terrain as much as possible," explains Simon Luginbühl. Guided in by a policeman and following directions from his colleague Daniel Oesch, he sets down the EC 145 safely on the ground between the aerials and flagpoles on the surrounding buildings.

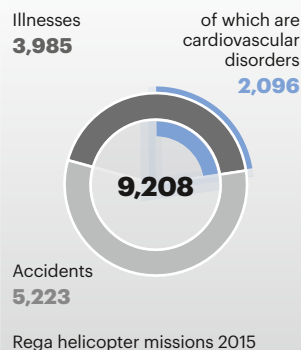
The reanimated patient is unstable

The Rega emergency physician and paramedic immediately climb into the ambulance vehicle, discuss with their colleagues from western Switzerland the status of the reanimated patient and prepare him for air transport. He has to be intubated. Normally a routine procedure for a Rega emergency physician – but because of the man's facial injuries, he only succeeds thanks to his many years of experience in emergency medicine. All the infusions and cables for monitoring the patient then have to be switched over to Rega's instruments. The patient is unstable, and paramedic Daniel Oesch is needed to help the doctor in the cabin during the flight. "My job as a paramedic is really to assist the pilot during the flight. But if the patient is in a very bad way and external conditions permit, I go into the back and help the emergency physician," says Oesch, describing his role in the three-man team. So far the conditions outside allow him to do so. The storm front that the pilot has been keeping his

K Common reasons for calling out Rega: heart attack or stroke

The **circulatory system** supplies the body with blood and oxygen in a complex interplay between the heart, blood, vessels and nervous system. **Cardiovascular diseases are the most common cause of death in Switzerland.** In 2015, Rega transported 2,096 patients with circulatory problems, most of them due to a heart attack or stroke (see article on page 30).

Number of patients



eye on all night is nevertheless getting closer and closer. When the crew return to the helicopter on the roof of the Inselspital in Berne just after four in the morning to fly back to the base, one thing is clear: there will be no more missions for them that night. They are obliged to rest for a certain amount of time – and then there are the heavy raindrops that are now bouncing off the helicopter. It seems the weather also wants the crew to get a few hours of sleep before handing over to their colleagues on the next shift at eight o'clock in the morning.



Accompany the crew from the Rega base in Berne on their emergency missions at night: www.night.rega.ch



“We can fully rely on Rega”

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Rega is an indispensable part of the Swiss health system, according to Prof. Dr. Jürg Hodler, Chief Medical Director of the University Hospital Zurich, one of the country’s largest hospitals. He explains to “In dialogue” why he relies on Rega as a professional partner, and how both patients and hospitals in Switzerland benefit.

Professor Dr. Hodler, what is your connection with Rega?

As a patron, my initial response is no doubt much like that of many other people in Switzerland: Rega is those red helicopters that come to the rescue in an emergency. However, in my capacity as Chief Medical Director of the University Hospital Zurich (USZ), I naturally view Rega on a different level, too. Then I see Rega as an extremely important partner in several different areas and as part of a chain.

Which areas are you referring to?

Rega undoubtedly plays a crucial role in Switzerland in preclinical intervention – in other words, in the initial provision of medical treatment to seriously injured or



ill people. There are organs in the body in which cells start to die off with every minute, every second that passes – particularly the brain and the heart. Time is also of the essence for patients who have sustained multiple injuries. Rapid transport to a suitable hospital then becomes a matter of life and death. And it has direct consequences not only for the patient's survival, but also for their prognosis.

So time is a decisive factor for a patient's future?

The groundwork is laid at the scene of an accident: the faster and more professional the medical intervention is at this stage, the greater the patient's chances of recovery are. Over short distances and in the city, road-based rescue services are at an advantage. But very often a helicopter is the fastest means of transport.

Do you see further areas in which the University Hospital Zurich and Rega intersect?

Rega's transfer flights to move patients from one hospital to another are without doubt tremendously important. Then there is our collaboration on several research projects, which for a non-academic organisation like Rega is not something that can be taken for granted. And we work together to develop new methods and procedures.

Can you think of an example?

Patient transport with ECMO – that is, an external heart and lung machine. These special transport operations are very important for cardiology, an area of strong growth at the USZ. It is not something we could have embarked upon with every organisation, as there were a number of obstacles that needed to be overcome. Here

we can clearly sense Rega's innovative spirit.

Are there characteristics you share?

We consider Rega to be a highly professional organisation, in every respect. Rega is not simply a fleet of rescue helicopters. There is much more to it than that; there is a whole culture behind it. Another thing we have in common is an ability to take the long view: a project might not be effective immediately, but it may have long-term benefits. What also impresses me is Rega's safety culture, which has been shaped by aviation: it systematically analyses errors and discusses what could go and what has gone wrong – so that it can do things better in future. Rega is some way ahead of us in that respect. Not least, however, Rega seems to me to be the back-up that, like us, is there when others are unable or unwilling.

Can you elaborate on that?

Two years ago, Ebola was a huge cause of concern for us. Nobody in Switzerland would have been prepared to take on patients suspected of having this highly infectious disease. The USZ may be equipped to deal with very many things, but it took a massive effort on our part to prepare ourselves for a possible case of Ebola in Switzerland. So we were naturally very pleased when Rega developed an apparatus – its patient isolation unit (PIU) – that makes it possible to safely transport highly contagious patients. The fact that in such situations we can rely on a part-

ner who acts and solves problems is a critical factor for us. We do not sit back either, but endeavour to remain innovative and thus also competitive.

Physicians from the University Hospital Zurich also work with Rega.

That's right, here too there is a partnership between us: doctors from our anaesthesiology and intensive care departments can request a transfer to a Rega base for nine months as a helicopter emergency physician.

There are certainly advantages to the hospital and rescue teams knowing each other, speaking the same language and being familiar with the procedures

– for example, when the patients are handed over to the emergency ward. I was able to experience this for myself when I spent a day working alongside a Rega helicopter crew in my capacity as Chief Medical Director.

What do you remember most about your day with Rega?

It was extremely impressive: as a doctor there was not much I could do, but I was able to experience at first hand how happy people were to see Rega. How relieved the smaller hospitals are when Rega arrives, for example to transfer a heavily pregnant patient to a larger hospital. And on an approach flight I got to see the USZ from the air – a completely different perspective.

Interview: Ariane Lendenmann

Prof. Dr. med. Jürg Hodler, 60

“Like Rega, we do not sit back either, but endeavour to remain innovative and thus also competitive.”

Get me out of here!

After climbing over the scree and debris deposited by a mudflow, hiker Jürg Ramseyer sinks up to his hips in the mud. The Rega emergency physician needs all the strength she can muster to free him from his precarious situation.



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Blumenstein (BE), 07.07.2016

Jürg Ramseyer was out hiking with two friends in the region around Thun. When the men found that they were too exhausted to tackle the steep descent, he phoned his wife and asked her to pick him and his friends up in the car. However, a few days earlier, the road had been buried under a mudslide and part of it was still closed to traffic. When Jürg Ramseyer realised this, he decided to walk on to meet the car. But when he tried to cross the mudflow, which covered a 20-metre stretch of road, he found himself sinking into it. First just up to his knees, then deeper and deeper, until finally he was stuck in the mud right up to his hips. In this desperate situation, he called Rega for help.

The Rega helicopter was unable to land in the densely wooded area. So Rega 10 – the radio code for the Wilderswil base – set emergency flight physician Dr. Chimena Notter down next to Jürg Ramseyer using

Dr. Chimena Notter,
emergency flight physician

“We couldn’t simply pull the casualty out of the mud. The risk of harming him was too great.”

the rescue hoist. But pulling him out of the mud with the aid of the rescue hoist was not an option. “I couldn’t gauge if the casualty had simply sunk into the mud or if he was stuck fast and wedged in,” Chimena Notter explained. “The risk of harming him was too great.”

And so there was nothing for it but for her to dig the man out. The avalanche shovel took on a new function and instead of snow it now scooped out scree. Before long, Jürg Ramseyer was able to pull himself free and was driven by car to the helicopter’s temporary landing site, where his friends were already waiting. The two men had been airlifted – exhausted but uninjured – out of the inhospitable terrain with the rescue hoist. They were amazed to see their friend completely covered in mud. Chimena Notter was relieved that everything had gone well: “Never before have I had to dig somebody out of the mud,” she said.

Karin Hörhager

Precise localisation by SMS

Morschach (SZ), 13.08.2016

Two alpinists were stranded on the Fronalpstock. They asked Rega for assistance without knowing their exact whereabouts. Using the Rega Alarm Web, the Operations Centre sent a special link to their mobile phone by SMS. By clicking on it, they transmitted their coordinates to Rega, which promptly came to their rescue.

Missing yachtsman

Nyon (VD), 22.05.2016

SOS on Lake Geneva: an unmanned, capsized catamaran was discovered, but the skipper was nowhere to be seen. The crew from Rega’s partner base in Geneva spotted the unfortunate man from the air and threw him a lifebuoy. Shortly afterwards, the lake police rescued him unharmed.

A fall down the steps with serious consequences

Rigi Kaltbad (LU), 04.10.2016

A woman had fallen down some steps on Mt. Rigi. She had injured her back so seriously that the local rescue service asked Rega for help. The crew from Erstfeld flew the casualty to the Cantonal Hospital in Lucerne.

K Volume of incidental items used in a year

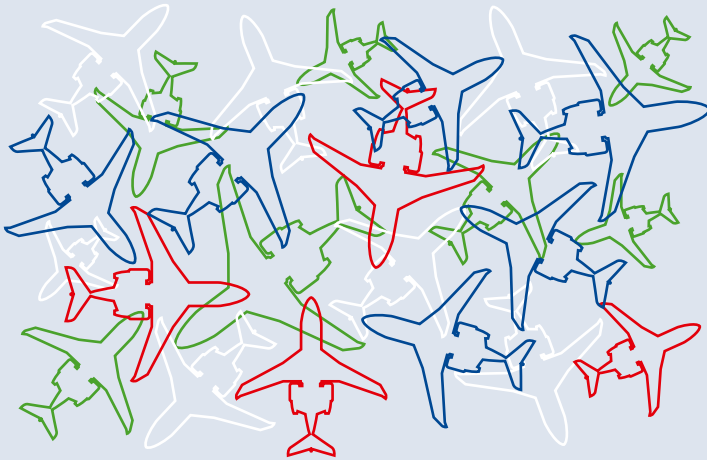
100 pairs of sturdy boots so that Rega crews have a firm footing on missions in the mountains.

1.5 tonnes of coffee help the Rega staff to remain ready for action at all times.

118,750 disposable hygienic gloves, which are always worn when treating patients.

abc Rega kids

Picture quiz How many Rega ambulance jets can you see of each colour?



Green: **Blue:** **White:** **Red:**

Navigation Help the Rega crew in their search for the casualty. Mark the spot with an "X".



Start at the Rega helicopter. Go west past the mountains with the pointed peaks. Before you reach the chamois, follow the path northwards as far as the next fir tree. Continue along the river to the cave. Here you cross the river. To the north there are two rocks. Well done, you have found the correct spot!

Competition Find out how high the Dufourspitze is – Switzerland's highest mountain. Each number is the sum of the two numbers directly underneath. Add the top two numbers together and write the final figure in the empty spaces on the summit flag.

Solution: 4,6 . .

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Write the answer on a postcard and send by 31 December 2016 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 black fabric belt with the Rega logo embossed on the metal buckle worth CHF 29.
Good luck!



Solution from issue no. 86: 43521
Each of the following has won a shoulder bag:
 Z. Bucher, Lucerne | C. Delmenico, Ponte Tresa | A. Keiser, Zug | J. Krebs, Bassecourt | S. Mercoli, Porza | D. Meyer, Düringen | O. Newman, Suchy | K. Schrok, Montpreveyres | B. Solèr, Bubikon | M. Zihler, Haslen
Congratulations!

Knowledge



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Every minute counts after a heart attack or a stroke. Here you can find out what to do in an emergency.

By far the greatest number of missions flown by the Rega crews – around 4,000 every year – relate to acute medical conditions such as heart attack or stroke. This is an area in which Rega, as the direct route by air, plays an important role: the faster a heart attack or stroke victim receives treatment, the greater the likelihood that they will not suffer lasting disability or damage. The basic principle is “time is (heart) muscle” or “time is brain”.

Heart attack triggers

If a patient’s prognosis following a stroke or heart attack is to be influenced positively from the beginning, above all a rapid and determined response from those who are first on the scene is essential. But what exactly is a heart attack? And how can you tell whether someone is having a stroke? These two cardiovascular diseases share the following risk

factors: regular long-term smoking, high blood pressure, increased levels of fat in the blood, diabetes, a family history of cardiovascular disease, and advanced age are factors generally associated with these conditions developing. It is also true that the more factors are combined, the higher the risk. Typical heart attack triggers are partial or total blockage of one or more of the coronary arteries. A coronary artery commonly refers to an artery that supplies blood to the heart muscle. If a partial or total blockage occurs, areas of the heart muscle do not get enough oxygen to stay alive.

Rega tip

“The faster a heart attack or stroke victim receives treatment, the better their prognosis of recovery.”

A lack of oxygen to the heart muscle
Patients experience the “death” of the heart muscle cells as chest pain (angina pectoris). If the cells have already died off, the patient is said to have suffered a heart attack. Dead heart muscle cells cannot be replaced, which can lead to functional impairment of the heart. Hence the “time is muscle” concept: the faster a heart attack victim is treated, the more heart muscle tissue can be saved, the better the prognosis of recovery, and the smaller the functional impairment (see box).

Stroke is the third most common cause of death in the industrialised world. It is caused – in 85 percent of cases – by a blockage in one of the cerebral blood vessels (in the same way as in a heart attack) or – in 15 percent of cases – by one of these vessels bursting. In both cases, blockage or bleeding, certain areas of the brain receive too little or no oxygen and are

at risk of dying. The “time is brain” concept applies here even more than its counterpart for a heart attack: the faster a blocked artery can be cleared or bleeding stopped, the less damage the brain will suffer. “FAST” is a good acronym for remembering how to quickly identify the most common symptoms (see box). When should you call the Rega emergency number 1414 direct? When is it better to call the police or the ambulance service on 144? We can put your mind at rest: no matter which emergency number you call, you will always receive professional assistance. The various emergency services in Switzerland

operate a well-functioning network, and anyone urgently in need of help is quickly put through to the right organisation.

No such thing as a false alarm

When it comes to directly contacting Rega in an emergency, the following rule of thumb applies: if a helicopter can reach the person faster than other means of rescue, it is advisable to call the Rega emergency number 1414 direct. This applies, for example, if a casualty is in impassable terrain and it would be difficult or impossible or take too long for ground-based rescue services to reach them. And

please rest assured: there is no such thing as a false alarm – the only wrong thing you can do is not raise the alarm at all. In the box below, we have put together for you a summary of the things you can do until the rescue services arrive.

We wish you all the best for the forthcoming winter.

Karin Hörhager

► **More on this topic** can be found in the guide, “Erste Hilfe leisten – sicher handeln”, available in German, French and Italian from the Rega Shop (from page 33).

K What can you do to help in an emergency?



Stroke

“FAST” is a good acronym for remembering how to quickly identify the most common symptoms:



Face

Ask the person to smile: in the case of a stroke, the face droops on one side.



Arm

Ask the person to raise both arms: after a stroke, they are unable to lift one arm fully or it quickly drops down again.



Speech

Speech is not possible, indistinct, hard to understand or slurred.



Time

Immediately initiate emergency measures: call the ambulance service 144 or Rega 1414!

Symptoms:

- Paralysis on one side of the body (drooping of one side of the face, or weakness of the arms or legs)
- Indistinct, slurred speech
- Sudden sensory loss (numbness)
- Difficulty in swallowing
- Difficulty in seeing (e.g. seeing double)
- Trouble finding words, loss of orientation and memory
- Sudden loss of balance (e.g. tendency to fall to one side)
- Headache (in the event of haemorrhage)

Emergency measures:

- Immediately call the ambulance service 144 or Rega 1414
- Make sure the person is in a stable position (avoid risk of falling)
- Do not give anything to eat or drink
- Do not give any blood thinning medication
- If the person is unconscious but breathing normally: recovery position



Heart attack

Symptoms:

- Acute pressure, pain or a squeezing feeling behind the breastbone that cannot be precisely placed
- Pain in the upper part of the stomach
- Pain spreading to one or both arms, shoulders, neck, ears or jaw



- Duration: longer than 20 minutes
- Additional possible signs: feeling unwell, breaking out in a cold sweat, reduced performance, shortness of breath, anxiety

Emergency measures:

- Call the ambulance service 144 or Rega 1414
- Place the person in a relaxed position (upper body upright)
- Any physical effort should be avoided
- If available, the person should take their personal emergency medication (e.g. nitro spray prescribed by their GP)




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den Weg zu gehen und bereitet Sie auf den
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 **SPHAIR**

Rega Shop

Diverse gift ideas and practical fan articles
for winter 2016

OUR
HIGH-
LIGHTS

BESTSELLER



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1 Sports sunglasses with high-quality lenses 149.—

The sports sunglasses TN deluxe skiny with photochromic, polarised lenses that automatically adjust to changing light conditions. Unbreakable Class 1 lenses.

100% UV protection up to 400 nm, high-tech frames made from high-grade material, flexible yet stable. The sunglasses weigh just 28 grams.

CE certified. Comes in a sturdy case with a carabiner and a looped belt strap, as well as a micro-fibre pouch. Black. Additional technical information: www.TNsunglasses.ch

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



2 "Rega Backstage" illustrated book 45.—

120 powerful images and explanatory texts relate the success story of medical rescue by air. The authors are Rega employees. AS Verlag. Published in four languages: D/F/I/E. Format 30 × 24 cm, 128 pages.

NEW



3 Rega wall calendar 2017 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 x 33 cm. Picture captions in D/F/I/E.

BESTSELLER



4 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, 20 hours in hiking mode
- 3 AAA batteries included

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5 DVD "Rega close up" 15.—

Swift medical assistance by air: The 68-minute DVD documentation portrays scenes from everyday life at Rega. Available in D/F/I/E.



6 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/minute hands, red second hand
- Dust protected
- For indoor use only
- Includes 1.5 volt AA battery

► **Order now:** only a few pieces left in stock!

CLASSIC



7 "Traveller" multitool by Victorinox 112.—

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

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

NEW



8 Ski goggles 139.—

With their decentred, double spherical lenses and anti-fog coating, the uvex downhill 2000 snow sports goggles provide clear visibility even in poor conditions. The mirrored lenses deliver clear, distortion-free vision in both sunny and cloudy weather. They offer extra infrared protection and 100% UV protection. Adjustable strap: 38 - 50 cm. Ladies' model, white frame (20 x 8 cm). Men's model, black frame (21 x 9 cm).

- **Made in Germany**
- **Extra:** comes with a free storage pouch.



9 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
- Hard foam handle comfortable to the touch
- Nylon case with carabiner
- Colour: red, with safety reflectors on the outer corners
- Weight: 350 g
- Size: diameter 98 cm (closed 29 cm)



10 Beanie 39.—

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

- Material: 50% wool, 50% acrylic
- Insert: Gore® Windstopper® in the brow and ear area, windproof and breathable
- One size, unisex
- Washable at 30 °C



11 Remote-control model helicopter – EC 145 69.—

Easy to fly: remote-control Eurocopter EC 145 model helicopter in the Rega design, 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/150mAh LiPo battery. 3 frequencies, 2.4 GHz.

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



12 Shoulder bag 49.—

Practical shoulder bag with spacious main compartment and front pocket with two zips. Metal plaque embossed with Rega logo.

- Detachable, adjustable (max. 120 cm) padded shoulder strap (5 cm wide)
- Dimensions: 34 × 35 × 10 cm (L × H × B)
- Material outer: water-resistant canvas, rock grey
- Material inner: red nylon lining
- Extra feature: free protective cover (23 × 32.5 × 3 cm), suitable for a 13-inch laptop

▶ **Order now:** only a few pieces left in stock!



13 AgustaWestland Da Vinci 29.—

Collector's model of the Da Vinci helicopter (not suitable as a toy), scale 1:43, 27 cm, metal.



14 Challenger CL-604 29.—

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



15 Airbus Helicopters EC 145 29.—

Collector's model of the EC 145 helicopter (not suitable as a toy), scale 1:45, 22 cm, metal.

BESTSELLER



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

16 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.

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



- 17 Wooden Rega helicopter and jet**
15.— each

With this helicopter or jet made from maple wood, there is plenty to discover, feel and grasp: rounded contours, a movable propeller and 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×D).



CLASSIC

- 18 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.



- 19 Teddy bear** 29.—

With his removable helmet and work gear, the Rega teddy bear is well-equipped to tackle every adventure and is never too tired to play. 30 cm high.



- 20 Helicopter and ambulance jet soft toy**
10.— each

For young children to play with and cuddle.



NEW

- 21 Musical helicopter soft toy** 19.—

Fall asleep to the gentle tones of Brahms' lullaby ("Lullaby and Good Night"), and start the new day well rested and full of energy.

Order Form



| No. | Article | Price (CHF) | Amount | Ref. |
|-----|---------------------------------------|-------------|--------|-------|
| 1 | Sports sunglasses | 149.— | _____ | 90038 |
| 2 | "Rega Backstage" illustrated book | 45.— | _____ | 10017 |
| 3 | Rega wall calendar 2017 | 22.— | _____ | 90001 |
| 4 | Headlamp | 49.— | _____ | 90062 |
| 5 | DVD "Rega close up", English | 15.— | _____ | 20018 |
| 6 | Radio-controlled wall clock | 59.— | _____ | 60005 |
| 7 | "Traveller" multitool by Victorinox | 112.— | _____ | 90002 |
| 8 | Ski goggles, ladies' model, sizes SML | 139.— | _____ | 90071 |
| | Ski goggles, men's model, sizes ML | 139.— | _____ | 90072 |
| 9 | Pocket hiking umbrella | 49.— | _____ | 90065 |
| 10 | Beanie | 39.— | _____ | 30041 |
| 11 | Remote-control model helicopter | 69.— | _____ | 50016 |
| 12 | Shoulder bag | 49.— | _____ | 90056 |
| 13 | AgustaWestland Da Vinci, 1:43 | 29.— | _____ | 50006 |
| 14 | Challenger CL-604, 1:95 | 29.— | _____ | 50003 |
| 15 | Airbus Helicopters EC 145, 1:45 | 29.— | _____ | 50002 |
| 16 | Outdoor first aid kit | 89.— | _____ | 90040 |

| No. | Article | Price (CHF) | Amount | Ref. |
|-----|-----------------------------|-------------|--------|-------|
| 17 | Wooden Rega helicopter | 15.— | _____ | 40028 |
| | Wooden Rega jet | 15.— | _____ | 40029 |
| 18 | Rega Memo | 39.— | _____ | 40013 |
| 19 | Teddy bear | 29.— | _____ | 40007 |
| 20 | Helicopter soft toy | 10.— | _____ | 50004 |
| | Ambulance jet soft toy | 10.— | _____ | 50005 |
| 21 | Musical helicopter soft toy | 19.— | _____ | 40033 |

From our Webshop, www.shop.rega.ch

Christmas gift idea

| | | | |
|--------------------|-------|-------|-------|
| Solar watch, black | 289.— | _____ | 60004 |
|--------------------|-------|-------|-------|

Ideas for people on the move

| | | | |
|---------|------|-------|-------|
| Daypack | 79.— | _____ | 90045 |
| Capcool | 39.— | _____ | 30042 |

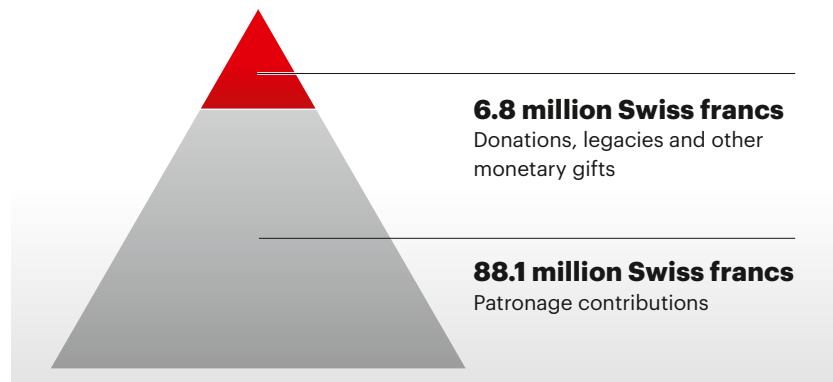
Gifts for children

| | | | |
|---------------------------------|------|-------|-------|
| Globi jigsaw puzzle, 300 pieces | 29.— | _____ | 40021 |
| Kindergarten bag, helicopter | 29.— | _____ | 40030 |

Your solidarity counts

It is a clear sign of confidence: every year, Rega receives over 6 million Swiss francs in the form of donations, legacies, bequests and other monetary gifts. We would sincerely like to thank you for your selfless support!

Not only patronage contributions keep Rega in the air:



Helping people in need – thanks to your solidarity

Rounding up the patronage contribution, calling for donations at a birthday party or including Rega in a will: every year, numerous generous patrons donate to our organisation sums that are over and above the standard patronage contribution. This solidarity is not a matter of course and cannot be commended enough. For not only every patronage contribution counts, but also every donation. This financial support plays a significant role in enabling us to go to the aid of people in need around the clock and provide them with assistance from the air in a swift and uncomplicated manner. Moreover, it is a clear sign of your enormous confidence in our everyday work. It fills us with gratitude and pride that our efforts are held in such great esteem.

► You can find further information at www.donation.rega.ch

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