

Encounters **The Rega fleet of tomorrow** State-of-the-art helicopters and ambulance jets ensure that Rega is also ready for the next generation. **16**

Horizons **A stroke at an altitude of 10,000 metres** A passenger suffers a stroke on a flight to Thailand. Rega physicians take good care of him – both during the flight and afterwards. **22**



A false step with consequences

A stumble on a hike can happen all too easily. Especially in rough terrain, Rega often needs to be called out – even if the injury is relatively minor. **8**



Missions in Switzerland's remote valleys: the crew from Rega's Locarno base fly in the Da Vinci helicopter into the Val Camadra, in the Ticino Alps, in order to evacuate mountain climbers on the Piz Medel.

“I had no idea Rega did that.”

Karin Hörhager
Editor-in-Chief



Dear Readers

Every time I take a group of visitors on a guided tour through the Rega Centre, it is never long before someone will say: “I had no idea Rega did that”. What the visitors mean by “that” varies. But every time without fail there will be at least one area of Rega’s operations that is new to somebody.

Besides some 1,200 guided tours of the Rega Centre and our twelve helicopter bases every year, the Rega “1414” magazine also gives us the opportunity to show the Swiss population all the things that Rega’s employees accomplish with your support, and how we can help you if you ever find yourself in need of our assistance.

Among other things in this issue, we introduce you to two of the lesser known sides to Rega. Or did you already know that Rega helps airlines with advice and support relating to passengers’ medical problems? Or that Rega’s management team themselves regularly accompany missions so that they know what challenges the Rega helicopter and jet crews face on a daily basis?

Alongside these rather unfamiliar insights into our everyday operations, you will also find tips from our Operations Centre on how best to equip yourself to deal with hiking emergencies.

Familiar or unfamiliar, I hope the different sides of Rega make for interesting reading. Enjoy the summer!

A handwritten signature in black ink, appearing to be the initials 'KH' followed by a long horizontal stroke.



8
A hike comes to an abrupt end



22
A stroke halfway to Thailand



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A watchful eye in the Rega hangar



18
Rescue missions for hikers in distress

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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/regas1414.

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Encounters

8 A slight stumble on a hiking path – and a mountain walker suddenly finds himself in need of medical assistance from the air.

13 24 h Rega with Pius Arnold, who ensures that at the hangar at the Rega Centre everything is gleaming and in its place.

16 Well equipped for the future: with its new fleet, Rega stays true to the tried-and-tested – yet still breaks new ground.

18 In focus: during the summer months, one in five of Rega's missions is to rescue hikers in distress.

21 Opinion: now and then, Rega's CEO accompanies an operation to keep abreast of the daily challenges faced by the crews.

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Horizons

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30 Knowledge about how best to equip yourself to deal with hiking accidents.

33 In the Rega Shop you can find the complete range of the popular Rega articles.

Take off

In brief

6



Rega tests a laser-based obstacle warning system

Rega is the first civil air-rescue organisation worldwide to use a laser-based obstacle warning system. This also warns pilots of obstacles that are difficult to see and are not marked on any maps or charts. The laser continually scans the area around the helicopter and can recognise even thin cables and masts, thus further heightening safety. The device is scheduled to be installed in the three new all-weather AW169-FIPS rescue helicopters, which will be joining the Rega fleet in 2021.

An innovative video laryngoscope for Rega's helicopters and jets

Rega is equipping its rescue helicopters and ambulance jets with a video laryngoscope for securing a patient's airway. Already proven in hospitals, the Rega crews now have at their disposal an upgraded device that can also be used outside the hospital on missions exposed to the elements. The crew from the



Berne base successfully tested it on rescue missions over the course of a year. Result: even in bright sunlight or on glaciers the display was still easily visible – thus passing the test with flying colours!

First helicopter flight routes open for missions

Rega is one step closer to its vision of all-weather rescue: at the end of 2016, it flew its first patient over the Gotthard Pass on an instrument flight route belonging to the Low Flight Network. This country-wide network of flight routes allows helicopters to fly according to instrument flight rules even when visibility is poor. Since December, two routes have been certified for daytime operations.

Win the prize of an hour in the helicopter simulator



As last year, Rega is giving away two flights in its helicopter simulator in 2017. All those who take part in the quiz at the Rega booth at various public fairs have a chance of winning this exclusive prize. The first winner, Lucie de Groot from Lausanne, recently spent an hour steering the Da Vinci helicopter through virtual Switzerland under the guidance of a Rega flight instructor.

► Fair dates: www.events.rega.ch



Welcome to Rega!

Would you like to inspect Rega's rescue helicopters and equipment close up? This summer, you have several opportunities to do just that: we shall be opening our doors to interested visitors from 10.00am to 5.00pm on 10 June 2017 at our helicopter base in Untervaz and on 2 September 2017 at the Dübendorf base. There is something for everyone – including our youngest guests. We look forward to your visit with all the family.

► Further information: www.untervaz.rega.ch and www.duebendorf.rega.ch.



Keep cool

Keep a cool head in summer: the Capcool black cap provides very high UV protection (UPF 100+) and protects the head from harmful sun rays. The top-quality fabric is made in Switzerland and thanks to its advanced technology has a cooling effect, prevents the build-up of heat, and is also water and stain repellent. In addition, reflective elements increase visibility in the dark.

► Orders via the Rega Shop from page 33 or www.shop.rega.ch.

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Special task for Rega at the Ski World Championships 2017



Rega was closely involved in the rescue concept for the top athletes taking part in the Ski World Championships 2017 in St. Moritz: during the races, several teams of rescuers were stationed along the course, ready to swiftly administer first aid to injured skiers and prepare them to be transported by rescue helicopter to the nearest suitable hospital. The Rega helicopter was permanently on standby in the finish area. In all, the Rega crews flew five injured athletes to hospital.

The numbers in this issue:

15,093

missions for people in need were organised by Rega's Operations Centre in 2016 – the highest number ever.

911

hikers called on the assistance of Rega's helicopter crews over the past year.

100

calls are dealt with every year by the medical consultants at Rega's Operations Centre providing advice to airlines directly into the aircraft via satellite telephone relating to passengers' medical emergencies.

The Rega app now also for Windows smartphones



Since the beginning of this year, Rega's free emergency app is also available for download for smartphones using the Windows operating system. The

major advantage of the Rega app: on raising the alarm, it transmits the coordinates of the caller's current position directly to Rega – thus saving valuable time in an emergency. Since it was launched in 2011, the Rega app for iOS and Android has been downloaded more than one million times.

► Further information: www.app.rega.ch.

Injured on an Alpine meadow

Hiking accidents can happen any time, even on a harmless trail. An experienced mountain walker learns this the hard way in the Alpine foothills in Fribourg, when he suddenly and unexpectedly finds himself in need of Rega's assistance.

8





911

is the number of times the Rega crews were called out to hiking emergencies last year.

10

The mountains are his passion. He has already conquered Switzerland's highest peaks. He is always well equipped and well prepared for mountain terrain. Never could Jean-François Michel have imagined that anything could happen to him on an innocuous hiking trail. Now he knows better.

It is a beautifully bright July morning in 2016. Jean-François Michel sets out on a four-hour hike to the Via ferrata du Moléson climbing route in the Fribourg Alpine foothills. The 67-year-old lives not far away and knows the region like the back of his hand. As a passionate hiker and climber, he takes every possible opportunity to pursue his favourite pastime. He prefers to go it alone on his mountain hikes. That way, he can walk at his own pace, enjoying the peace and nature.

He stumbles and hears the bones crack

Jean-François Michel is making good, swift progress. His route takes him from the little village of Les Paccots to the via ferrata, which first leads to the subpeak and then to the highest point of the Moléson at 2,002 metres above sea level. As always, he has his walking poles with

him to relieve his knees on the steep descent. The trail meanders across Alpine meadows full of flowers, his gaze scans the beautiful landscape. And that is when his left foot suddenly gives way and he twists his ankle. He hears the bones crack. "I will never forget that sound," Jean-François Michel recalls. He sinks to the ground and sees his left hiking boot twisted and sticking out to the side. "That was a real shock. I remember thinking to myself, how can that possibly happen, here in this harmless spot!"

He tries to straighten his left foot, but the pain is too severe. Nobody is around to help him. There is no signal on his mobile phone. The thought also crosses his mind that a helicopter would be unable to land in such steep terrain. He tries to edge himself forwards – knowing that just a little further down, on a small plateau, is the Tremetta mountain hut. Maybe there he could call Rega and the helicopter would be able to land. But his ankle is so painful that he makes it no further than a few metres. "There was no way I could have continued on my own. I would have had to be carried all the way down the steep trail." Jean-François



Too steep to land a helicopter: in the middle of the Alpine meadow, Rega's emergency flight physician treats the injured hiker and gets him ready to be transported on the rescue hoist.

Michel has no choice but to wait until somebody comes along.

Hikers raise the alarm with Rega

It is half an hour before he spots some hikers. He shouts for help. A man and woman hurry over to him. They have a signal on their mobile phone. They call the Rega emergency number 1414 and hand the phone to the injured man so that he can speak directly to the Operations Centre. In the Rega Centre at Zurich Airport, where the call comes in, the flight coordinator immediately calls out the helicopter at the base in Zweisimmen, which is closest to the scene of the accident.

Meanwhile, the two helpful hikers have placed a rucksack under Jean-François Michel's leg. In this position, he is more or less free of pain as long as he stays still. Shortly afterwards, the Rega Operations Centre in Zurich calls back. The rescue helicopter is already on its way, they are told. However, another emergency call from the region has just come in: a small child is in urgent need of assistance. This life-saving mission takes priority, so the Rega Operations Centre redirects the helicopter from Zweisimmen shortly after it has taken

Jean-François Michel, 67

"I was deeply impressed by the work of the Rega crew. They were all extremely kind and professional."

off. The flight coordinator asks Jean-François Michel to be patient a little while longer – she is sending another Rega crew to help him straight away. Just a short time later, Jean-François Michel hears the whirr of rotor blades: the EC 145 helicopter from "Rega 3", the radio code for Rega's Berne base, appears on the horizon.

In the cockpit, Rega pilot Simon Luginbühl and paramedic Daniel Oesch are on the lookout for the injured man. They spot the three people on the steep Alpine pasture by the side of the trail. As Jean-François Michel rightly thought, it is impossible for the helicopter to land here.



Rescue with the hoist: hovering over the site of the accident, the pilot and paramedic await further instructions.

The crew decide to use the rescue hoist to recover the injured hiker. Hovering in the air, the pilot sets the emergency flight physicians down at the accident site and then looks for a suitable temporary landing place nearby. Normally, Dr. med. Mathias Marchon, Rega's emergency flight physician at the Berne base, would be set down by the casualty on his own. Today, however, he is accompanied by his colleague, Dr. med. Thomas von Wyl, who is on board as part of a so-called "line check" to observe the Rega emergency flight physician's work and the interaction between the three-person crew. This check and the subsequent feedback is an important element of quality assurance at Rega, and is also carried out regularly for helicopter pilots and paramedics.

Centimetre-precision manoeuvre with the rescue hoist

The two emergency flight physicians put the keen hiker's broken ankle in a splint and get him ready to be transported on the rescue hoist. They sit him in a kind of rescue seat known as an evacuation triangle, in which he can be flown with the Rega physician comfortably and safely away from the rocky terrain. While Mathias Marchon summons his colleagues waiting nearby in the helicopter over the radio, Thomas von Wyl makes his way on foot to the temporary landing site. Rega 3 ▶

For transportation using the rescue hoist, the hiker with the injured foot is placed in a kind of rescue seat known as an evacuation triangle.



Safely secured in the evacuation triangle: the patient and the Rega emergency flight physician are lifted off the ground on the end of the rescue hoist and flown to the temporary landing site.

lifts back into the air. On missions using the rescue hoist, paramedic Daniel Oesch stands safely secured on the skid outside the EC 145 helicopter, operates the hoist and gives a series of short, precise commands over the radio to guide pilot Simon Luginbühl, centimetre by centimetre, towards the casualty at the accident scene.

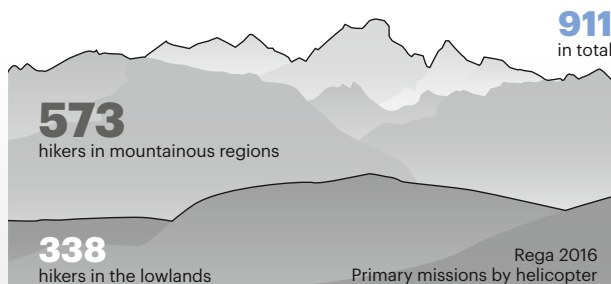
The hook of the rescue hoist is soon suspended exactly beside the emergency flight physician, who can now attach his patient and himself to it. Mathias Marchon stretches his arm out, raises his thumb and signals to his colleague Daniel Oesch that he is ready. The hoist cable takes the strain. The Rega physician and his patient are lifted on the rescue hoist up

to the skids of the EC 145 and then flown on the side of the helicopter to the temporary landing site at the Tremetta mountain hut, which earlier Jean-François Michel had attempted in vain to reach. There, the crew transfers the patient into the helicopter cabin. “I was deeply impressed by the work of the Rega crew. They were all extremely kind and professional,” Jean-François Michel later says about his Bernese rescuers. He is flown to hospital seated in the helicopter. The diagnosis: a complicated three-part fracture and a torn ligament in the area around his left ankle.

Even now, Jean-François Michel still feels the effects of his injury. Having climbed all the four-thousanders in Valais and until now completed every one of his mountain tours without incident, he is now aware that an accident like his can happen even to a seasoned climber and hiker: “It was just bad luck. What happened on that easy hiking trail could have happened to me walking down the street,” says Jean-François Michel. Lengthier tours are out of the question now, he says. Yet he still feels the pull of the mountains. “I will shorten my routes and take more care. But I must get out into the mountains, into nature. It’s my purpose, my life. I only intend to stop when I can no longer walk!”

Wanda Pfeifer

*** Missions to rescue hikers in distress**



In 2016, the Rega helicopter crews were called to the rescue of **911 hikers in distress throughout Switzerland**. Most of the casualties had had an accident during their hike and sustained lower leg injuries serious enough for them to be flown by Rega to hospital. **One in five of the rescues was in response to an acute medical condition**, such as a heart attack or stroke.

► **More information on this topic** and on how best to equip yourself to deal with hiking accidents can be found on pages 18/19 and 30/31.

24h Rega

Pius Arnold, 63, Hangar Manager

His efforts are a gleaming “advertisement” for Rega: Pius Arnold ensures that the hangar at the Rega Centre is tidy, clean and safe.

“For me, Rega’s helicopters and jets are not just a means of rescue, but also in many respects an ‘advertisement’”, says Pius Arnold, while he slides the polishing machine over the tail of the ambulance jet in vigorous, circular motions. The whole procedure takes several days before, as part of a technical overhaul, a Rega jet is spotlessly clean and ready to embark on its next mission. “It’s important that our patrons see how carefully we look after the machines they have put at our disposal,” he explains proudly.

Pius Arnold has been looking after Rega’s aircraft for 30 years. After undergoing maintenance work at the Rega Centre, no jet or helicopter leaves the hangar without him somehow being involved. “I don’t work on the frontline at Rega, I don’t save lives. But I know that with my work I give pleasure to my colleagues who do so – and thus do my part in ensuring that Rega can ‘shine’ when it is operation.”

His list of duties is as full as the hangar itself. Everything has its place. Besides keeping everything clean and tidy, Pius Arnold is also responsible for servicing the technical infrastructure. “I’m always finding things that need to be dealt with,” he says. Cleanliness and a watchful eye are qualities that he developed at the beginning of his professional life, when he worked as a cheesemaker and then as a security



employee at Securitas. Nowadays, as Technical Security Officer he ensures that his work colleagues fully comply with the safety regulations. “The younger members of staff already attain a high level of safety awareness during their training. They are my role models, and with their new ideas they ensure that I don’t get into a rut.”

Pius Arnold is a highly respected and easy-going person, who sets great store by imparting a friendly word rather than a reprimand. That goes down particularly well with the younger generation: over the years, he has looked after 480 teenagers

who have spent a week of their school holidays at Rega to familiarise themselves with the various spheres of work. “No one can come to me and complain about the youth of today,” he relates. “Every child was different, but I would take every single one of them again.” The girls generally come with the desire to become a Rega physician, while the boys want to be helicopter pilots. “And of course I have never destroyed their dream.”

He himself still has dreams that he wants to fulfil. “I intend to reduce my working hours and travel around northern Europe with my wife in our camper van. In particular, we would like to go and see the Northern Lights flashing across the sky.”

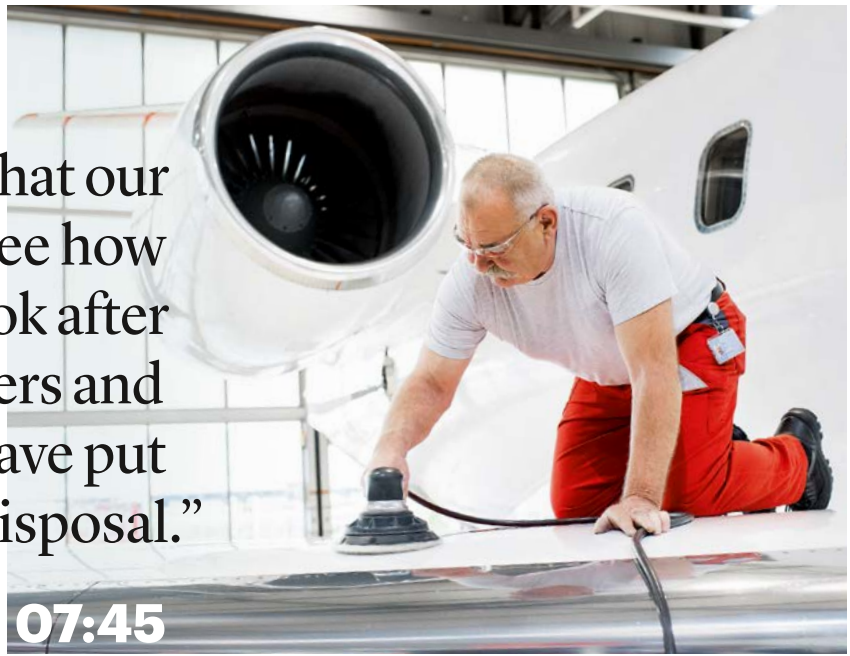
Ariane Lendenmann



The Hangar Manager cleans the aircraft and is responsible for order, safety and technical maintenance in the hangar.

Read more on page 14 ►

“It’s important that our patrons see how carefully we look after the helicopters and jets that they have put at our disposal.”



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14

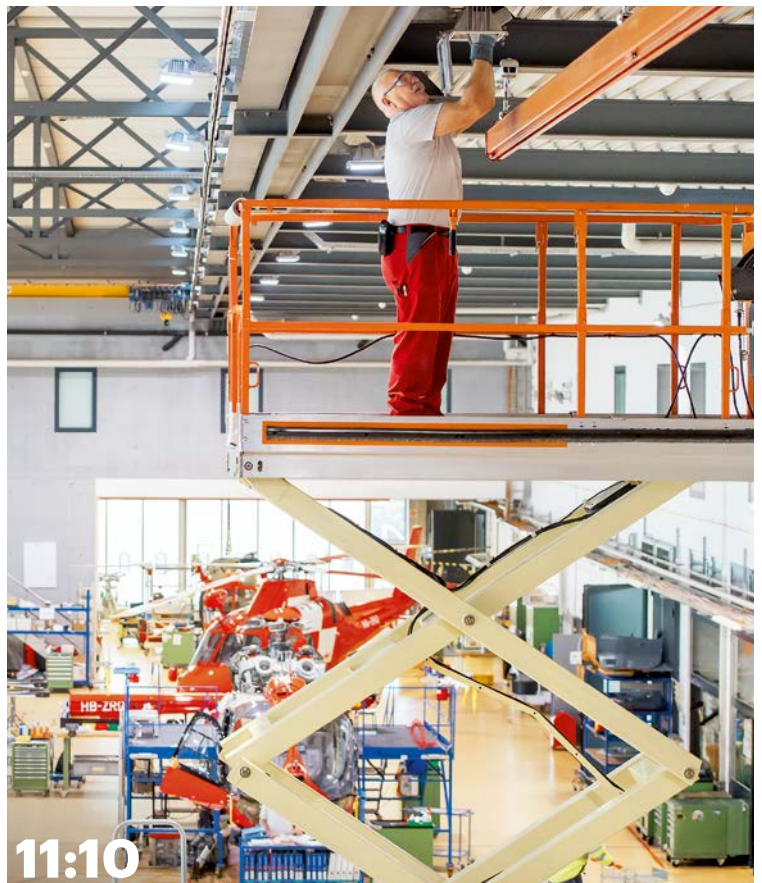


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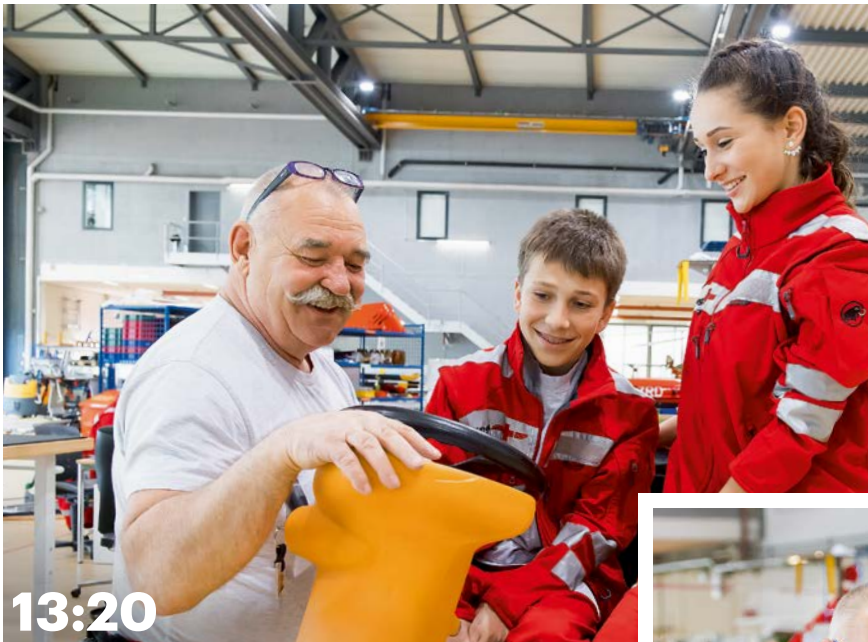
▲ Safety at work: as Technical Security Officer, he ensures that the safety regulations are fully complied with. Anyone who needs a tool hangs their badge on the board. As a result, nothing gets left in the helicopter or jet – something that could have fatal consequences.

▲ Polish and elbow grease: a clean aircraft has a lower air resistance – and fuel consumption. Pius Arnold needs a week to clean a jet, or two days for a helicopter.

► Order and maintenance: from the lifting platform and tractor through to the oxygen cylinders and searchlights – everything that belong to the technical infrastructure in the hangar and the workshops is checked and serviced by the Hangar Manager.



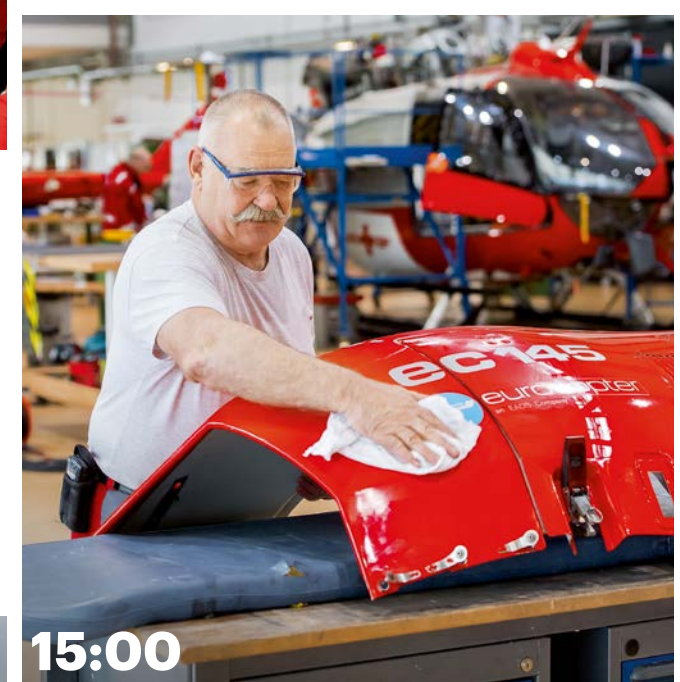
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◀ Youth development: Pius Arnold explains to Nicola and Elena, who have been given the opportunity to spend a vocational week in their holidays at Rega, how the cleaning machine works. It is used to clean the floor as soon as a jet has left the hangar, so that nobody slips on traces of oil and injures themselves.

13:20

▶ An “advertisement” for Rega: when a helicopter comes to the Rega Centre for a technical overhaul, it is dismantled into its individual components. Pius Arnold diligently ensures that afterwards it returns to the helicopter base in a spotless condition.



15

15:00



18:15

◀ Unwinding and reenergising: he can best relax when fishing on the Greifensee – even though he very rarely catches anything.

Ready for the next generation

So that the Swiss population will always be able to count on it in future, too, Rega needs new rescue helicopters and ambulance jets: the Rega fleet of tomorrow.



16

Helicopter maintenance is especially intensive: for every flight hour, between three and five hours of maintenance work need to be carried out by Rega's aircraft mechanics.

The Rega fleet operates around the clock to help people in need of assistance: a total of 15,093 missions were organised from Rega's Operations Centre in the past year. Such intensive use of its aircraft continually presents Rega with major challenges. For the longer and more often a helicopter or ambulance jet spends in the air, the more maintenance it requires – and thus the longer it must spend idle on the ground while it undergoes periodical or manufacturer-prescribed maintenance work and is unavailable to perform any rescue missions.

Nevertheless, the reliability of its fleet is vital to Rega: being ready at a moment's notice to help people in an emergency means that its aircraft regularly need to be renewed. On average, a Rega rescue helicopter or ambulance jet is in service for a good 15 years. Consequently, Rega has been carefully planning the renewal of its fleet for a long time – and by acquiring new aircraft sets the course for the future at the same time.

Complex helicopter maintenance

Helicopter maintenance is especially intensive, given the mechanical complexity and number of moving parts involved. For every flight hour, between three and five hours of maintenance work need to be carried out by Rega's aircraft mechanics. In order to be able to guarantee its

24-hour standby service, Rega operates a total of 17 helicopters at its 12 bases.

New rescue helicopters for the Swiss lowlands

Since 2003, the crews stationed at the lowland bases have been flying their missions with the tried-and-tested rescue helicopter of the type, Airbus Helicopters EC 145. Last December, Rega decided to replace its six EC 145 aircraft with the successor model, the H145. Replacing the helicopters is a necessary step: if they were to remain in service for more than 15 years, the EC 145 helicopters would be due for major maintenance work, entailing lengthy periods out of operation. What is more, the avionics would have to be modernised, which would involve substantial investment. Rega explored both options – modernisation and replacement – in depth and finally opted for the latter. The H145, which is equipped with cutting-edge avionics and considerably more powerful than its predecessor, will be phased in gradually from early summer 2018 and operate from the lowland bases in Basel, Zurich, Berne and Lausanne. This means that the high availability of rescue helicopters in the lowlands will also be guaranteed in future.

The all-weather rescue helicopter

Another procurement project focuses on ex-



The new fleet at a glance

H145

The high-performance H145 helicopters are equipped with cutting-edge avionics and will be stationed at Rega's lowland bases.

Manufacturer: **Airbus Helicopters**

Amount: **6**

Put into operation: **2018/2019**

AW169-FIPS



An anti-icing system is being specially developed for this all-weather rescue helicopter, so that it can also fly in adverse weather conditions.

Manufacturer: **Leonardo (formerly AgustaWestland)**

Amount: **3**

Put into operation: **2021**

Challenger 650



An improved interior fit-out, less noise in the cabin and wider beds are just some of the most notable modifications.

Manufacturer: **Bombardier**

Amount: **3**

Put into operation: **2018**

tending Rega's scope of operations: thanks to its anti-icing system, the all-weather AW169-FIPS helicopter from Leonardo will also be able to fly rescue missions in icing conditions. The purchase of three helicopters of this type marks a milestone on the road towards achieving Rega's vision of performing air rescue in all weathers. The new helicopter is, however, not scheduled to take to the air until 2021: the AW169-FIPS first has to be developed, as worldwide there are no helicopters with a take-off weight of under five tonnes that are equipped with an anti-icing system.

Rega jet: an ongoing success story

New developments are not the only option: Rega's three new Challenger 650 ambulance jets are currently under construction and will continue a success story that began more than 15 years ago. Since 2003 – longer than any other Rega jet fleet before them – the three Challenger CL-604 aircraft currently in operation have been flying patients home from all over the world. In service they have proved to be extremely reliable and have been deployed in more than 10,000 repatriations. Rega nevertheless approached the evaluation of a successor with an open mind: in all, 64 different types of aircraft were appraised over the two-year evaluation period. Finally, it decided in favour

of the Challenger 650 from Bombardier. This means that the successor to the current jet will continue in future to be the ambulance jet of choice for Rega. Based on the extensive experience of the jet crews, some significant improvements have been made to the interior fit-out of the aircraft, which will be implemented before the three new jets are delivered next year. Less noise in the cabin, wider beds and a new lighting concept are just some of the modifications that will benefit future Rega patients.

Constant renewal of the Rega fleet

If Rega is to provide medical assistance by air and round-the-clock standby, it must be able to fully rely on its helicopters and ambulance jets. Rega pursues a long-term strategy and investment policy in the evaluation process and works with tried-and-tested concepts as well as new developments. With its ongoing programme of renewal, Rega is ready for the next generation – so that in future, too, the Swiss population can always count on Rega.

Adrian Schindler

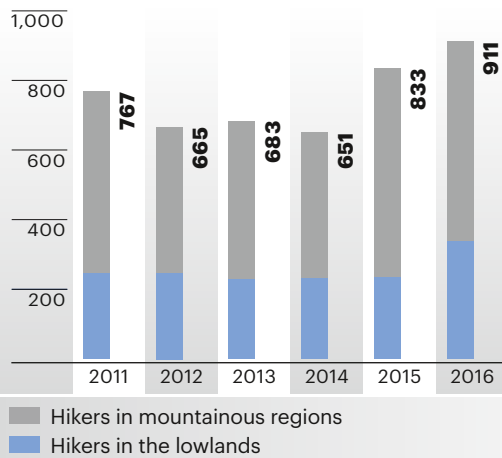
Help for hikers in distress

Hiking is one of the Swiss population's favourite pastimes: 2.7 million people engage in this leisure pursuit – from the avid sports lover to the Sunday day tripper. According to the Swiss Council for Accident Prevention bfu, around 20,000 hikers injure themselves every year. The Rega crews rescue between 600 and 900 hikers in distress each year, the majority of whom have suffered an accident.



Every third rescue mission for hikers in the lowlands

In rough terrain, far from any roads, even a broken foot can be a case for Rega. **Besides injury, illness is also a reason for raising the alarm.** Added to these are missions for uninjured hikers who find themselves in an emergency situation: often a timely rescue can prevent serious injury. Rega comes to the aid of 600–900 hikers every year (see graph). Its helicopter crews fly to **wherever people go hiking – therefore not just in mountainous regions, but also in the lowlands.** The fluctuations in the **mission numbers reflect the weather conditions.** Consequently, more people spend time hiking in the years when the weather is fine, which in turn results in more missions.



18

Injuries after hiking accidents

11.1%

Shoulder and arm injuries

24.4%

Head injuries

7.3%

Spinal and torso injuries

5.3%

Other injuries

17.5%

Knee, thigh and pelvic injuries

34.4%

Lower leg and foot injuries

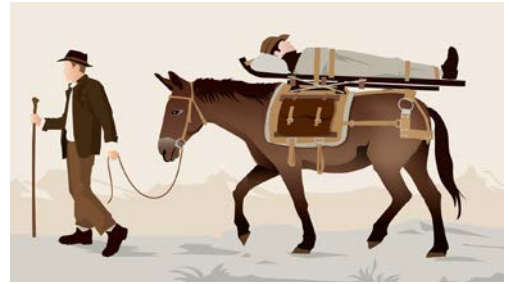


Rega 2016
Primary missions by helicopter





Rescue through the ages



Seventy years ago, injured hikers had to be transported back down into the valley either **carried by their companions or on the back of a mule**. Such rescues took a long time and were extremely strenuous for everyone involved. **Nowadays, Rega's helicopters reach every location in Switzerland – with the exception of Canton Valais – within 15 minutes' flying time.** Nevertheless, terrestrial mountain rescue has lost none of its importance: the Rega Operations Centre mobilises the **rescue teams from the Swiss Alpine Club SAC** whenever rescue operations have to be carried out on the ground or a Rega crew needs assistance in difficult terrain.

► You can read more on this topic from page 26.

K Checklist when raising the alarm

In inaccessible terrain, it is advisable to call out Rega directly via emergency number **1414** or using the Rega app. **Uninjured hikers can also request Rega's assistance in an emergency:** the flight coordinators can often **provide assistance over the phone or if necessary mobilise the mountain rescuers from the SAC or a helicopter crew.** The following information helps the Rega Operations Centre to swiftly dispatch the appropriate help:

- 1 Where are you exactly?**
Coordinates, place name, locality, prominent landmarks. Tip: the Rega app automatically transmits your coordinates to the Operations Centre.
- 2 Who can be contacted at the accident scene, and how?**
Full name, telephone number
- 3 What happened exactly?**
How did the accident happen?
What did you see?
- 4 How many people are involved?**
Number of casualties, nature of their injuries
- 5 What is the situation at the accident site?**
Possible to land a helicopter?
Obstacles such as cables, power lines, antennae?
- 6 What are the weather conditions at the accident site?**
Visibility? Rain? Wind?



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Opinion

Ernst Kohler

“People only support what they know, I’m convinced of that.”

I was recently in Baku, the capital of Azerbaijan. My stay in this hectic city was one of customs checks, traffic congestion and unfamiliar scents. No, this is not my account of a holiday trip abroad, but of a period of practical experience. Two or three times a year, I accompany a Rega crew on a mission – on board either a rescue helicopter or an ambulance jet. On these occasions, I am not just concerned with quality control or fostering relationships, but something quite fundamental: I want to know what I am talking about based on my own personal experience.

First-hand experience helps me to understand the processes and challenges of air-rescue operations – and, ultimately, my own task. For I do not want to lead Rega on the strength of facts and figures alone. At the same time, contact with the people we help and their relatives teaches me humility and motivates me in my everyday work. At Rega, accompanying operations is not a privilege reserved solely for the CEO, but is the expression of a corporate culture: for example, flight coordinators, who organise helicopter missions year in, year out, also join a helicopter crew once a year. And they experience for themselves how a rescue mission works “outside”.

After each of these practical stints, one feeling prevails above all: I have the very greatest respect for the accomplishments and commitment of those Rega employees who work every single day to help people in distress. It

is fascinating to see how many specialists are involved and how many procedures need to function perfectly in order to come to the aid of a casualty or patient. This is as true on a glacier rescue in Switzerland as it is on a repatriation operation abroad. Far removed from our comprehensive air-rescue and medical services, I am repeatedly reminded that we must never take Rega for granted. It is our duty to look after this organisation and its unique patronage system, and to protect and preserve it for future generations. For only with your support, as a highly valued patron, can Rega continue to deliver its accustomed services to the people of Switzerland twenty years from now.

People only support what they know, I’m convinced of that. That is why we also regularly invite you to join us on our missions: through the Rega magazine, on open days, or in newspaper articles or television reports. So that you get to know Rega. And so that you can see for yourself the work you make possible with your patronage contribution.

Bringing Rega closer to you is a commitment all Rega employees share – myself included. You can read my modest contribution on the following pages: I took pictures of the operation to Baku on board the Rega jet with my smartphone. The images are not of professional quality, but they do show what happens in our day-to-day operations. So that you know what Rega does. And in an emergency, will also do for you.

It is our duty to look after the unique patronage system and to protect and preserve Rega for future generations.



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



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Handing over the patient at the private clinic: before he is repatriated from Azerbaijan by ambulance jet, the stroke patient is examined thoroughly by Rega's medical crew.



Driving through the streets of Baku in an ambulance: five days after being admitted to hospital in the Azerbaijani capital as an emergency case, the patient is now on his way back home.

A stroke in Seat 34 A

Felix Müller (name altered) is lying in his hospital bed, covered up to the shoulders by a white sheet. On the wall opposite is a small TV set, switched off. Otherwise the room is empty. Through the partly open window, the noise of the traffic invades the room. Next to his bed, two nurses are quietly talking in a foreign language – Azerbaijani. How much of his surroundings Felix Müller is aware of, however, is unclear. Five days earlier he suffered a stroke and has been somnolent ever since. That means that he wakes up in response to voice, but immediately falls back to sleep again.

A stroke at an altitude of 10,000 metres

Five days earlier, on board a Swiss flight from Zurich to Bangkok: Felix Müller is sitting in row 34 and looking out the window. Outside, night has fallen. Far in the distance, scattered clusters of lights suggest towns and cities. Immediately beneath is nothing but the sheer blackness of the Caspian Sea. The passenger had boarded the plane in Zurich in the late afternoon for a long-haul flight to Thailand, the “land of



Marco Ambühl
36, flight physician

“The patient clearly responded when we spoke to him at the hospital in Swiss German.”

A passenger on a flight to Thailand suffers a stroke and needs immediate hospital care. But at that moment, the aircraft is flying over the Caspian Sea. The flight attendant calls Rega for assistance by satellite telephone.

23

smiles”. But now, around halfway through the flight, he is aware that something is not right. He is having difficulties articulating, and one side of his body feels numb. The passenger in the seat next to him hurriedly calls for the flight attendant. Medical knowledge is an important component of cabin crew training – and so she correctly identifies Felix Müller’s symptoms as those of a stroke. The flight attendant immediately consults the pilot in the cockpit and then contacts Rega by satellite telephone.

Advice from 4,000 kilometres away

At 22.29 hrs, the telephone rings in the Rega Operations Centre at Zurich Airport. The call comes directly from a flight attendant on a plane that at that very moment is flying eastwards at an altitude of 10,000 metres and a speed of 850 kilometres per hour. She explains that Felix Müller, a 70-year old male passenger ▶

With the passenger's condition continuing to deteriorate after his stroke, the Rega medical consultant advises the captain to turn back.

on the flight, is showing signs of paralysis on one side of his body and is having difficulties with his speech. The Rega medical consultant confirms the cabin crew's fears. All the symptoms point towards a stroke. The passenger requires immediate medical attention.

Intermediate landing in Azerbaijan

By this time, the plane is flying over Ashgabat in Turkmenistan. It will be several more hours before they reach Bangkok – too many for Felix Müller. Via satellite, the Rega medical consultant advises the flight attendant to place the casualty in the recovery position, give him oxygen, and make an announcement over the tannoy system asking whether a doctor is on board. They agree to speak again on the phone for further clarifications in a quarter of an hour.

While this is happening, the Rega flight coordinator on the night shift familiarises herself with the medical infrastructure in and around Turkmenistan. It is a challenging job; the clock ticks relentlessly, and with every second the plane moves further away. The second time the Rega medical consultant's phone rings, the captain of the aircraft is on the other end of the line. Regrettably, nobody had come forward when the flight attendant asked for a doctor, he reports. Meanwhile, the casualty's condition is continuing to deteriorate. Rega's medical consultant advises the

pilot to interrupt the flight to Bangkok and have the sick passenger hospitalised as a matter of urgency. According to Rega's own hospital database (see inset below), the most suitable hospital for this particular emergency is in the Azerbaijani capital, Baku, an hour's flying time away in the opposite direction.

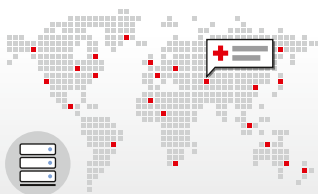
Having made its recommendation to the pilot, Rega passes the call back to Operation Control at Swiss, which now has to make the arrangements for an unscheduled stopover. Shortly afterwards, the aircraft changes its course in the night sky over Turkmenistan and heads for Baku.

Repatriation by Rega ambulance jet

Back in Felix Müller's hospital room, the window has now been closed, muting the traffic noise from outside. The last five days since the unscheduled landing have been turbulent for the Swiss patient. Despite the airline's efforts, he only made it to the private clinic in Baku that is equipped to treat him via several intermediate stops and another hospital. His door quietly opens and the attending Azerbaijani doctor enters the room – followed by Rega flight physician Marco Ambühl and intensive care flight nurse Matthias Vetter. They have come to escort the somnolent patient home on board the Rega jet and deliver him to a Swiss hospital. "Unfortunately, the patient was hardly able to speak, but he seemed to understand that he was going home. He responded quite clearly when we spoke to him in Swiss German," Ambühl recalls.

Felix Müller's insurance company has – independently of the medical emergency advice via satellite a few days earlier – contracted Rega to fly him back to Switzerland for further treatment. Rega has three ambulance jets for transporting intensive care patients by air, all of which carry state-of-the-art medical equipment on board and are used to repatriate some 850 seriously injured or ill people every year. And so, for a second time since Felix Müller suffered his stroke, Rega takes care of the patient.

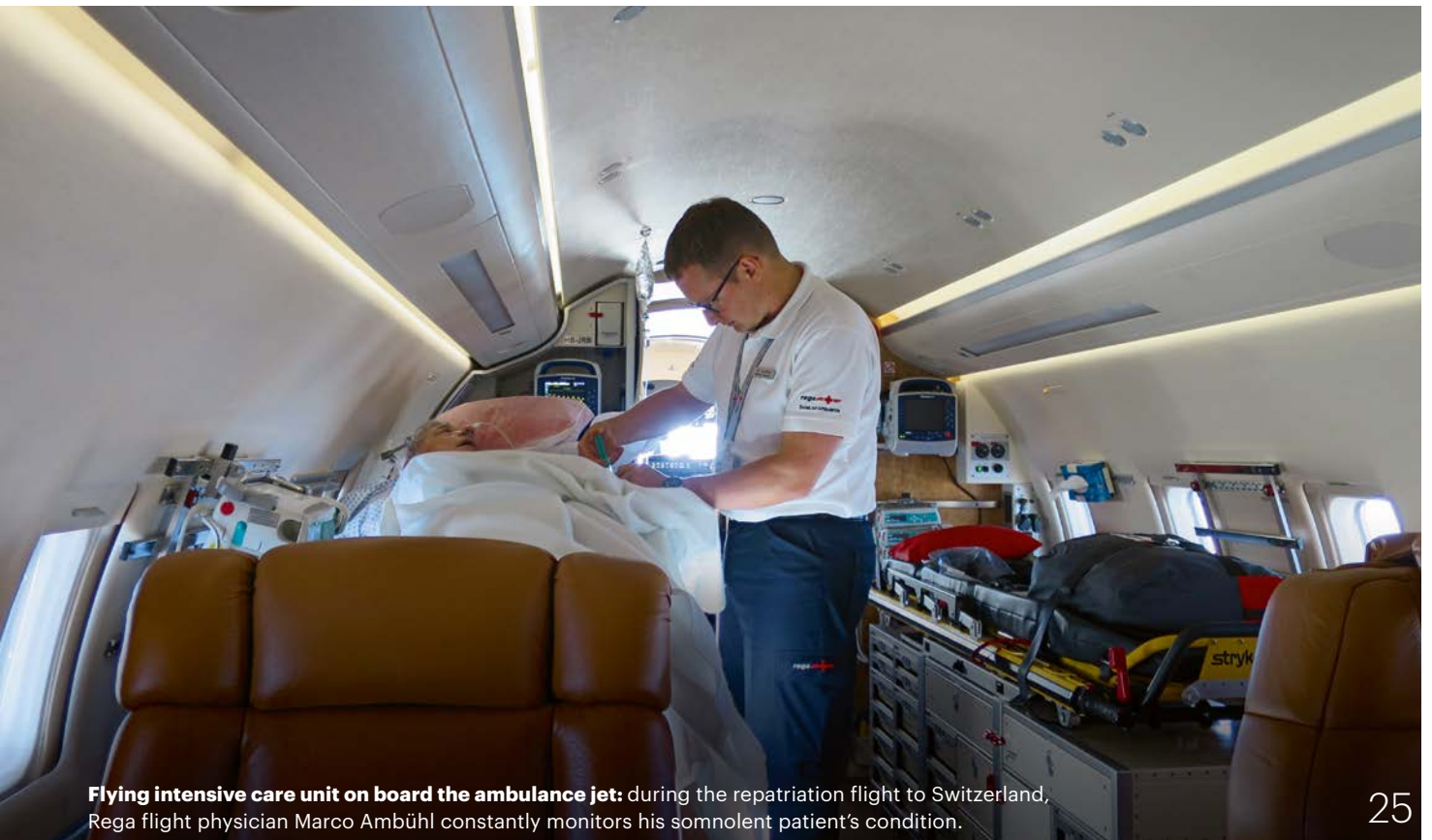
K Rega's hospital database



Rega has its **own worldwide hospital database.**

This is where, after every operation abroad, the Rega crews record **all the important information** on the hospital they have visited.

This includes, for example, **details of the medical equipment, the hygiene conditions and the languages spoken by the doctors.** This information is extremely valuable to the Rega medical consultants in providing medical advice for patients abroad.



Flying intensive care unit on board the ambulance jet: during the repatriation flight to Switzerland, Rega flight physician Marco Ambühl constantly monitors his somnolent patient's condition.

Repatriation flights take the Rega jet pilots, flight physicians and intensive care flight nurses to around 400 different destinations around the world every year. Sometimes they go to little-known, remote places to help people in distress and accompany them on their home-ward journey. In Baku, for example, the Rega crew is familiar with the airport from past re-fuelling stops. But Marco Ambühl and Matthias Vetter have never visited the city itself. Much to their amazement, they discover that 1414, the Rega emergency number in Switzerland, also adorns the sides of many of the taxis in Azerbaijan.

On the long road to recovery

Before Felix Müller is carefully transferred to the private clinic's ambulance for the journey to Baku Airport, he is examined thoroughly by Rega flight physician Marco Ambühl. The journey in the Azerbaijani ambulance takes them through a world of contrasts: first down narrow streets between derelict apartment blocks, then on a multilane motorway, past futuristic-looking high-rises, green parks and stately buildings, back to the airport.

Here the Rega jet is waiting, fully fuelled and ready for take-off. Before that can happen, the patient and medical crew have lengthy

safety checks to endure. Thanks to the help of the local Swiss embassy, they arrive at the Rega jet 45 minutes later. Assisted by the pilot and co-pilot, the medical crew push Felix Müller on his stretcher up the ramp and into the ambulance jet, where they transfer him to the intensive care litter and prepare him for the flight. Five days after his stroke en route to Bangkok, Felix Müller is back on board an aircraft, this time on his way home to Switzerland. Here, with his family close by, he will gradually recover from his serious medical condition.

Harald Schreiber

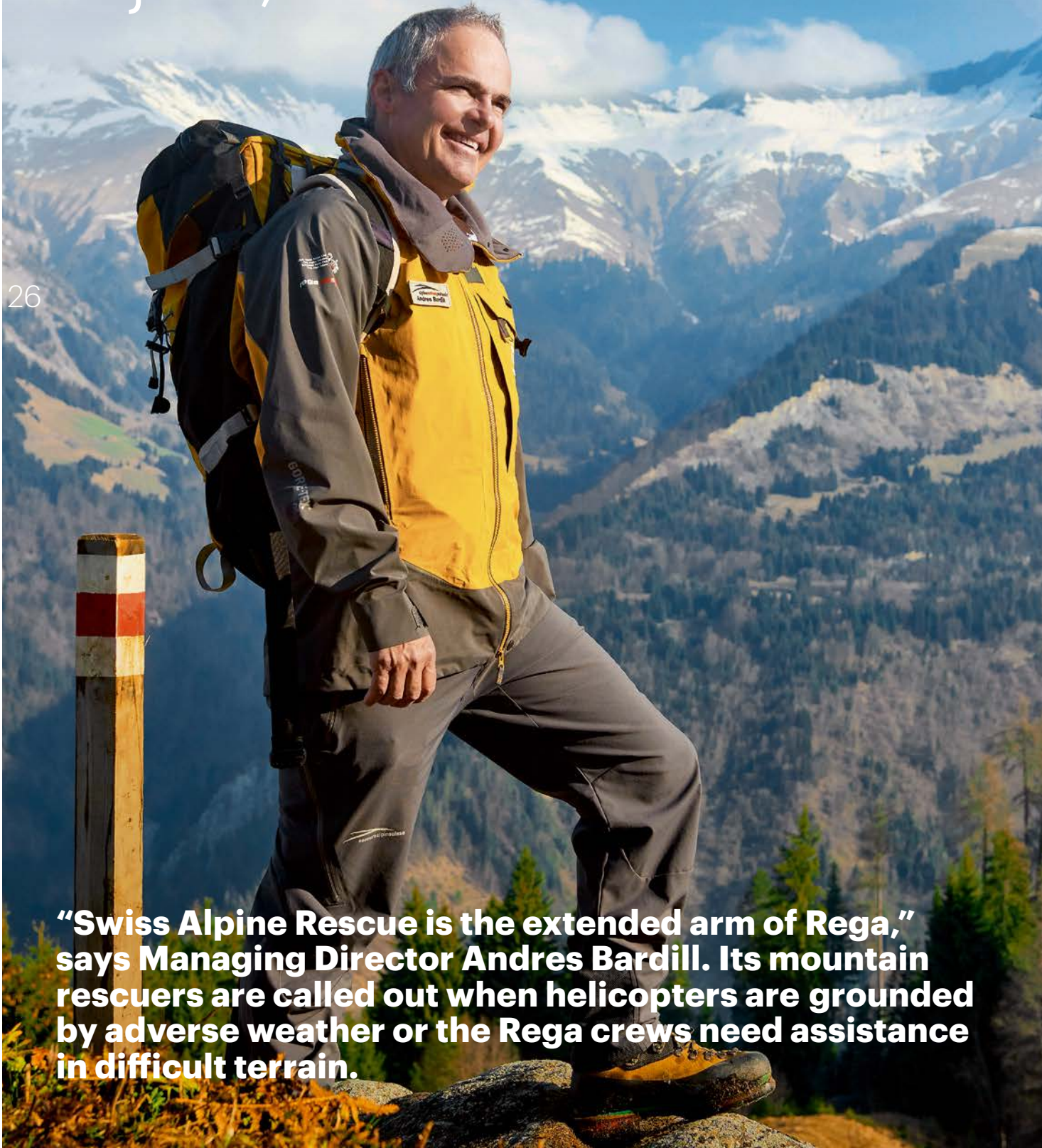
K Medical advice for airlines

Rega supports airlines in the event of medical emergencies on board their aircraft. **On request, the Rega medical consultants are available around the clock by satellite telephone to assist the cabin crews,** be it with initial medical care or administering medication from the onboard supplies. If the patient's condition indicates immediate hospitalisation, Rega recommends to the airline a medically suitable destination for an unscheduled landing. **In 2016, Rega's medical consultants carried out more than 100 of these so-called cockpit consultations.** But only in the rarest cases did they have to recommend an unscheduled stopover.

“Being a rescuer is not a job, it is a vocation.”

26

“Swiss Alpine Rescue is the extended arm of Rega,” says Managing Director Andres Bardill. Its mountain rescuers are called out when helicopters are grounded by adverse weather or the Rega crews need assistance in difficult terrain.



Andres Bardill, what does Swiss Alpine Rescue (ARS) do?

ARS is a non-profit foundation supported by Rega and the Swiss Alpine Club SAC. We act as the link between the 86 SAC rescue stations and their 2,900 rescue volunteers, take care of their training and ensure standardised procedures throughout Switzerland.

So the rescuers are volunteers?

Mountain rescue is not a profession, if anything it is a vocation. Rescuers

Andres Bardill, 52

“Rega patrons indirectly support Swiss Alpine Rescue, but they benefit from it, too.”

complete hundreds of hours of training and are on constant standby without receiving anything in the way of monetary compensation.

On a rescue mission, ARS assumes responsibility and compensates the rescuers for their services.

When and how does ARS help?

We broaden the operational scope of Rega and are, if you will, its extended arm. We assist the Rega crews on the ground in rescue operations all over Switzerland – with individual rescue specialists from the region, a ten-person rescue team, search dogs or canyoning rescuers, depending on what is needed. And we take on the rescue work that can only be performed terrestrially.

How do I call ARS for help?

On the Rega emergency number: in Switzerland, 1414 is the number to call in an emergency, for any rescue in difficult terrain, or if rapid assistance is needed. The Rega Operations Centre then mobilises rescue teams and resources from ARS as required.

Whom is ARS called out to help?

It is usually our most challenging operations that make the headlines, for instance in the event of an avalanche or cave rescue, or when we rescue a base jumper from a rock face. But in actual fact half of our roughly 700 operations a year are to help hikers who have injured themselves or lost their way – including many Rega patrons.

Does that make a difference?

Rega patrons are indirectly helping to support ARS and thus the entire rescue infrastructure in Switzerland through their annual contributions. Some of them are not even aware of this – or that they have the full benefit of their Rega patronage if they are ever rescued by ARS and no insurance is liable for the costs.

What has changed in the ten years since ARS was founded?

We perform a good one-third more operations than in 2007. In the past, we primarily rescued mountaineers; nowadays we are increasingly serving the public at large. One example is the provision of medical care: we intervene here because in some areas of Switzerland the medical infrastructure is disappearing. In response to this reduction in services, in 2016 ARS and Rega launched their own network of medical specialists: we now have over 60 doctors and paramedics who are constantly standing by to deal with medical emergencies in their region. This is not just for the local population, but also for visitors out on a day trip or on holiday, who expect the same medical treatment as they would receive at home.



Professional teamwork in the mountains

Around 900 hikers in distress had to be rescued by Rega last year, almost 130 of them with the help of a local helicopter rescue specialist from Swiss Alpine Rescue (ARS).

For more information: alpinrettung.ch

Does that mean that expectations have risen as well as the number of operations?

Yes, not least because everyone is permanently available by mobile phone. Nowadays, most hikers and climbers are very well equipped, but they no longer pack their rucksack for every eventuality – with bivouac materials, for example. At the same time, being available by phone also means that they can no longer spontaneously decide to spend a night outdoors without informing their relatives or someone from the mountain hut beforehand. Then, if they cannot be contacted, a search would soon be launched.

What does that mean for the rescuers?

They are required to be even more dedicated than ever before. Active senior citizens, for example, are now in the mountains every day of the weekends, not just on Sundays. That poses a challenge for the rescuers, because they have to be in constant readiness alongside going about their normal jobs. In view of the flexibility and commitment that is demanded of them, I sometimes wish the public appreciated my colleagues a little more – so that remarks like “Hey, what took you so long?” are not the first thing they hear when they come to somebody’s rescue.

Interview: Ariane Lendenmann

Plan B for a baby

Despite adverse weather conditions, the Rega crew is able to fly a newborn baby from St. Gallen to Zurich as an emergency case – thanks to instrument flight rules and perfect teamwork between all those involved.



28

St. Gallen (SG), 07.12.2016

It was a foggy winter afternoon when the Rega crew from the St. Gallen base were called out for a transfer flight: a newborn baby with a heart abnormality was fighting for its life and urgently needed to be transferred by helicopter from the Children's Hospital of Eastern Switzerland to the University Children's Hospital Zurich (Kispi). However, at first visibility in Zurich was so poor that Rega pilot Till Linder had to call off the mission. But then the fog suddenly cleared and the crew decided that the helicopter could take off.

Waiting at the heliport of the Children's Hospital of Eastern Switzerland was a neonatologist and a nurse with the transport incubator for premature and newborn babies. The Rega crew took the incubator on board and took off for Zurich. During the flight, the weather increasingly worsened. Zurich was once again hidden under a blanket of fog. Till Linder recalls: "I had been expecting the mission to

Till Linder, helicopter pilot
 "It is exactly for emergencies such as this that we have trained IFR procedures so intensively."

be very challenging, so while I was planning the flight, I also prepared a Plan B to fall back on." Together with paramedic Cyrill Inauen, who helped him to navigate during the flight, he decided to land at Dübendorf Airport according to instrument flight rules (IFR). This airport has an instrument

landing system which enabled pilot Till Linder to fly through the otherwise insurmountable fog cover. Until recently, for Rega helicopters IFR approach flights were a thing of the future, but now they open up brand new possibilities during rescue missions.

After the helicopter had started its IFR approach flight to Dübendorf, the Rega Operations Centre reported that the ambulance that was due to drive the baby to Zurich was caught up in the evening traffic. So the crew decided to attempt to fly on to the Kispi – but this time below the fog level. The visual flight was successful, and the baby with the heart defect was handed over to the specialists in good time.

Wanda Pfeifer

Motocross fall

Bassecourt (JU), 13.11.2016 Mission for the Rega crew from Basel: a 52-year-old motocross enthusiast had crashed in the forest and broken several ribs. The patient was in a stable condition and fully conscious. He was flown swiftly and gently to hospital with suspected back injuries.

Rega mission after a dive

Zernez (GR), 17.11.2016 After a diving operation during cleaning work on the Punt dal Gall dam, a worker showed symptoms that required urgent medical attention. The Rega crew from Samedan flew him to a suitable hospital.

Heart problems in the mountains

Habkern (BE), 14.03.2017 Near the Lombach Alp, a hiker came across a 65-year-old man in a critical condition and immediately called out Rega. The helicopter crew from Zweisimmen promptly flew the patient, who had a suspected heart attack, to the Inselspital in Berne.

Special intensive care transports in 2016

As the only air-rescue organisation in Switzerland, Rega performs around 300 special transports every year:

24 ECMO transports for patients attached to a mobile heart-lung machine.

244 missions with the transport incubator for premature and newborn babies.

18 patients

were transported while using an intra-aortal balloon pump, an emergency device to increase cardiac output.





Rega kids

Competition Work out which number each Rega aircraft represents – and then solve our tricky maths problem!

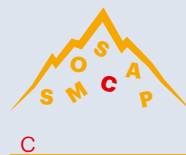
$$\text{Rega plane} + \text{Rega plane} + \text{Rega plane} = 30$$

$$\text{Rega plane} + \text{Rega helicopter} + \text{Rega helicopter} = 18$$

$$\text{Rega helicopter} - \text{Rega helicopter} = 2$$

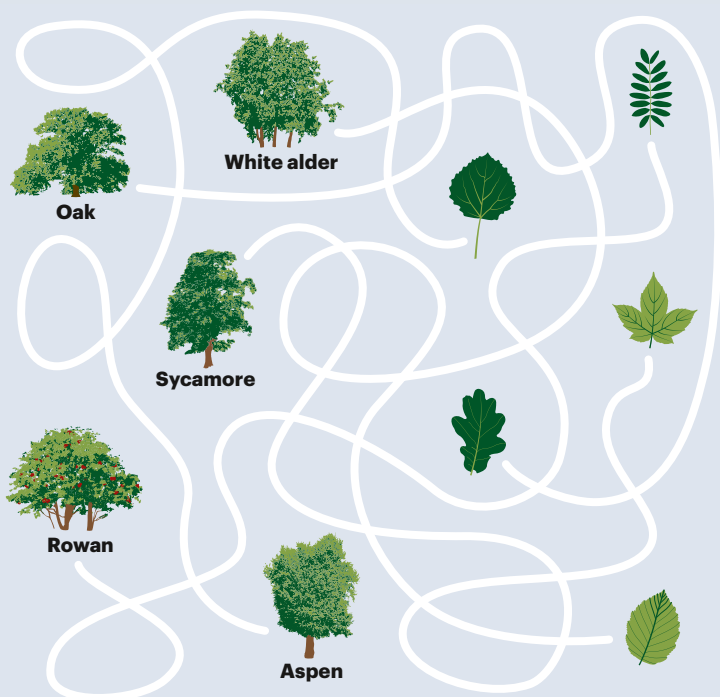
$$\text{Rega plane} + \text{Rega helicopter} + \text{Rega helicopter} = \text{Solution}$$

Jumbled-up letters Sort the mountain of letters to make a word. We've already found the first letter for you.



29

Picture quiz Do you know which leaf belongs to which tree? Follow the lines to see if you're right.



Write the answer on a postcard and send by 31 July 2017 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 lightweight, highly absorbent microfibre bath towel, each worth CHF 29. **Good luck!**



Solution from issue no. 87: 4,634
 Each of the following has won a fabric belt:

D. Andreetta, Biasca | P. Chabod, Les Acacias | M. Fässler, Brülisau | J. Hardegger-Gossweiler, Denges | M. Herger, Lucerne | L. Huber, Meiringen | S. Rothenbühler, Granges-Marnand | M. Sottas, Winterthur | J. Thoma, Tscherlach | P. Zanotta, Vacallo **Congratulations!**

Knowledge



30

On a hike, a minor incident can quickly turn into an emergency. Here are the precautions you can take.

Fresh mountain air, panoramic views, physical activity: walking is healthy, sociable and one of the most popular pastimes in Switzerland. Stunning landscapes and an excellent network of hiking trails make our country perfect for exploring on foot. Unfortunately, there is also a darker side to this enjoyable hobby. Every year, more than 20,000 people suffer walking or hiking accidents in the mountains, several dozen of them even with fatal consequences. Is hiking too dangerous? No, not if it is not underestimated and proper preparations are made before setting out. Hikers must take a high level of responsibility for themselves and be aware of the risks – especially in mountainous regions. Below you can find some tips to help you avoid potential dangers.

Thorough preparation is essential for any hike. In particular, you should make sure that you know your exact

route and the conditions along the way. Hiking trails, mountain trails and alpine routes all demand different levels of ability (see inset below).

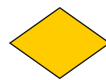
Plan your route realistically

Pay attention not only to the distance, but also to the elevation on your route.

Elevation gain makes all the difference on a mountain hike and can quickly lead hikers to underestimate distances. Allow yourself plenty of time, not forgetting breaks.

Are you hiking with children? Then set aside more time and choose a route that suits your children's ability. Take account of the season and

Hiking trails – and their levels



Hiking trails often run along wide paths, but they can also be narrow and uneven. Apart from the necessary care and caution, they present no special challenges. Shoes with a good grip are recommended.



Mountain trails are mostly steep, narrow and exposed in places. Sure-footedness, a head for heights, good physical condition and mountain experience are essential. Sturdy shoes with a strong grip are necessary.



Alpine routes can lead across snowfields or glaciers, over scree and through rockfall areas with short climbing sections; some have no actual track. Sure-footedness, a head for heights and excellent physical condition are essential. Alpine experience and equipment are required.

Source: www.sicher-bergwandern.ch

the weather, too: you can find out about current conditions on websites and webcams, at cable car stations and mountain huts, or by talking to local residents.

Say no if necessary

Too much of a challenge heightens the risk of accidents and is less enjoyable. Be realistic about your own abilities, and plan accordingly. If you are hiking with others, be sure to choose a route that suits everybody. The weakest member of the group always sets the pace and the level of difficulty for your tour.

Equipment for every eventuality

Safety has a lot to do with equipment. The right shoes, for example: stumbling and slipping are the most common causes of mountain walking accidents. Make sure that you wear sturdy hiking boots with soles that have a good grip and give you plenty of support. Take sun and rain protection and warm clothes with you – the weather can change suddenly in the mountains. To help you know where you are at any time, an up-to-date hiking map is a useful item to have with you, even in the digital age. Maps on a scale of 1:25,000 or 1:50,000 are a good choice. Tourist maps only give a rough idea of the terrain and the course of a trail. Remember to pack a first-aid kit, a rescue blanket and your mobile phone for emergencies.

Turn back in time

Even if you have planned your hike carefully, are well equipped and have already made good progress: stay attentive! Tiredness can seriously affect how sure-footed you are. Drink, eat and rest regularly to keep strong and focused. Also remember

your time schedule and the weather. If the weather deteriorates, turn back in good time or seek shelter. Are you lost? Stay together as a group, return to your last known point and, if necessary, get help. The general rule is: do not take risks and do not overdo it. Always turn back in good time.

Ask Rega for help

Despite every precaution, things sometimes just happen – and Rega’s assistance is needed. In Alpine terrain, even a sprained ankle can quickly turn into an emergency. We always recommend calling out Rega using the Rega emergency app. Then the precise coordinates of an accident location are transmitted directly to the Operations Centre and the Rega helicopter pilot knows

where to find the site. If you do not have a smartphone or have not installed the Rega app, you can also alert Rega by calling the emergency number 1414. If no mobile service is available where you are, change your position and additionally try calling the European emergency number 112. Sometimes, just a few metres can make the difference between no service and service.

You can find further useful tips from our flight coordinators below.

We wish you sunny summer months ahead and many relaxing, accident-free hikes surrounded by nature.

Karin Hörhager

► You can find more on this topic from page 8.

K Tips from the Rega Operations Centre



Before setting out on a walk or hike, charge your phone battery and keep your phone warm and protected – it can save lives in an emergency.



Brightly coloured clothes increase your visibility – also for a Rega crew. That makes it easier to find you in an emergency.



You need help, it is already late in the day and a storm is approaching? Raise the alarm in good time: bad weather and/or darkness or poor visibility can delay or even prevent a rescue. Do not wait too long.



It is helpful if you let relatives, friends or mountain hut keepers know where you are heading and roughly how long your planned route

will take. In an emergency, a search team will then know where to start looking. Equally, though, remember to let mountain hut keepers know if you are not going on a hike you had planned and told them about. By doing so, you can help to prevent an unnecessary search for you.



Check your position on the map regularly. That will enable you to give your approximate location if you require assistance. Other useful information for our flight coordinators includes forks in the path, alp names or distinctive topographical features such as lakes or mountain peaks.



Are you lost and do not know what to do next? Avoid taking unnecessary risks. Alert us in good time – we may be able to help you without dispatching the rescue helicopter.

«SCHULSAMARITER IST
EIN TOLLES PROJEKT»

Beat Lüthi, Schulleiter Primarschule Leuzigen

Gemeinsam für Erste Hilfe an Schulen

Jährlich geschehen gemäss der Beratungsstelle für Unfallverhütung mehrere Tausend Unfälle an Schweizer Schulen. Die ersten Minuten können für den Erfolg der Hilfeleistung entscheidend sein.

Der Schweizerische Samariterbund hat das Projekt «Schulsamariter» gemeinsam mit der Schweizerischen Rettungsflugwacht Rega ins Leben gerufen. Das Ziel ist, an jeder interessierten Schule Kinder und Jugendliche in Erster Hilfe auszubilden. Nach Abschluss der Ausbildung erhalten alle Schulsamariterinnen und Schulsamariter ein Diplom sowie eine temporäre Gönnerschaft der Rega. Jene in der Oberstufe erhalten zusätzlich den Nothilfenausweis, der für jede Fahrprüfung obligatorisch ist.

Informationen zum Projekt unter
www.samariter.ch/schulsamariter

Informationen zum Engagement der Rega
unter www.samariter.rega.ch



GEMEINSAM FÜR
ERSTE HILFE
AN SCHULEN

 **samariter**  **rega**  **for you**

Rega Shop

Diverse gift ideas and practical fan articles
for an enjoyable summer 2017

OUR
HIGH-
LIGHTS

BESTSELLER



1 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: 16 × 10 cm.



2 Keyring with detachable rings 15.—

A patented keyring which thanks to its carabiner clip can be attached to virtually everything. The four rings are easily removed, so that you only carry the keys you need with you.

NEW



3 Shoulder bag 139.—

This high-quality shoulder bag in the Rega look is cut to size, produced by hand using a traditional screen-printing technique and sewn at a Swiss social enterprise in Canton Uri. The two-part main compartment has room for an A4 file or laptop. Small front pocket. Detachable padded shoulder strap. Magnetic fastener.

- Colour: anthracite with printed image in red and white
- Material: PVC
- Dimensions: 35 × 28 × 10 cm (L × H × D)



4 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)

5 Sleeping bag "Light" 59.— instead of 69.—

The Rega sleeping bag with a comfort temperature of +8° C is suitable for use between spring and autumn in a tent or hut, or on Interrail trips. Comes with a carrying bag.

- Mummy shape with a neck baffle for extra warmth
- Dimensions: for body length of up to 185 cm
- Outer material: tear-free Ripstop polyester
- Inner material: polyester
- Filling: hollow polyester fibres
- Comfort temperature: +8° C
- Lower temperature limit: 0° C
- Weight: 1200 g



- ▶ **Order now:** only few left in stock!
- ▶ **Suitable for** use with the silk inner sleeping bag (No. 15)

34

BESTSELLER



6 "Traveller" multitool by Victorinox 112.—

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

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



7 DVD "Rega close up" 15.—

Experience Rega close up! The 68-minute DVD documentation portrays scenes from everyday life at Rega. In English (also available in G, F & I).



8 Baseball cap 15.—

Rega cap with embroidered logo. Cotton, black. With ventilation holes and reflective strip. One size, adjustable.



9 AgustaWestland Da Vinci 29.—

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



10 Challenger CL-604 29.—

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



11 Airbus Helicopters EC 145 29.—

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



12 Capcool 39.—

This intelligent cap provides high UV protection (UPF of 100+) and thus protects the scalp from harmful UV sun rays. The top-quality fabric is made in Switzerland and thanks to its functional textile properties has a cooling effect, prevents the build-up of heat, and is also water- and dirt-repellent. In addition, reflective elements increase visibility in the dark.

- Colour: black
- Material: 92% polyamide, 8% elastane
- Dimensions: one size, adjustable
- Care: wash separately at 40° C (do not use fabric softener)

► **Prevention:** 100% UV protection, Capcool is recommended as head protection by dermatologists.

13 Daypack 79.—



The sporty day rucksack is equipped with an Airstripes system, allowing sufficient ventilation to the back. The main compartment is big enough to hold an A4 folder or file.

- Colours: anthracite & red, with reflective stripe
- Anatomically shaped, padded shoulder straps
- Equipped with various pockets
- Detachable waist strap
- Material: nylon and Super-Polytex 330D
- Volume: 25 litres
- Dimensions: 46 × 33 × 21 cm (H × W × D)

► **Free extra:** foldable seat cushion in red (33 × 33 cm) with carrying pouch.

NEW



14 Toiletry bag 29.—

All your toiletries at a glance: unfold the bag twice, hang it up with the hook, and all your personal care products are at your fingertips. With mirror. Black.

- Dimensions: 26 × 19 cm (folded)
- Dimensions: 63 cm (hanging up)
- Material: ripstop nylon
- Weight: 218 g



NEW



15 Sports towel 39.—

Ideal for sports enthusiasts and travellers: this microfibre bath towel is pleasant to the touch, lightweight (weighs only 500 g), highly absorbent and can be folded up small. Comes with an air permeable carrying bag.

- Colour: anthracite
- Material: 85% polyester, 15% nylon
- Dimensions: 150 × 75 cm (L × W)
- Wash separately at max. 50° C



16 Silk inner sleeping bag 49.— instead of 59.—

Small, light and compact, the silk sleeping bag easily fits into your hand luggage. An ideal travelling companion that protects you from dirt and softly envelops your body.

- Colour: orange (hand wash separately)
- Dimensions: 220 × 90 cm (L × W); polyester carrying bag: 16.5 × 7.5 cm

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

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
- 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

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.

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 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).

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.

20 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.

21 Jet soft toy 10.—

For young children to play with and cuddle.

Order Form



No.	Article	Price (CHF)	Amount	Ref.
1	Digital luggage scale	29.—	_____	90039
2	Keyring with detachable rings	15.—	_____	90024
3	Shoulder bag	139.—	_____	90043
4	Pocket hiking umbrella	49.—	_____	90065
5	Sleeping bag "Light", instead of 69.—	59.—	_____	30036
6	"Traveller" multitool by Victorinox	112.—	_____	90002
7	DVD "Rega close up"	15.—	_____	20018
8	Baseball cap	15.—	_____	30001
9	AgustaWestland Da Vinci, 1:43	29.—	_____	50006
10	Challenger CL-604, 1:95	29.—	_____	50003
11	Airbus Helicopters EC 145, 1:45	29.—	_____	50002
12	Capcool	39.—	_____	30042
13	Daypack	79.—	_____	90045
14	Toiletry bag	29.—	_____	90011
15	Sports towel	39.—	_____	30046
16	Inner sleeping bag, silk, instead of 59.—	49.—	_____	30035
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
10	Teddy bear	29.—	_____	40007
21	Ambulance jet soft toy	10.—	_____	50005

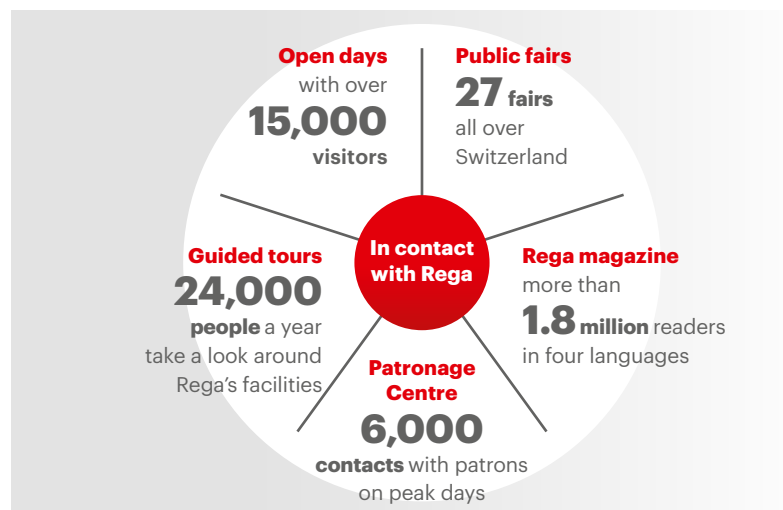
From our Webshop, www.shop.rega.ch

	Kindergarten bag "helicopter"	29.—	_____	40030
	Globi book, German	20.—	_____	40002
	Uvex bicycle helmet S (52–57)	119.—	_____	70011

● New ● Bestseller ● Classic

Get to know us

Would you like to find out more about Rega and our everyday rescue activities? Visit us at our next open day, at the Rega booth at a public fair, or on a guided tour through the Rega Centre or one of our 12 helicopter bases.



We look forward to meeting you in person

Direct contact with you, our patrons, is very important to us. For without you, there would be no Rega. We are pleased to invite you to get to know Rega better and take a look behind the scenes of our air-rescue organisation. We look forward to presenting Rega to you in person and having the opportunity to say thank you – for example, at our Open Days in 2017 at the Rega helicopter base in Untervaz on 10 June or the Dübendorf base on 2 September. Alternatively, you might like to take a look around the Rega Centre at Zurich Airport or one of our 12 helicopter bases located throughout Switzerland.

► Further information at www.events.rega.ch and www.visits.rega.ch.

Emergency numbers

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