

Special
issue
with poster

Encounters Mission in the forest A mountain biker falls down a steep slope and requires assistance from the Ticino crew. **11**

Horizons Thorough testing An artificially generated ice cloud is necessary to subject the new all-weather Rega helicopter, the AW169-FIPS, to stringent tests. **24**



How does the pilot know where he is?

This is just one of the questions we were asked by children from all over Switzerland. Rega helicopter pilot Alex Itin provides the answers. **8**



Experience Rega: during an Open Day at the Rega Centre, Rega emergency physician Ivo Breitenmoser shows a young girl how the rescue triangle works.

“Rega also rescues in times of crisis”



Karin Hörhager
Editor-in-Chief

Dear Reader

In the Rega Magazine, we like to tell you about the moments when Rega makes a difference to someone's life. We report on who Rega is and how we rescue and take care of people who find themselves in an emergency situation. That is what we had planned for this issue, too. But then our world suddenly ground

to a halt – Switzerland was in Coronavirus lockdown. Things that we took for granted were suddenly no longer possible: a relaxing get-together with friends, a visit to the hairdresser or a Saturday stroll through the weekly market.

In times with (too) much bad news and great uncertainty, it is all the more important to us to tell you about the wonderful, carefree moments. So for once we have designed our magazine a bit differently and enlisted the help of children from all over Switzerland. We asked them to send us questions that they would like to ask a helicopter pilot or flight physician. You can read some of the answers in the following pages. We have also responded to a request that we often receive from our young Rega fans – and created a pull-out Rega poster in the centrefold of the magazine.

Naturally, in these unprecedented times, too, we continue to focus on our core task of providing air rescue services in Switzerland and flying patients home from abroad. In addition, we have placed our decades of specialised expertise at the disposal of the Swiss government and the cantonal authorities. Our CEO Ernst Kohler tells you how Rega is helping Switzerland at this difficult time on page 27.

We trust you will enjoy reading this special issue of our Rega magazine, and wish you good health and a wonderful summer.

A handwritten signature in black ink, appearing to be 'KH', located at the bottom of the page.



30

Why raising the alarm correctly saves time



27

How Rega is helping Switzerland during the pandemic



13

What children wanted to know from our flight physician



24

How our "ice bird" is tested

Rega Magazine 1414 | Issue 94,
May 2020 | Published twice a year |
Total circulation 1.8 million

Publisher

Swiss Air-Rescue Rega
PO Box 1414
CH-8058 Zurich Airport
www.rega.ch
Postal account 80-637-5

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Photos

Thomas Lüthi (pp. 1-2, 4-5, 6-8, 10,
13, 17, 20, 27) | Mathias Gehrig
(pp. 4, 15) | Massimo Pedrazzini
(pp. 4, 7, 11-12) | Anna Brunello (p. 12)
| Karin Hörhager (pp. 4, 18-19, 26) |
Adrian Schindler (p. 30) | Other
(p. 12) | Leonardo Helicopters (p. 4)

Concept / Design / Prepress

Source Associates AG, Zurich

Production

tutto fatto, Zurich

Print

Swissprinters, Zofingen



Reprints permitted with sources indicated.



K

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 online:
www.rega.ch
www.facebook.com/regal414
www.instagram.com/rega_offiziell

6 Take off into the world of Rega.

Encounters

- 8 Children ask** our helicopter pilot, Alex Itin, about his work.
- 11 Mission report** on the successful rescue of an injured mountain biker from a forest.
- 13 Children ask** flight physician Nadine Nieuwkamp about her work in the Rega jet.
- 16 Rega kids** can have fun and with a little brainpower win some great prizes too.

5



Pull-out poster in the centre pages.

22 My experience: children report on their unforgettable experience with Rega.

Horizons

- 24 Outlook** on the next steps in the development of Rega's all-weather helicopter, the AW169-FIPS.
- 27 Opinion:** why Rega is able to react particularly swiftly and flexibly in crisis situations.
- 28 In focus:** the Helicopter Operations Centre is in constant contact with the crews and guides them through their missions.

Navigation

- 30 Knowledge** about the correct way to call out Rega and to guide a helicopter in to land.
- 33 In the Rega Shop** you can find the complete range of the popular Rega articles.

Take off

In brief

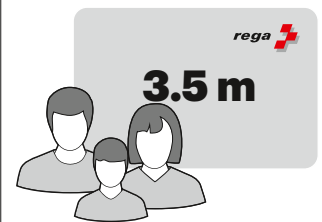
6



New dispatch system for the Helicopter Operations Centre

The countrywide coordination of Rega helicopters places different demands on a dispatch system than it would to deploy ground-based rescue teams. After it is called out, an ambulance operates almost completely autonomously and usually within clearly defined regions or cantons. However, this is not the case with air rescue: the Rega helicopters operate in several regions, and the crews are actively guided through their missions and continually supplied with information from the Operations Centre. Therefore, constant contact between the Operations Centre and the crew – for example, via Rega's own radio network – is of key importance. As a result, when the Helicopter Operations Centre was modernised last year, a newly designed communication system was installed that supported the flight coordinators in their highly demanding work even better than before. You can find more information on page 28.

More than 3.5 million patrons



Rega is more firmly anchored in the Swiss population than ever before. At the end of 2019, a total of 3,552,000 patrons supported Rega with their solidarity contributions, thus enabling it to continue to provide air rescue services in Switzerland – around the clock and with highly qualified personnel, a network of 12 operational bases and state-of-the-art aircraft. This represents a net increase of 70,000 patrons compared to the previous year.



Patronage Centre – also at your service online

Have you moved house and would like to notify us of your new address? Have you had a new addition to the family? Or would you like to change from Individual to Couple patronage? On our revamped website, you can submit your queries or comments quickly and easily at any time using the online forms. You can also find information about raising the alarm, answers to the most frequently asked questions about Rega, interesting insights into the everyday lives of our crews, fascinating material for your school project, and much more: www.rega.ch



Emergency doctor vehicles at the Rega bases in Mollis and Erstfeld

Since September 2019, an emergency doctor vehicle has been stationed at the Rega base in Mollis within the framework of a pilot project implemented in close cooperation with the Glarus authorities. The Rega emergency physician and paramedic can use this vehicle to drive to the scene of the incident if the rescue helicopter has to remain on the ground due to bad weather or if the flight by helicopter would not save any time for the patient. As from 1 September 2020, Rega will be in operation not only in the air, but also on the ground in Canton Uri, too – for the Erstfeld base is to receive Rega’s second emergency doctor vehicle.



Experience Rega

We attach great importance to regularly opening our doors to visitors. However, at the present time, we do not know when the next Open Days or guided tours of the Rega Centre and our helicopter bases can take place. Until then, we invite you to take a look behind the scenes on our website. You can also find out here when we will be able to welcome you again in person: www.rega.ch/events



Rega drone undergoes tests

In April 2019, the Rega drone, which is designed to search for missing, injured or ill persons, was presented to the public. The various components are currently being further developed and intensively trialed in all kinds of different environments. This provides insights into the various situations in which the drone can bring added value to the efforts to help people in distress. The drone is to be deployed for the first time on search missions by the end of this year.

The numbers in this issue:

Three

Rega ambulance jets repatriate patients from abroad.

2,000

flight hours' experience is needed for a helicopter pilot to fulfil Rega's requirements.

70,000

additional patrons support Rega as from the end of 2019. Thus 3,552,000 patrons currently keep Rega in the air. We would like to thank all our patrons most sincerely for their support.



Equipped for an emergency

Well equipped for a barbecue in the forest, a bike tour or a hike in the mountains: the outdoor first aid kit from the Rega Shop contains the most important first aid items for outdoor use, compiled by Rega doctors. The set contains top-quality material and a spacious extra pouch offers additional room for personal medications.

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

Can parents fly in the helicopter, too?

8



We asked children to send us their questions to a helicopter pilot. Alex Itin, Rega pilot at the Zurich base in Dübendorf, has answered them. More questions and answers can be found on our website. Many thanks for participating.

Name: **Alex Itin**
Occupation: **Helicopter pilot, Rega's Zurich base in Dübendorf**
Age: **41**
Employed at Rega: **since 2013**



Alexia Domenighini (3), Osco (Canton Ticino)

Is it difficult to fly a helicopter?

It's difficult at first. You learn step by step with a flight instructor, then it gets easier as time goes on.



Tim Hebeisen (8), Berne

How do you know where you are in the sky?

Do you have a navigation device in the cockpit?

Yes, in the helicopter we have a navigation system and many other devices that help us find our way during the day and at night. We're also very familiar with our operational areas, so we can also get our bearings from the mountains, lakes, villages or rivers.



Leyana Stalder (6), Altdorf (Canton Uri)

How many helicopters and stations are there in Switzerland?

We operate 18 rescue helicopters and 12 operational bases. There is also a partner base in Geneva and a training base in Grenchen (Canton Solothurn). This means we can fly to any location in Switzerland within 15 minutes. The Rega base near you is in Erstfeld (Canton Uri). We need more helicopters than bases because our mechanics regularly have to work on the helicopters – and during this time these helicopters cannot be used for missions.



Flavio Bernasocchi (5), Paspels (Canton Graubünden)

How fast can a helicopter fly compared to an animal?

I fly the Rega helicopter of the type, Airbus Helicopters H145, which can fly up to 230 km/h. The fastest animal in the world, the cheetah, can reach a maximum speed of 120 km/h. So if someone needs our help, we can get to them very quickly by helicopter.

9



Lea Würzler (10), Deitingen (Canton Solothurn)

What do you do when there isn't an emergency?

When we're not out on a mission, we work at the Rega base. There's always plenty to do there. For example, I check that everything is in order with the helicopter, enter information about past missions on the computer or cook lunch with the crew.



Leandro Stalder (8), Altdorf (Canton Uri)

Are children transported on their own or can their parents fly in the helicopter, too?

Usually we take one parent with us. We decide on location whether the mother or the father can fly with us.



Luca Galluccio (8), Penthalaz (Canton Vaud)

How do you become a Rega pilot?

First, you need a licence as a professional helicopter pilot. This is like a “driving licence” for helicopters. You must also have flown at least 2,000 hours in a helicopter and performed other difficult tasks, such as landing in mountainous regions and flying at night. Experience in carrying out transport flights is also very useful.



Fatoumata Binta (9), Bottens (Canton Vaud)

Would you also come to my village if someone is ill?

Yes, we would. Rega flies to wherever it is needed. We always try to land as close to the patient as possible.



Fjonn Gubler (9), Egg (Canton Zurich)

Do you need to know all about the weather?

Yes. The weather has a great impact on our work and was an important part of my training. If the weather is really bad, there are some places that we can't fly to or we even have to stay on the ground. So I check the weather conditions and forecasts several times a day. Then I can see, for example, where there is fog or where there might be strong winds or thunderstorms.

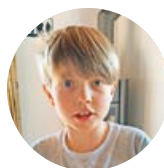
10



Sifra Saxer (14), Oberuzwil (Canton St. Gallen)

How do you wind down after an emotionally difficult case?

We're never alone in the helicopter. There are always three crew members: a pilot, a paramedic and an emergency physician. When the mission is over, we talk about it, also about the negative things. Talking to each other helps us to deal with a difficult mission mentally and emotionally.



Alek Perrenoud (8), Lamboing (Canton Berne)

Why did you choose this profession?

Already at your age, I loved helicopters. Helicopter pilot was and still is my dream job. It's good to know that you can help people in need with your work and as a helicopter pilot at Rega.

“If we're not out on a mission and have finished all our jobs, we cook lunch together.”



Further questions to our Rega pilot can be found online at www.rega.ch/kids



Ticinesi precision work

Salorino (Canton Ticino), 16.02.2020

A mountain biker is out with a group on Monte Generoso. Suddenly he veers off the trail and plunges down a steep slope. Dense forest makes rescue difficult, but the experienced Ticino crew succeed in evacuating the casualty from the inhospitable terrain using the rescue hoist.

A sunny Sunday in mid-February: the highest peaks are still covered in snow, but lower down the first signs of the coming spring are visible. The temperatures south of the Alps are already pleasantly mild, Switzerland has not yet recorded a single Coronavirus patient, and many people are spending the day outdoors, enjoying sports or other leisure activities. The crew at Rega's helicopter base in Locarno are standing by: experience has shown that on days with weather conditions like these, the rescue helicopter is called out several times.

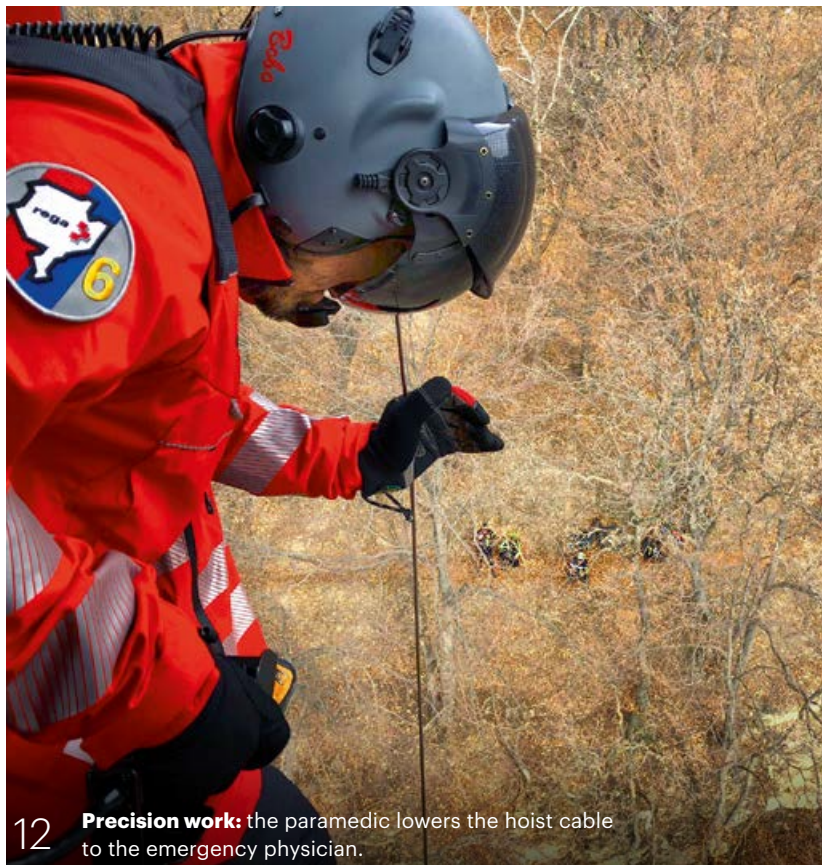
After the morning briefing, each crew member carries out various tasks at the base. These are set out in a weekly schedule and range from the checking of the medication by the emergency physician to the cleaning of the helicopter or the hangar by the entire crew.

Then, at 11am, the first emergency call of the day: the Rega Operations Centre requests the Ticino crew to go to the aid of an injured mountain biker. He had been on a bike tour on Monte Generoso with some friends when he veered off the trail and plunged down a slope. Pilot Corrado Sasselli checks the situation at the accident scene on a map, based on the information provided by the Operations Centre: "The patient was lying in a densely wooded, practically inaccessible area. Under these circumstances, landing the helicopter was out of the question. We therefore decided to evacuate him using the rescue hoist," Corrado Sasselli explains. In order not to lose any time, the crew of "Rega 6", as the Ticino base is known, prepare for the use of the rescue hoist before taking off from Magadino Airport. The emergency physician already puts on the harness, to which the hoist carabiner will later be attached.

Poorly accessible accident site

During the flight to the scene of the accident, Rega's Operations Centre sets up a conference call between the crew and one of the casualty's biking companions, who knows exactly where his friend is. The man waits for the helicopter at the agreed location, a clearing near the ▶

If the helicopter cannot land close to the casualty, the rescue hoist is used.



12 **Precision work:** the paramedic lowers the hoist cable to the emergency physician.

Sitting in the rescue triangle, the patient is transported together with the emergency physician to the temporary landing site using the rescue hoist.

accident site, so that he can show the rescuers the way.

From there, Rega emergency physician Michele Musiari continues on foot to the casualty, who is lying approximately 50 metres below the trail in poorly accessible terrain. Despite his bad fall, the man is in surprisingly good physical condition: the only thing he complains of is severe pain in his left shoulder. Musiari examines the patient and finds no evidence of further injury. He injects him with a drug to relieve the pain caused by the shoulder injury. Based on the patient's condition and the situation on location, the emergency physician decides to use the so-called rescue triangle for the rescue. This is used to evacuate patients who can be transported by rescue hoist in a sitting position. Musiari informs the pilot and the paramedic, who are standing by at the temporary landing site, over the radio that he and the patient are ready to be flown out on the rescue hoist. A few minutes later, the helicopter is hovering over the forest.

Teamwork in the air and on the ground

Now comes the most demanding phase of the mission: while the pilot keeps the helicopter stable in hover flight around 40 metres above the tree tops, paramedic Boris Bottinelli, who

is in radio and visual contact with Michele Musiari, lowers the hoist cable. The emergency physician attaches the carabiners on both the rescue triangle and his harness to the hook of the hoist and gives Bottinelli the signal that they are both now secured: a thumbs-up with his arm outstretched.

Pilot Corrado Sasselli flies the two men suspended on the end of the hoist back to the temporary landing site in the forest clearing. Here the emergency physician and the paramedic lay the patient on a stretcher with a vacuum mattress and together push the stretcher into the helicopter. The patient is then flown to the nearest hospital.

Although the Rega crews perform more than 1,200 rescue hoist missions every year, it is important that they regularly take part in training exercises to ensure that in an emergency every movement is just right and that the coordination between everyone involved functions optimally.

“The success of a mission using the rescue hoist depends above all on clear, calm communication between the crew members. And if we are a well-rehearsed team, we can also react correctly to unforeseen incidents,” explains paramedic Boris Bottinelli.

Are there also cuddly toys in the jet?



Children from all over Switzerland also had many questions to ask our flight physician, Nadine Nieuwkamp. A selection of her answers can be found here – others on our website. Many thanks for participating.

13

Name: **Nadine Nieuwkamp**
Occupation: **Flight physician at Rega**
Age: **45**
Employed at Rega: **since 2015**



Lynne Perrenoud (6), Lamboing (Canton Berne)

What is the ambulance jet used for?

With our three Rega jets, we fly patients who have had an accident or become ill abroad – for example, when they are on holiday – back to Switzerland. Our jets are, as it were, flying intensive care units.



Fabrice Knill (9), Lauwil (Canton Basel-Land)

I want to be a Rega doctor when I grow up. What do I have to do?

First you have to study medicine and then train to become a specialist in anaesthesia or intensive care medicine. Once you have done that, you will have to work in a hospital for around another six years to gain enough experience. After that, you are welcome to apply for a job with us.

Continue reading on page 14 ►



Milo (6) und Dorian (9) Horber, Lucerne

Has a premature baby ever been born in the jet?

No, so far no babies have been born on board a Rega jet. But every year, we transport about ten babies that have been born prematurely abroad. For these flights, we place the babies in a mobile incubator. It's nice and warm in there, and they are well protected during their very first flight.



Sandro Steinegger (5), Siebnen (Canton Schwyz)

Do you also work at a hospital?

Yes, as well as going on missions for Rega, we all work at a hospital. I really enjoy the variety.



Matteo Krayenbühl (5), Cavigno (Canton Ticino)

How many languages do you speak so that you can understand all the patients?

We all speak several languages. For example, I speak German, Dutch, English, French and Spanish. So I can talk to most of the patients and understand what they need. When I'm in another country, I can also discuss the case with the local doctors.

14



Raphael Wildi (3), Maienfeld (Canton Graubünden)

Are there also cuddly toys in the jet for the sick children?

Yes, when a child flies in the ambulance jet, they receive a Rega jet soft toy. They really like that and forget about their injury or illness for a moment.



Nolan Chapuis (9), Gampelen (Canton Berne)

What was your longest flight in the jet?

It lasted over 20 hours and took me to Papeete, on the island of Tahiti. Tahiti is almost as far away as Australia: just over 16,000 kilometres.



Lars (13), Lenya (11) & Jannik (8) Meuschke, Beinwil am See (Canton Aargau)

What's your favourite memory?

One of my nicest memories is of a mission to Australia. A young man had fallen while rock climbing and was seriously injured. We were able to fly him back to Switzerland in the ambulance jet a few days later. When we landed in Zurich in the middle of the night after the long flight, his whole family was there to greet him. There were many tears of joy. That touched us all very much. He later wrote to tell me that he was now feeling much better.

“Together with the intensive care nurse, my job is to look after the patient during the flight.”



Joel Güngerich (12), Forst (Canton Berne)

What's your job on board the Rega jet?

Together with the intensive care nurse, my job is to look after the patient. In the foreign country, I speak to the doctor on location and once the patient has been put in our care, I'm responsible for them until we hand them over to the hospital staff in Switzerland. Throughout the journey, we monitor their pulse and breathing, among other things, and react immediately if their condition suddenly gets worse.



Layella Ory (6), Grenchen (Canton Solothurn)

Can I take a look round the Rega ambulance jet?

If a jet is “at home”, it can be viewed on a guided tour of the Rega Centre. But you will need to be patient for a little while: the minimum age for guided tours is 10 years.



Jay Pasquier (6), Crésuz (Canton Fribourg)

Do you often have to look after children?

No, fortunately we don't have to fly many children back to Switzerland in the jet. Most of our patients are adults. Nevertheless, now and again we do have a child on board. Wherever possible, the parents can also accompany them on the flight.



Basil (5) & Lina (9) Stoll, Berne

Who is responsible for the food and drink in the ambulance jet?

The catering for the whole crew, which comprises at least two pilots, an intensive care nurse and a flight physician, is organised by the intensive care nurse. On board, we have a choice of menus and snacks. There is also a refrigerator, a small oven to heat up the food and a coffee machine.



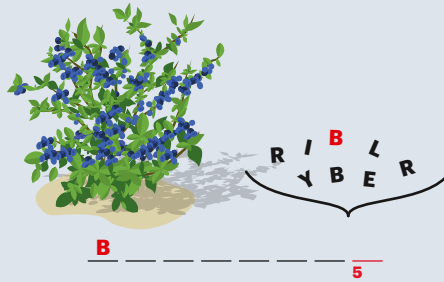
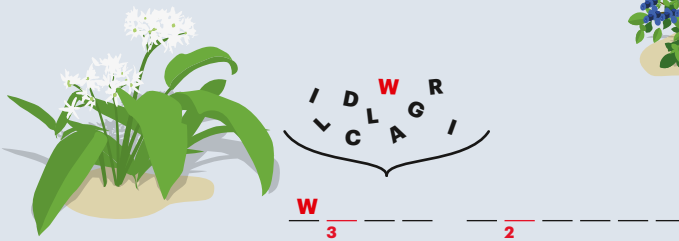
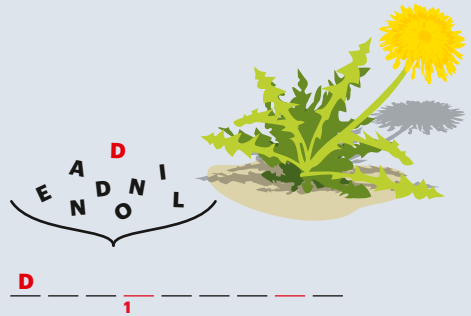
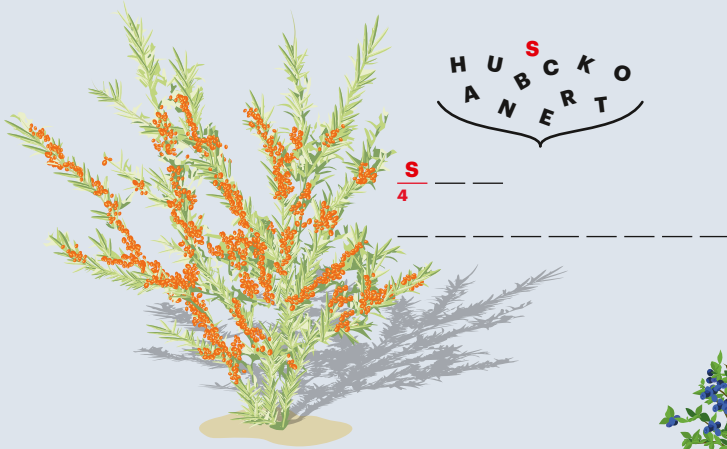
Further answers by the Rega flight physician can be found online at www.rega.ch/kids



Rega kids

Competition Find out the names of these plants. The letters will help you, but they are all jumbled up. Put them in the right order and then make the solution word with the numbered letters.

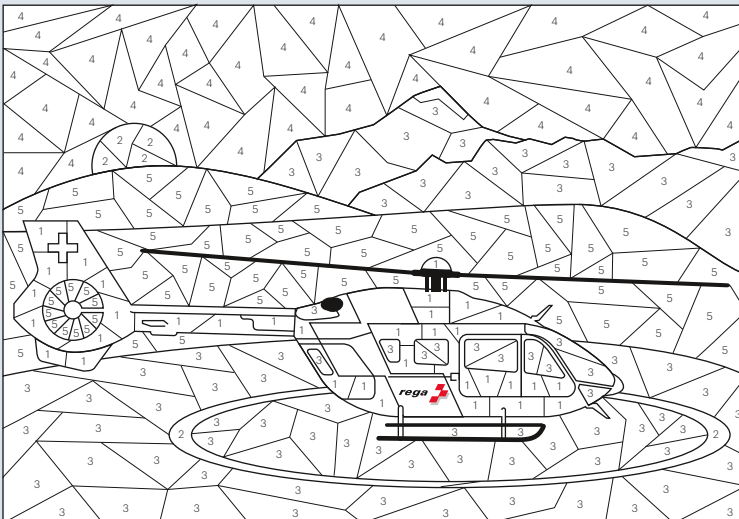
16



Solution: 1 2 3 4 5

Paint by numbers What is hidden in this picture? You can find out by colouring the numbered areas using the correct colours.

- 1 red
- 2 yellow
- 3 grey
- 4 blue
- 5 light green



Sudoku Can you fill in the missing numbers? Make sure that the numbers 1 to 4 appear in each row, both horizontally and vertically.

	3		
1		3	4
	1		
		1	

Poster:
pull out now!









PUSH

LANDING LTS

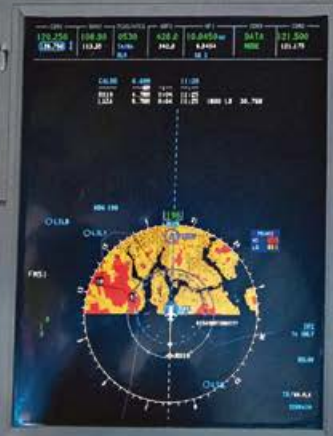
REC'D

ELT

CVR

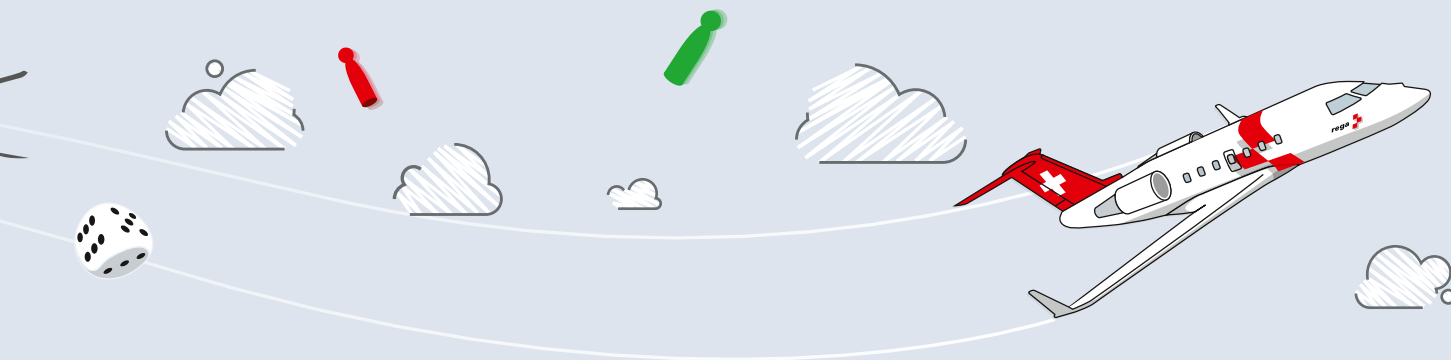
ATS

MASTER WARNING-CAUTION



THROTTLE REVERSE

ENGINE CONTROL



Add up the numbers Find out which emergency number belongs to each rescue vehicle by adding the numbers together.



Ambulance
 $60 + 10 - 20 + 50 + 20 + 24 =$ _____



Fire engine
 $50 + 20 + 20 - 30 + 40 + 9 + 9 =$ _____

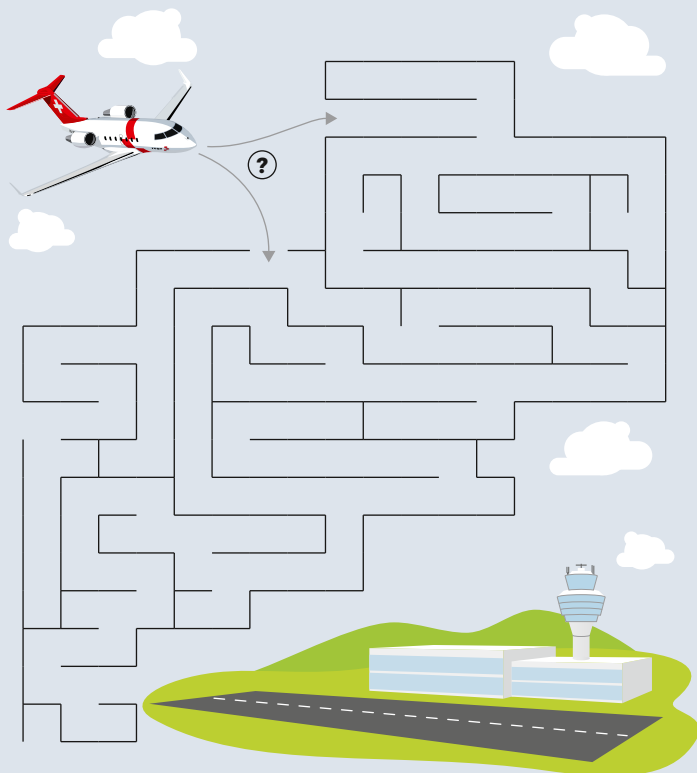


Police car
 $7 + 10 + 50 - 25 + 30 + 20 + 15 + 10 =$ _____

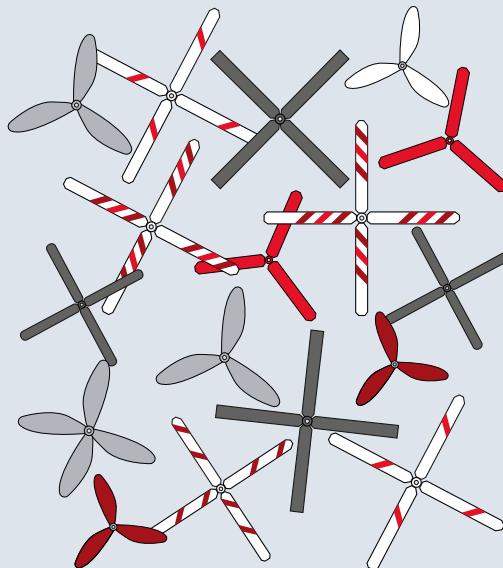


Rega helicopter
 $800 + 600 + 10 + 10 + 20 - 26 =$ _____

Maze The ambulance jet must find its way through the clouds in order to land on the airfield. Show him the way!



Find the pairs The rotor blades have got mixed up. Look at them closely: can you match up the pairs?



21

Competition

Write the answer on a postcard and send by 31 July 2020 at the very latest to:

Swiss Air-Rescue Rega
 "Competition" Rega Magazine 1414
 PO Box 1414
 CH-8058 Zurich Airport

Ten winners drawn from the correct answers will each receive a steel lunchbox with clamp closure worth CHF 35.-. **We're keeping our fingers crossed for you!**



Solution from No. 93: 4871

Each of the following has won a cosy beanie:

- R. Hutzli, Wallisellen | L. Kräuchi, Gysenstein |
- M. Béguelin, Langnau am Albis | N. Ritter, Signau |
- L. Keller, Endingen | V. Bettler, Lens | L. Antezana, Biel |
- L. Neyroud, Le Mont-Pèlerin | G. Gianolli, Somazzo |
- A. Bontadelli, Bellinzona

Congratulations!



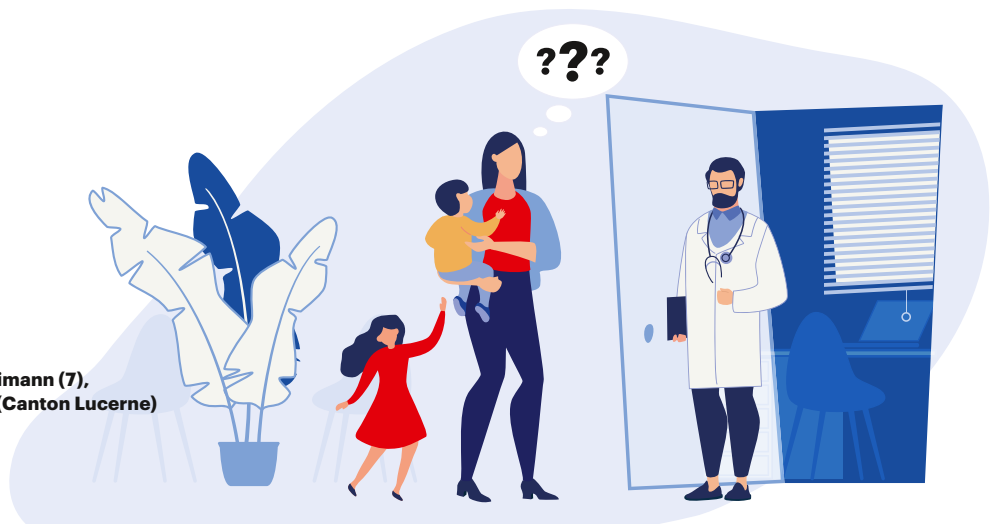
My experience with Rega

We asked about your Rega experiences – and were touched, encouraged and delighted by your very personal stories. We would like to share three of them with all our readers.

22



**Anouk Willimann (7),
Oberkirch (Canton Lucerne)**



Six years ago, we were on holiday on the island of Sardinia. The weather was good and we spent a lot of time bathing. One morning, I suddenly didn't have the energy to stand up; my whole body was shaking and I had to vomit. My parents were very worried about me and called Rega. The lady on the phone helped my parents to find a hospital on Sardinia. The doctors examined me, but couldn't find out what was wrong with me. The next day, we went to see a neurologist. We didn't feel at ease in the hospital: everyone only spoke Italian, and my parents didn't understand everything they said. We just wanted to go home as soon as possible. The lady at Rega helped us a lot during this time. She spoke to the local doctors

and then told us that my mother and I would be flown to Zurich in the Rega jet. Before that, I was examined again. In the evening, a nice Rega doctor collected us from the hospital and took us to the ambulance jet. Another patient flew back to Switzerland with us. We were even allowed to look into the cockpit where the pilot was. Everyone was really kind to us. My father and my brother took the ferry and drove home with our car. In Switzerland, I had to stay in hospital for another week and was examined many times. Fortunately, at the time of writing this, I'm completely healthy again. When my family and I see a Rega jet somewhere, it always reminds us of this time. We're very grateful to the entire Rega team.



**Manuele (3) & Enea (5) Fenaroli,
Golino (Canton Ticino)**



We're two brothers and we live in a small village at the entrance to the Centovalli in Ticino. We're mad about helicopters. We're lucky enough to live near a helicopter landing site, and whenever the red and white Rega helicopter appears, we get really excited. We've already visited the Rega base at Locarno Airport several times and have loved being able to see the rescue helicopter up close. We've also seen the helicopter on the hospital helipad at the La Carità hospital – that was really thrilling! This year, we decided to go to the Fasnacht carnival celebrations dressed up as Rega crew members. Our grandfather helped us to make a Rega helicopter out of cardboard – it was mounted on a frame with wheels, so that we could push it along and “fly” with it. We painted it the same as the original model, and added the lettering and even the logo. It also had a rescue hoist, with a helicopter rescue bag suspended at the end. Our mum made a pilot's and a doctor's uniform and even a medical backpack – just like in real life. So for a day we felt like real Rega crew members, who help people in an emergency. Who knows, maybe one day we'll also become a helicopter pilot or a doctor. In the meantime, we'll continue looking up at the sky whenever we hear the sound of the Rega helicopter.

23

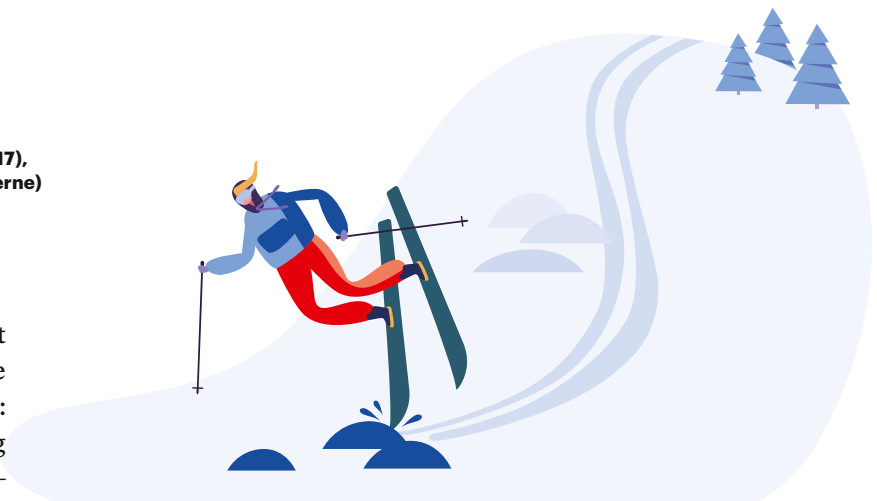


**Livia Eggenberger (17),
Kehrsatz (Canton Berne)**

It happened on all times on the last day of our school ski camp in the Bernese Oberland. We could choose: help with the cleaning or go skiing one last time. For me, it was clear – back on the slopes! We were skiing over moguls when I lost my balance and suddenly found myself lying in a pile of snow. My leg was twisted – it looked really horrible and I felt sick. I was in terrible pain and couldn't move my knee. The piste rescue service was quickly on the scene and decided to call out Rega. I was scared because I'd never flown before. A few minutes later, I heard the helicopter. When it landed, it caused a lot

of snow to swirl up and my friends protected my face. The Rega crew hurried over to me and were really nice while they attended to my injury. They asked me how it had happened and if I had any allergies. Then they gave me an injection against the pain. I didn't know whether to laugh or cry, as flying is supposed to be an enjoyable experience. My teacher didn't leave my side and I was glad that he was with me. The flight was

pleasant and the Rega crew cheered me up. When we landed at Interlaken Hospital, I was very relaxed and had forgotten my fear. It turned out that my meniscus had become trapped in the joint and that the inner and outer ligaments were overstretched and had suffered some minor tears. It took a long time, but my knee is now completely healed. Now you can see me on the ski slopes and the football field again.



“Icebird” undergoes extensive tests

Engineers at helicopter manufacturer Leonardo are currently developing Rega’s new all-weather helicopter, the AW169-FIPS. In order to obtain the necessary certifications for the world’s lightest helicopter with a de-icing system, the future Rega helicopter is required to undergo stringent testing before delivery – including with numerous test flights in an artificially generated ice cloud.

24

The de-icing system heats the critical parts of the helicopter, thus preventing ice from forming.

Every year, bad weather currently prevents around 600 people in Switzerland from receiving emergency assistance by air. Rega wants to change this situation and in future help even more people in distress. The procurement of the all-weather AW169-FIPS helicopter is central to realising this vision. While Rega crews are already able to fly on a number of predefined instrument flight routes in poor visibility under instrument flight rules (IFR), such flights are impossible in so-called icing conditions, which can occur in clouds and fog at temperatures below 4 °C. Ice forming on the helicopter can have a severe impact on its flying behaviour. The additional weight, as well as altered aerodynamic properties and iced-up measuring instruments that deliver inaccurate or no data, can all pose a significant danger.

De-icing system heats critical parts

These problems can be avoided by means of a de-icing system, such as the “Full Ice Protection System” (FIPS) produced by the helicopter manufacturer, Leonardo. The FIPS heats the critical components of the helicopter and prevents ice from forming on the rotor blades or windshield, for example. Protective devices on the engines stop ice particles from being ingested and air intakes from becoming clogged up. In addition, detectors warn against special weather conditions with an increased risk of icing.

The first of its kind

Until now, only very large and heavy helicopters have been equipped with a de-icing system. However, these are not suitable for Rega’s missions, which require the helicopters to land on hospital rooftop helipads or in residential areas. As a result, over the last four years, helicopter manufacturer Leonardo has been designing on behalf of Rega the world’s first de-icing system for a helicopter with a maximum weight below five tonnes as part of Rega’s “Icebird” project.

Certification process under way

In order for Rega to be permitted to fly the AW169-FIPS under icing conditions in future, it first needs certification by the European Aviation Safety Agency (EASA). This is issued to Leonardo if it fulfils all the requirements of a prescribed certification process – in the same way that a car manufacturer needs





Test flights in the artificial ice cloud

To create an artificial ice cloud, a CH-47 Chinook helicopter ① equipped with a special water spray system ② flies in minus temperatures approximately 40 metres in front of the AW169-FIPS prototype ③. The low temperatures cause the fine water droplets in the air to cool down considerably or even turn into sleet. The

AW169-FIPS flies into the artificially generated ice cloud ④ that is created behind the large helicopter. On board are two test pilots and a test flight engineer, who use various sensors to check whether and how well the de-icing system prevents ice from forming on the helicopter. Flight characteristics and parameters such as

engine performance are also recorded. An accompanying aircraft ⑤ observes the helicopter from the side, records measurements and watches for visual signs of ice formation. In an emergency, the ice cloud can be deactivated at any time or the test pilots can avoid it by descending to a lower altitude.

25

certification for a new car before it is allowed on the road.

Test flights in North America

The certification process for the AW169-FIPS includes countless test flights – initially under artificial and later under real icing conditions. In February 2020, Leonardo performed the first of two series of test flights in the Great Lakes region in North America, where generally temperatures are consistently low during the winter months. This is necessary in order to create artificial icing conditions. The test flights in the ice cloud provide the engineers and test pilots with important information about the performance of the newly designed de-icing system.

Delay due to the Coronavirus pandemic

However, Leonardo has had to prematurely curtail the first series of test flights due to the

Coronavirus pandemic. These flights cannot be resumed until the coming winter, which means that the additional test flights, certification and thus also the delivery of the first helicopter, originally scheduled for 2021, will also be delayed.

One of many puzzle pieces

Until then, Rega will work on various accompanying projects that also need to be implemented if in future it is to be less dependent on the weather when called out on missions. Further expansion of the instrument flight routes linking the various regions of Switzerland including in poor visibility is one of them. Step by step, Rega is realising its vision of all-weather air rescue – with the conviction that its efforts will pay off for the Swiss population.

Adrian Schindler

The first test flights were performed in North America in February 2020.



More information about Rega's vision can be found here:

www.rega.ch/ifr

Da dank Ihnen.

Dank Ihnen konnte
die Rega im letzten
Jahr mehr als
11'000 Menschen
in Not helfen.

Jetzt Gönner werden:
[rega.ch/goenner](https://www.rega.ch/goenner)



Opinion

Ernst Kohler

“Dealing with crisis situations is part of Rega’s everyday work.”

27

In spring, our world suddenly came to a standstill. The Coronavirus hampered our daily lives and made us acutely aware of just how vulnerable our society is. As I write these lines, we appear to be over the worst and the first steps towards relaxing the stringent protective measures imposed by the Swiss government have already come into effect. But the road back to normality will undoubtedly be a long one.

In these unprecedented times, too, we have continued to focus on fulfilling our core tasks: providing air rescue services in Switzerland and repatriating patients from abroad. The incredible dynamic of this crisis has proved to be particularly challenging. Especially in the early days, the situation changed from one day to the next. Fortunately, flexibility and pragmatism is in Rega’s DNA and dealing with emergency situations is part of our everyday work. This has helped us to be able to react quickly despite the rapidly changing situation. During this phase, the extensive experience of our flight coordinators became particularly evident in our repatriation operations. While the transport of highly infectious patients belongs to Rega’s normal spectrum of missions, the pandemic presented us with unaccustomed challenges. Entry and

exit regulations changed almost every hour. Prior to each repatriation, we had to find out from the authorities responsible whether and under what conditions the Rega crew could enter the country and also to ensure that the patient was permitted to leave. Our decades of experience in flying patients home from abroad helped us greatly in overcoming these hurdles.

Rega has also made its specific and extensive expertise in dealing with highly contagious patients and in pre-clinical medicine available to the Swiss government and the cantons. For example, we assisted the Crisis Unit of the Federal Department of Foreign Affairs (FDFA) in coordinating the largest ever recall operation of Swiss citizens. But Rega’s know-how was not only in demand in the sphere of repatriation: we also provided the Task Force of the Health, Social and Integration Directorate of the Canton of Berne with experts and helped to draw up a concept for coordinating the flow of patients between intensive care units and external care centres for COVID-19 patients.

I am delighted that during this crisis, Rega is able to support the Swiss population in so many ways. And I thank you, dear patrons: for without you, none of this would be possible.

Rega has made its specific knowledge in dealing with highly infectious patients available to the Swiss government and cantonal authorities.



Ernst Kohler

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

In constant contact

Rega's Helicopter Operations Centre coordinates all the Rega helicopters throughout Switzerland. However, the coordination activities do not simply involve mobilising the crew members; during missions, too, the flight coordinators continually supply the helicopter crews with information. A look inside the Operations Centre provides an insight into how they support the crews.

Helicopter Operations Centre

This is where the flight coordinators take the emergency calls that come in via the Rega emergency number 1414. Taking into account all the ongoing missions, they call out the nearest suitable crew. However, this does not mean that their job is then finished: from this point on, they support the crew, provide them with a constant supply of relevant information and coordinate the person raising the alarm, the operational partners and the hospitals. To do this, the Operations Centre has various communication channels at its disposal, including Rega's own nationwide radio network with 42 stations, via which the crews can be contacted at any time.

28

Close cooperation with the ambulance call centres 144

Every second rescue mission carried out by a Rega helicopter is the result of Rega's Operations Centre being contacted by one of the cantonal ambulance call centres (SNZ). This teamwork is correspondingly close, well-established and proven: whenever a SNZ requests a rescue helicopter, computer interfaces interlinking the two organisations ensure a seamless and delay-free collaboration. This enables the SNZ dispatcher to transmit the information from the alarm call directly to the Rega Operations Centre at the click of a mouse. Here, taking into account the activities of all the rescue helicopters, the weather conditions and other such factors, the Rega flight coordinator mobilises the most suitable crew. This ensures that the best helicopter is deployed and that medical assistance can be brought to the patient as quickly as possible.



Rega's communication system



For contact with the person raising the alarm, the crews and the operational partners, the flight coordinators have various communication channels at their disposal, including radio, telephone and mobile phone. To avoid having to constantly switch between devices and channels, the various communication technologies have been combined in one easy-to-use system. This solution, which was specially developed for Rega, is seamlessly integrated into the helicopter dispatch system, which is used to coordinate all the missions. This allows the flight coordinators to fully focus on their task of supporting the crews during the missions.



How the flight coordinators support the missions:



Mobilisation of the nearest suitable crew, which then confirms this via a smartphone app.



Transmission of **additional information**, such as the contact person on location and the nature of the emergency, to a tablet computer in the helicopter cockpit.



Transmission of the **coordinates of the accident site** directly from the helicopter dispatch system to the navigation device in the rescue helicopter.



Transmission of **flight weather data** from MeteoSchweiz and from Rega's own weather stations and webcams relating to the meteorological conditions at the accident site.



Coordination with operational partners, such as police, SAC mountain rescue teams, etc.



Deployment of additional resources, if necessary.



Registration of the patient at the destination hospital, including information about the suspected diagnosis and the estimated time of arrival.



Information about other airspace users – for example, at hospital landing sites – ensures increased safety, especially at night.



Deployment of the crew on a new mission directly after the current one has been completed.



Requirement profile Helicopter flight coordinator

Despite state-of-the-art IT solutions tailored to Rega's requirements, people and their skills and abilities are still central to the work at the Operations Centre. Our helicopter flight coordinators are pronounced team players, all speak at least three foreign languages and have specialist knowledge in the fields of, among other things, medicine, geography, meteorology and aviation.

Communication in the rescue helicopter

Each Rega helicopter is equipped with numerous communication devices, which enable it to keep in touch at all times with the Rega Operations Centre, operational partners, other airspace users and air traffic controllers.

Directly integrated into the cockpit are redundant radio modules, a mobile radio connection with an antenna on the helicopter's fuselage, a Polycom radio for encrypted communication with the police and army, and a satellite telephone. Also on board are various handheld radios and one mobile phone per crew member, which is usually used to call out the crew.

29



Raising the alarm in an emergency

Rega's Operations Centre can be called out via emergency number 1414, the Rega app or an emergency radio. Further information about raising the alarm can be found at www.rega.ch/raising-the-alarm

Knowledge

30

How to raise the alarm correctly: what you need to know to optimally help the rescue services.

A misplaced footing, a fall or a serious medical problem – and the situation has suddenly turned into an emergency. The expectation placed on the rescuers is clear: to provide fast, professional assistance. Just like its operational partners, Rega does its utmost to meet these expectations in the best way possible. Raising the alarm correctly and observing a few basic principles help the Rega crews in their work and contribute to the rescue mission running smoothly and thus the patient receiving swift medical attention.

The correct number to call

When it comes to whether or not to call out Rega direct, the following rule of thumb applies: if a rescue helicopter can reach the casualty faster than any other means of rescue, it is advisable to call the Rega emergency number 1414 direct. This would be the case, for example, if the patient is located in inaccessible

terrain and access by rescuers on the ground would be difficult or impossible, or would take too long. Speed is one of the main advantages offered by a helicopter, which makes it the best choice in cases where rapid and gentle transport to a central hospital is important for the treatment of the casualty – for example, in cases of suspected back injuries, cardiac arrest, stroke, amputated limbs, severe burns or difficulty in breathing. Another advantage of the Rega helicopter is that an emergency physician is always part of the crew. In the event of a fall from a great height, an accident involving multiple casualties or seriously injured or ill children, or in other cases where medical assistance is required on site, 1414 is the number to call. And don't worry: there is no such thing as a "false alarm". The emergency services in Switzerland are very closely networked. Regardless of which emergency number you call, you will always receive

professional help and if necessary be put through to the appropriate service within seconds.

How to raise the alarm

Fundamentally, we recommend raising the alarm via Rega's emergency app. The caller's coordinates are directly transmitted to the Operations Centre and subsequently straight into the cockpit of the rescue helicopter, which saves valuable time and makes it easier to locate the accident site. If you do not have a smartphone or have not installed the Rega app, you can contact Rega by calling emergency number 1414. In order for an alarm call to be successfully initiated with your mobile phone, at least a minimal connection with a mobile phone network is necessary. If you frequently travel in areas where there is no network coverage, an emergency radio could be your device of choice. You can find more information about raising the alarm

via the emergency radio channel and other means of communication on our website. If you are unable to raise the alarm via the Rega app, emergency number 1414 or emergency radio, we recommend that you change your location if possible or try calling the European emergency number 112.

Charged, warm and protected

In order to be prepared for an emergency, we advise you to charge the battery of your mobile phone before your trip and keep it warm and protected – it can save lives in an emergency. It is also useful to configure and test the Rega app in advance and then activate one of the additional features (see box). Furthermore, you should always inform relatives, friends or mountain hut wardens where you are heading and roughly how long your planned activity will take. In an emergency, the search team will then have a better idea of where to start looking.

The helicopter is preparing to land

After the alarm has been raised, it is usually not long before the rescue

helicopter can be heard approaching the accident site. You can help the crew by attracting their attention using the correct signs (see illustration). Do not be alarmed if the rescue helicopter does not land immediately. The pilot usually circles over the area to assess any potential hazards from the air and to look for a suitable landing site. The helicopter will land as close as possible to and as far away as necessary from the accident site. When it is landing, it will generate strong turbulence, so you should secure loose objects such as jackets or rucksacks. Do not approach the helicopter until the rotor has come to a standstill and always follow the instructions of the crew.

The best rescue is the one that is never needed. If, however, you do require Rega's help, we hope that these tips will help you to take calm and considered action. We wish you, dear readers, a pleasant and above all healthy summer.

Karin Hörhager

K Checklist and emergency numbers

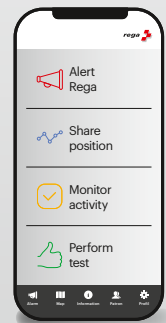
- 1 Where has the accident occurred?
- 2 Who can be contacted at the accident site and how?
- 3 What exactly happened?
- 4 How many casualties? Nature of their injuries?
- 5 What is the situation at the accident site?
- 6 What are the weather conditions at the accident site? Visibility? Rain? Wind?

Emergency numbers

117	Police
118	Fire services
144	Ambulance services
1414	Rega (within Switzerland)

Raising the alarm with the Rega app

Rega's **free emergency app** transmits the caller's location coordinates directly to the Operations Centre. This saves valuable time in an emergency.



► **More information on raising the alarm:** www.rega.ch/raising-the-alarm

K Precautionary measures during the approach of the rescue helicopter

Hand signals to the rescue helicopter

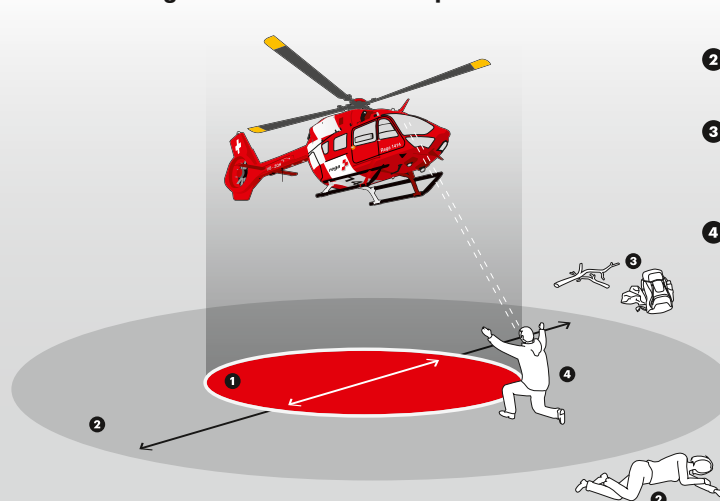


We need help



We do not need help

Suitable landing site for the rescue helicopter



- 1 Area of 25 x 25 metres, obstacle-free (no cables, power lines, etc.)
- 2 Approx. 100 metres away from the accident site
- 3 Remove any loose objects lying around (clothes, rucksacks, sun umbrellas, etc.)
- 4 How to behave at the helicopter landing site:
 - When the helicopter is approaching, stay where you are and kneel down
 - Maintain eye contact with the pilot
 - Do not approach the helicopter until the rotor has come to a standstill

Silvina Simao Valente,
Freiwillige Besuchs-
und Begleitdienst

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Products for the summer and fan articles for people of all ages

OUR
HIGH-
LIGHTS



1 Capcool 39.—

33

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
- Washing instructions: wash separately at 40° C (do not use fabric softener)

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

NEW

2 Cooling sports towel 15.—

A must-have for sports activities and hot summer days! Wet the microfibre towel with cold water and shake it out. Then feel the cooling effect on your neck, face or arms, which lasts for 2–4 hours.

- Care: only wash in cold water, do not use fabric softener or bleach
- Material: 100% polyester
- Dimensions: 90 × 30 cm



CLASSIC



3 "Traveller" multitool by Victorinox 112.—

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

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

NEW



6 Umbrella 39.—

When you are out and about, protect yourself from the wind and rain with this stormproof umbrella. Medium size. Straight handle with integrated automatic function for quick opening.

– Fabric: 100% polyester
– Colour: reflective silver

– Length: 100 cm
– Diameter: 120 cm

34



4 Challenger 650 29.—

Light as a feather, elegant, detailed: Rega's twin-engine Challenger 650 ambulance jet to a scale of 1:100, 21 cm, plastic (ABS), collector's model. Not suitable as a toy.

BESTSELLER



7 Headlamp 49.—

The multifunctional "Spot" headlamp from the Black Diamond brand brings light into the darkness – with two beams for close range and distance, as well as a red signal lamp. Adjustable head strap. Comes with a pouch to protect it from dust, sand and water.

– Brightness: 300 lumens
– Distance: up to 80 metres
– Burn time: between 30 hours (300 lumens) and 125 hours (4 lumens)
– Blinking, dimming and strobe modes

– Memory mode
– Waterproof IPX8 standard
– 3 AAA batteries included
– Weight with batteries: 88 g
– Guarantee: 3 years



5 Airbus Helicopters H145 29.—

The H145, which is stationed at Rega's lowland bases, as a collector's model to a scale of 1:48, 28 cm, metal. Not suitable as a toy.

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

NEW



8 Card holder with RFID blocking 69.—

Protect your credit cards from skimming: this handy wallet protects against digital theft by largely blocking the RFID (Radio Frequency Identification) signal. Compact credit card holder for at least 8 cards, several banknotes and some small change.

- 7 slots, holds at least 8 cards and several banknotes
- Extra compartment for coins
- Closure: stainless steel clip
- Colour: black
- Material: leather
- Dimensions: 90 × 70 × 10 cm (H × W × D)

NEW



9 Lunchbox 35.—

Practical steel lunchbox with clamps for secure closure – for safely transporting salads, fruit, eggs and sandwiches.

- Dishwasher-safe
- Leakproof
- Material: 100 % chrome steel
- Dimensions: 21 × 16 × 6 cm (L × W × H)



10 Silk sleeping bag 79.—

Small, light and compact, the silk sleeping bag (liner) easily fits into your hand luggage. An ideal travelling companion that protects you from dirt and softly envelops your body. Includes a pocket for a pillow.

- Dimensions: 220 × 90 cm; folded up: 7 × 15 cm
- Colour: silver-grey
- Material: silk
- Washing instructions: wash separately at 30° C

11 Daypack 79.—

The sporty day rucksack is equipped with an Airstripes system, allowing sufficient ventilation to the back.

- With reflective stripe
- Detachable waist strap
- Rain cover
- Material: nylon and Super-Polytex 330D
- Volume: 25 litres
- Dimensions: 46 × 33 × 21 cm (H × W × D)

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



12 Shoulder bag 39.—

Elegant shape, timeless style, practical for everyday use. The shoulder bag has two outer pockets with zip, as well as two inside pockets and a padded laptop compartment (for devices measuring 13–15 inches). With adjustable shoulder strap, max. length 124 cm.

- Colour: anthracite
- Material: polyester 300D
- Volume: 12 litres
- Dimensions: 35 × 26 × 14 cm (H × W × D)



BESTSELLER



13 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), including innovative moist wound dressings. The case can be expanded by means of an extra zip, making room for additional products.

Contents

- Face shield (for protected mouth-to-mouth resuscitation)
- Tick removal card
- Sterillium hand disinfection wipes
- Antiseptic wipes for cleaning wounds
- Tear-resistant Nitril disposable gloves
- Waterproof spray plaster 21.5 ml
- Pouch containing adhesive plasters
- Graze and burn plasters
- Blister plasters
- Sterile compresses
- 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 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 10 cm (L x W x D)
- Weight: 598 g

Online Shop

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

www.rega.ch/shop

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.rega.ch/shop or by completing the order form and sending it in a stamped envelope to: Rega Shop, Bolligenstrasse 82, CH-3006 Bern.

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



14 Helicopter and jet soft toy 10.— each

Rega toy for young children to play with and cuddle. The rescue helicopter is 14 cm and the ambulance jet 9 cm high; both are 24 cm long.

CLASSIC

15 Globi storybook 20.—

"Globi bei der Rettungsflugwacht" storybook, 99 pages (only available in German).

16 Globi colouring book 5.—

Colouring book, 6 pictures to colour in. 23×16 cm.

17 Children's T-shirt 19.— each

Light & airy summer T-shirt for children and teenagers in various sizes. Narrow neck seam (round neckline), popular basic cut, short sleeves, unisex.

- Material: 100% organic cotton, 140 g, certified according to Standard 100 by Oeko-Tex
- Colour: sky-blue

NEW

18 Teddy bear 35.—

The enterprising Rega teddy bear loves going on discovery trips with young pilots. With his removable helmet and work gear, he is well-equipped to take every adventure in his stride and is never too tired to play. 30 cm high.

Order Form

Please write your name and address clearly on the front of this card, detach and send in a stamped envelope.

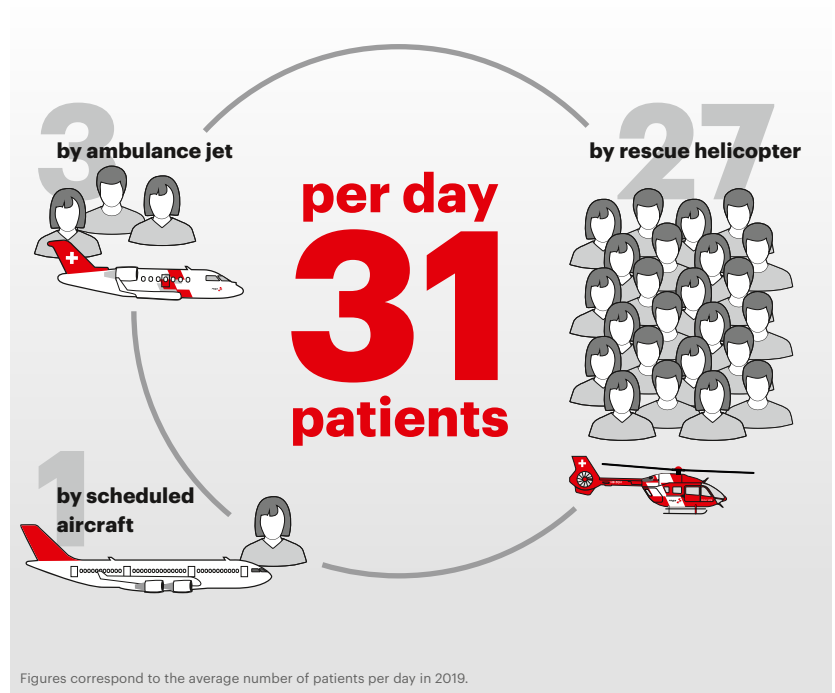


No.	Article	Price (CHF)	Amount	Ref.
1	Capcool	39.—	_____	30050
2	Cooling sports towel	15.—	_____	30057
3	Victorinox "Traveller" multitool	112.—	_____	90082
4	Challenger 650	29.—	_____	50020
5	Airbus Helicopters H145	29.—	_____	50018
6	Umbrella	39.—	_____	90086
7	Headlamp	49.—	_____	90079
8	Card holder with RFID blocking	69.—	_____	90092
9	Lunchbox	35.—	_____	90089
10	Silk sleeping bag	79.—	_____	30051
11	Daypack	79.—	_____	90076
12	Shoulder bag	39.—	_____	90085
13	Outdoor first aid kit	89.—	_____	90080

No.	Article	Price (CHF)	Amount	Ref.
For the youngest Rega fans				
14	Helicopter soft toy	10.—	_____	50004
	Jet soft toy	10.—	_____	50022
15	Globi storybook, in German	20.—	_____	40040
16	Globi colouring book, 6 pictures	5.—	_____	40038
17	Teenies T-shirt (for other sizes, see the Rega website)			
	12-14 years, size 146/152	19.—	_____	40045
	15-16 years, size 158/164	19.—	_____	40046
18	Teddy bear	35.—	_____	40037

In operation for you

**We are there wherever it happens:
Rega crews come to the aid of
on average 31 people per day. In
an emergency, you too.**



Last year, the Rega crews came to the aid of 11,167 people – that is equivalent to an average of 31 patients per day. This swift medical assistance by air is only possible thanks to your patronage contribution, which enables us to help people in distress around the clock, in Switzerland and abroad.

There wherever it happens. There thanks to you.

Emergency numbers

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

Rega Newsletter

www.rega.ch/newsletter

Patronage Centre

Changes to patronage www.rega.ch/admin

Tel. Switzerland **0844 834 844**
Tel. international **+41 44 654 32 22**

Rega Shop

Website www.rega.ch/shop
Tel. Switzerland **0848 514 514**
Tel. international **+41 848 514 514**

Monday – Friday

8.00am – 5.00pm

General information

Website www.rega.ch