

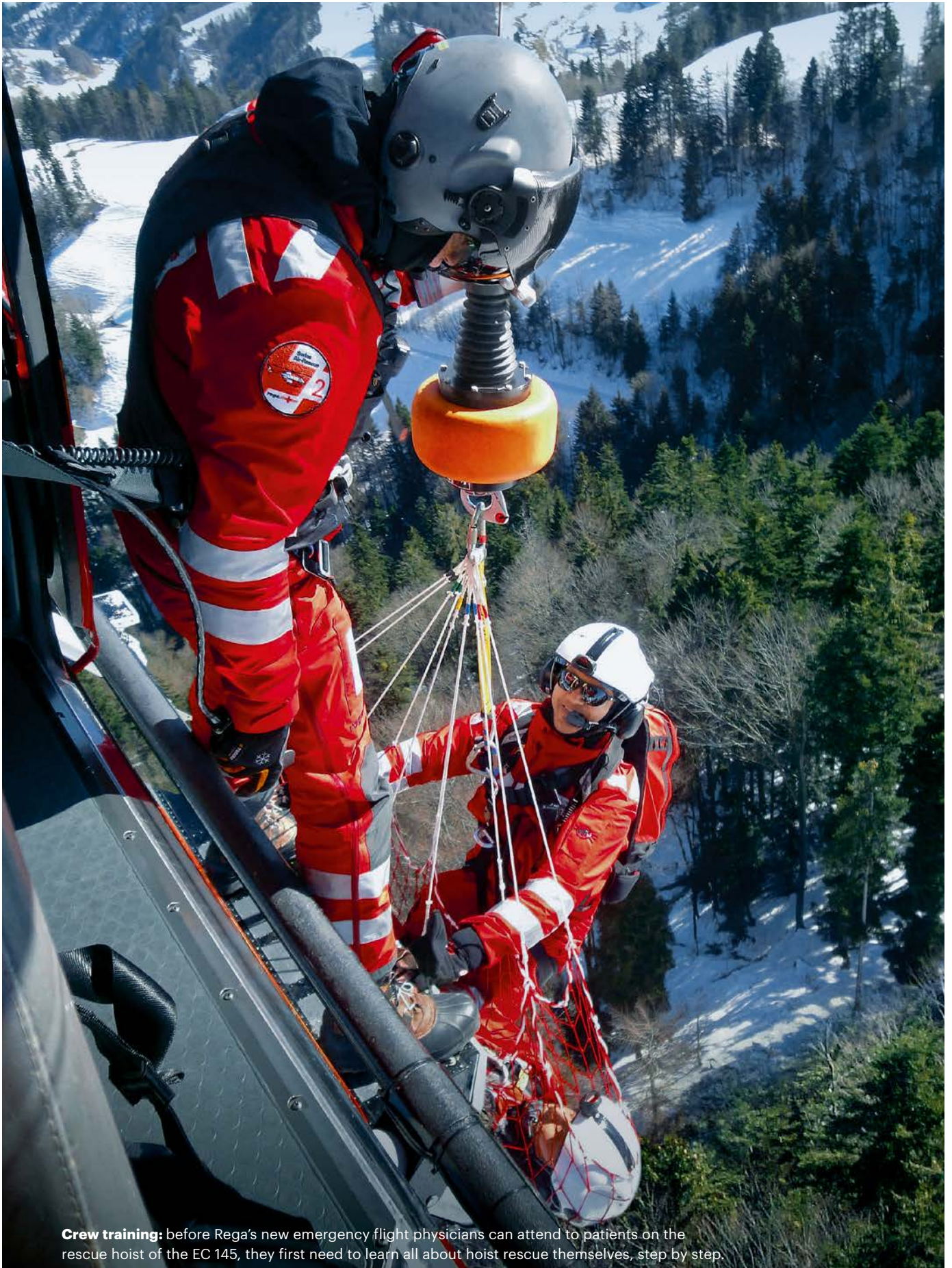
Encounters **Helping as a vocation** Rega helps wherever it is needed. Irrelevant of whether in the end a rescue mission is actually necessary. **16**

Horizons **Support when life is thrown off balance** After his fateful jump into the water, Cornelius Heggli can only rest easy when the Rega crew fetch him from the island of Paros. **22**



The white danger

Whenever Rega receives an emergency call after an avalanche accident, the tension immediately heightens. Every minute, every rescue effort by those involved, can make the difference between life and death. **8**



Crew training: before Rega's new emergency flight physicians can attend to patients on the rescue hoist of the EC 145, they first need to learn all about hoist rescue themselves, step by step.

“Helping can entail much more than just rescuing.”

Karin Hörhager
Editor-in-Chief



Dear Readers

As a child, the conviction that Rega would be there to help me in an emergency, no matter where, no matter when, accompanied me on many a minor adventure, as well as on my first travels further afield.

Of course, I know now that even Rega cannot work miracles, that our crews are often subjected to very tight constraints, and that sometimes it is simply too late to help. At the same time, however, I repeatedly see instances of how helping can entail much more than just rescuing. Seemingly small gestures or deeds can mean the world to people in distress. Their stories often leave a lasting impression on us, too. Beginning on page 16, you can find three incidents that show that my childhood notion of Rega was actually not so far from the truth: our crews and flight coordinators really are there in an emergency and help wherever they possibly can.

These accounts of three rather unusual incidents also make it clear that it is never wrong to call Rega's emergency number. If someone needs our help, they can rest assured that Rega employees will do everything in their power – no matter where, no matter when.

There should never be any doubt about the emergency number to call after an avalanche accident. In such cases, every minute counts. You can read more on the subject of avalanches, Rega's role in avalanche rescue, and useful tips on prevention and what to do in an emergency, in this issue of our magazine.

I hope it makes fascinating reading and wish you all the very best for the forthcoming Advent season.

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



8
Rescued thanks
to teamwork



22
Underway to
the patient



13
Dream job

18
After an avalanche
disaster



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6 Take off into the world of Rega.

Encounters

8 Whenever Rega's Operations Centre is called out after an avalanche, the tension heightens. Now every minute counts.

13 24 h Rega with Carmen Spühler, who as flight nurse brings patients, well-cared for, back home from all over the world.

16 Help begins with people who want to make a difference to the lives of others. At Rega, also beyond "standard" procedures.

18 In focus: only half of those buried under an avalanche survive. The time factor and swift, efficient rescue are of key importance.

21 Opinion about calling out Rega direct via emergency number 1414.

5



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/reg1414.

Horizons

22 He jumps into the sea and resurfaces with two broken vertebrae. On the Greek island of Paros, this means a flight home in the Rega jet.

26 In dialogue: Christian Rathgeb believes that Rega is essential for the provision of medical care in Graubünden.

28 Mission report: after a violent storm in the Engadin, the crew from the Samedan base have a strenuous night ahead of them.

29 Rega kids can win some great prizes – and have fun too.

Navigation

30 Knowledge about how to reduce the risk of being caught in an avalanche off-piste.

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

Take off

In brief

Precise data for all-weather air rescue

6

Rega is another step closer to realising its vision of rescuing whatever the weather: in summer 2017, the last webcams went into operation on the Brünig and at the Lago di Lucendro on the Gotthard Pass, thus bringing its several-year weather project to a close on schedule. Some 60 measuring stations and webcams throughout the country deliver continually updated meteorological data around the clock directly into the helicopter cockpit – thus fulfilling a key prerequisite for flying in adverse weather according to Instrument Flight Rules (IFR). Now all that is needed for the pilots to be able to officially use this meteorological data is the long overdue approval by the Federal Office of Civil Aviation (FOCA).



Rega wishes you an accident-free New Year

Black ice on the Lago Bianco (depicted above): “Rega 9”, the rescue helicopter from the Samedan base, adorns the cover page of the new Rega calendar. In 2018, too, our calendar accompanies you through the year – with unforgettable scenes and atmospheric images of everyday life at Rega, all taken by Rega employees.

► Order via the Rega Shop, from page 33.

Operations in summer for animals on the alp

This summer, Rega’s Operations Centre organised around 1,300 operations for injured or dead livestock on behalf of Switzerland’s mountain farmers. Rega commissions commercial helicopter companies to perform the task of recovering the animal “patients” from inhospitable terrain.



A new extra-strong stretcher

Rega’s crews can now also come to the aid of heavy people weighing over 150 kg: since the beginning of the year, special extra-large and extra-sturdy stretchers capable of carrying heavy loads are being used at the Rega bases in Bern and Zurich. They have been specially designed and certified to be able to swiftly and gently fly very heavy intensive care patients from anywhere in Switzerland to hospital by rescue helicopter.



When summer holidays come to an abrupt end

Rega's Operations Centre was kept very busy during the summer holidays: some 260 injured or severely ill patients had to be transported back to Switzerland from abroad. Three quarters of them were repatriated by Rega ambulance jet, while the others were able to fly home on board a scheduled aircraft, accompanied by a Rega flight physician and/or flight nurse. The vast majority of patients were on holiday in the Mediterranean region, mostly in Italy, followed by Spain, France and Greece.

Please inform Rega of low-lying aerial obstacles

Wires, power lines and cable lifts that are located less than 25 metres above ground level are not registered at FOCA as aerial obstacles – and are therefore not marked on any maps or charts. These obstacles pose a significant risk for helicopter pilots; they can cause considerable damage and even result in the helicopter crashing. Please inform us of any low-lying aerial obstacles, so that we can register them in our countrywide database and in future warn helicopter pilots of their existence.

► www.luftfahrthindernisse.rega.ch (in German)



How the Fiesler Storch learnt how to land in the mountains

The history of air rescue in Switzerland is closely linked with the Axalp Air Force firing range in the Bernese Oberland, as Rega employee Markus Rieder relates in his book, "Cleared Hot". It was only thanks to the first mountain landings by air rescue pioneers with a Fiesler Storch aircraft on the Axalp – the training site for Swiss Air Force pilots – that it was possible in 1946 to transport injured passengers from the Gault Glacier, where their Douglas C-53 had crashed, down into the valley by plane.

► www.aeropublications.ch



The numbers in this issue:

1,455

missions were performed by Rega last year in Canton Graubünden, mostly for injured winter sports enthusiasts and people suffering from serious illnesses.

200

is the number of times Rega helicopter crews were called out over the last five years in response to an avalanche accident.

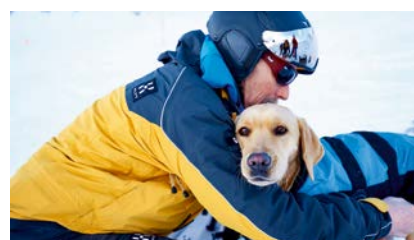
43 PERCENT

of snow sports fans who are completely buried under an avalanche lose their lives, according to the Institute for Snow and Avalanche Research.

Sniffer dogs in the snow

Already in the early 19th century, Barry – arguably the most famous St Bernard of all times – sniffed out people buried under avalanches on the Great St Bernard Pass. Switzerland was also the first country that systematically started to train avalanche search dogs during the Second World War. Still today, the highly trained noses of these dogs are indispensable for searching in the snow: 150 avalanche search dog teams all over the country volunteer their services to rescue people caught in avalanches.

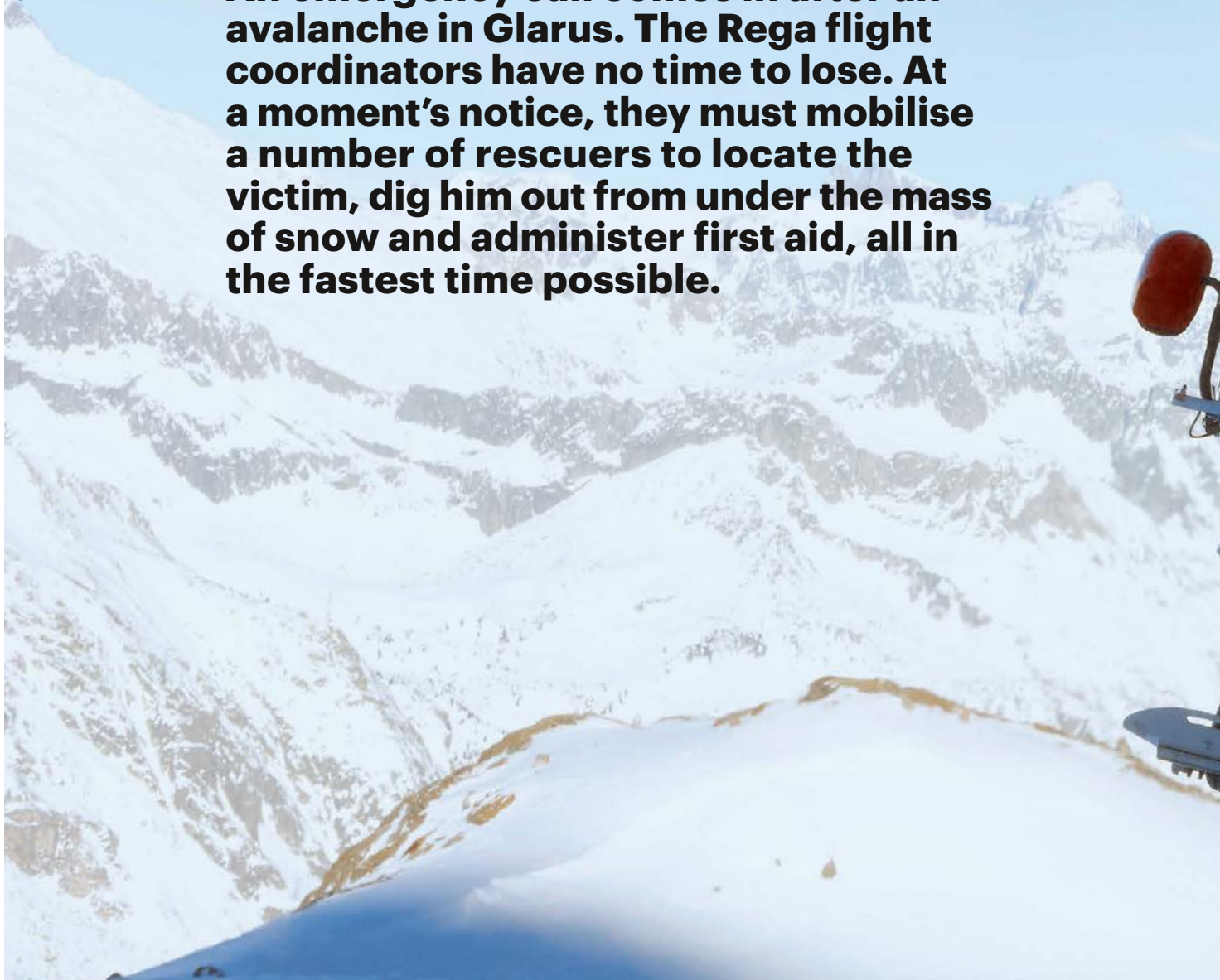
► www.alpinerettung.ch (in German)



“With an avalanche, we always expect the worst.”

8

An emergency call comes in after an avalanche in Glarus. The Rega flight coordinators have no time to lose. At a moment's notice, they must mobilise a number of rescuers to locate the victim, dig him out from under the mass of snow and administer first aid, all in the fastest time possible.





30

snow sports enthusiasts who are buried in an avalanche receive Rega's assistance every winter.

10

It is 22 January 2017, the weather forecast promises a glorious winter's day in Switzerland. The snow is not thick, but at higher altitudes it is plentiful enough to make an excursion worthwhile. On winter Sundays like these, the Rega Operations Centre at Zurich Airport is a hive of activity. On this morning alone, the Rega crews come to the aid of several dozen injured winter sports enthusiasts and fly them to hospital, while the flight coordinators are kept busy answering emergency calls and organising and coordinating the rescue helicopter missions.

At 11:44, another emergency call comes in. Using the Rega app, somebody has initiated an "I need help in Switzerland" call. Rega flight coordinator Daniela Brunner immediately has various details of the incident appear on her screen: for example, that the mobile phone belonging to the emergency caller is close to the Swiss grid coordinates 729'695/211'712, is located at 2,091 metres above sea level, and that the half-full battery has enough charge for a phone call. One mouse click and the flight coordinator takes the distressed man's call, which is automatically set up by the Rega app, and learns what kind of assistance he requires. Two more clicks and she can see on her digital map that he is near the Murgsee lake, on the border between the cantons of Glarus and St. Gallen. "Yes, understood," she repeats in a loud voice,

and raises her hand to attract her colleagues' attention, "someone has been caught in an AVALANCHE." The three of them were on a skiing tour together, the caller reports, and his colleague, who was ahead of them, had just been caught up in a snow slab and completely buried beneath it. They were now going to start searching with the avalanche transceiver. During the call, Daniela Brunner is already keying the key points of the avalanche accident into the system and alerting the nearest Rega crew on standby: the Untervaz base in Graubünden, radio name "Rega 5".

A difficult rescue gets underway

Rega has received 200 emergency calls relating to avalanche accidents over the past five years. On average, the helicopter crews are called out to assist around 30 avalanche victims every winter – for almost one in five, their efforts are in vain. "With an avalanche, we always expect the worst. Everything has to happen extremely quickly," flight coordinator Daniela Brunner explains. For the faster a buried person can be found, excavated and given first aid, the greater their chances of survival (see article on page 18). "Every minute could make the difference between life and death. That is why everybody in the team responds immediately when they hear the word 'avalanche'."

Everyone who is available is now lending a hand. The flight coordinator at the next desk has already alerted the terrestrial rescue services in the region. With avalanche missions in difficult terrain, several local mountain rescuers from the Swiss Alpine Club SAC are called out to help with the search and rescue operations. If the person is not just partly but completely buried by the avalanche, an avalanche search dog team also joins them. In addition, the Operations Centre arranges for a commercial helicopter from the region to swiftly transport the rescuers and material to the avalanche site.

By this time, the crew from Rega's Untervaz base are already in the air: the rescue helicopter took off two minutes after the emergency call came in. "In winter, we always carry the



Efficient: an avalanche beacon with an external antenna is used to carry out a search over a large area.



Standing by for avalanche missions: the Rega crew always carry the necessary equipment on board the helicopter so they do not lose any time.

Symbolic image: avalanche rescue

equipment we need for an avalanche mission on board the helicopter, so that we don't lose any time," explains the base manager and paramedic, Markus Adank. This equipment includes shovels, probes, and an avalanche transceiver, which every member of the crew must wear on their person – anyone attempting a rescue in avalanche terrain should not forget about their own safety. Also on board is a large yellow-and-black striped antenna – named "Biene Maja" after the children's TV series, "Maya the Bee" –, which is used for helicopter searches over a large area using an avalanche transceiver.

After a good ten minutes' flying time, Rega 5 reaches the coordinates transmitted by the Rega app. From the air, the avalanche is easy to make out: on a shady north-easterly slope, not far from the Murgseefurggel, a snow slab measuring around 40 metres wide and 250 metres long has broken off, completely burying one person beneath it. Before getting ready to land



Daniela Brunner,
42, helicopter flight coordinator

"With avalanches, everything has to happen very quickly. Every minute could make the difference between life and death."

the helicopter, Rega pilot Arno Liesch flies over the avalanche. "We fly this loop so that we can get a better picture of the situation," he explains. "The ski tracks and the path of the avalanche give us clues as to the possible whereabouts of the buried person and how seriously injured they might be." The Rega crew must also make certain that nobody else is buried in the avalanche – or triggers a new avalanche higher up and endangers the rescuers' lives.

The buried man is not breathing

Arno Liesch lands the Rega helicopter on a flat section of rock not far from the avalanche debris. It is minus 15 degrees and windy. Paramedic Markus Adank, a trained mountain guide, climbs out of the helicopter first, before the rotors have stopped. He quickly hauls the backpack containing the avalanche rescue gear onto his shoulders, takes hold of his large shovel and wades through waist-deep snow to the site of the accident. Close behind, Rega emergency flight physician Patrizia Kündig follows in his tracks with the medical equipment.

The two skiers who called out Rega are already digging at the spot they were led to by the signal from the avalanche transceiver. They have just reached the buried man, at a depth of 80 centimetres under the snow. He is not breathing and is unconscious. "They were just clearing the snow from his face as we ▶



How the Rega crew search for avalanche victims can be seen in this video:
www.avalanche.rega.ch

With avalanche missions in difficult terrain, a number of rescuers from the SAC and avalanche search dog teams are called out to help with the search and rescue operations.



12

Trained noses: an avalanche search dog team from the SAC makes sure that nobody else is buried beneath the snow.

K Raising the alarm after an avalanche accident

If you have witnessed an avalanche accident, alert Rega immediately via the Rega app (automatic location transmission) or emergency number 1414. The Operations Centre requires as much of the following information as possible:

- 1 Where has the avalanche occurred?** Coordinates, name of mountain or area, altitude (metres above sea level)?
- 2 What exactly happened?** What did you see? How did the avalanche accident happen?
- 3 How many people are involved?** Number of casualties and uninjured persons?
- 4 How are these people buried or injured?** Number of people completely or partially buried by the avalanche? Type of injury?
- 5 Emergency equipment?** Are the people buried under the snow wearing an avalanche transceiver? Do the uninjured people have an avalanche transceiver, probe and/or shovel for the search?
- 6 What are the local conditions like?** Is it possible to land a helicopter (hazards such as cables/antennae)? Weather conditions (visibility, rain, wind)?

► **More on this topic** from page 18 and page 30.

arrived,” says Markus Adank. He and emergency flight physician Patrizia Kündig immediately start resuscitating the casualty and give him oxygen. Shortly afterwards – barely 20 minutes since the avalanche accident – the buried skier is breathing again spontaneously.

Companion assistance makes faster rescue possible

“The swift and correct response by the man’s companions after the avalanche was decisive for us being able to get medical assistance to him so quickly,” says paramedic Markus Adank. “Just a few minutes later and we may not have been able to resuscitate him.” Together with the mountain rescuers from the SAC Näfels rescue station, who in the meantime have been flown to the avalanche site, they dig the casualty out of the mass of snow, provide medical assistance and load him into the Rega helicopter. Finally, the avalanche search dog team check the avalanche debris to make sure that there really are no other people buried beneath it.

“We are in regular contact with the crew during a mission,” says Rega flight coordinator Daniela Brunner. That is why she already knows that the buried man has been located and that no more rescuers are needed at the scene. She is delighted to receive the pilot’s message asking her to notify the intensive care unit at the Cantonal Hospital in Chur that a casualty, suffering from hypothermia but otherwise stable, is on his way. “It’s a great feeling for us, too, when a difficult mission goes well and the rescue has a positive outcome for the avalanche victim.”

For Rega 5, the crew from the Untervaz base, the afternoon continues with more rescue missions in response to winter sports accidents. On this beautiful winter weekend, the Rega Operations Centre organises a total of around 120 missions throughout Switzerland, including another avalanche mission to rescue a buried snowshoe trekker. The rescuers manage to find this victim, too. But for him, sadly, it is too late for them to help.



Rega tip:

use the Rega app to raise the alarm, so that your location is automatically transmitted to the Operations Centre. Further information: www.app.rega.ch

24h Rega

Carmen Spühler, 30, intensive care flight nurse, jet

As a Rega flight nurse, Carmen Spühler never knows what is awaiting her on a working day. “That’s ideal for me,” she says, “because I don’t like routine.”

Where a mission is taking her and how long it will last, what diagnosis her patient has received and whether she is required to accompany them home in a Rega ambulance jet or on a scheduled aircraft – Carmen Spühler only learns all of this shortly before take-off. Her workdays are entered in advance on the duty roster, so she knows to keep these days free. But whether the Operations Centre actually calls her out on a repatriation mission only transpires at short notice.

“This is just one of the special challenges that make my work so exciting,” explains Carmen Spühler. Like, for example, the medical procedure that she had to carry out in the Rega jet at an airport on the equator at 40°C: “The flight physician and I had to perform an intubation using the medical material that we had to hand,” the 30-year-old relates. “There were no other options available – no nearby hospital, no additional doctors or equipment, like in Switzerland.” In such situations it is important to stay calm and focus on the fundamental task: to do everything that is humanly possible to help the patient. “People who travel all over the world as we do and who see the huge differences in medical care learn to be frugal.” In cases such as these, she is relieved to



have the equipment in the Rega jet and admires her foreign colleagues who often manage to do a lot of good with very little.

Sometimes, Carmen Spühler, too, does not need to do much to help her patients. “Often on missions abroad, we just need to enter the room and the patient and their relatives already feel much better. They know that they are in good hands, and can finally tell someone what happened. It is very rewarding being able to arouse these feelings in a person.”

In serious cases, the intensive care specialist is well prepared: one day a



The flight nurse with additional training in intensive care looks after patients who need to be repatriated on board a Rega jet or a scheduled aircraft.

week, she works in the intensive care unit at Winterthur Cantonal Hospital. For Rega’s medical staff are also required to be employed at a hospital – so that they keep their skills and specialist knowledge up to scratch. “I don’t need my special expertise on every repatriation mission, but when I do, every action must be just right.”

Carmen Spühler has been flying to foreign countries and accompanying patients back home for Rega for two years now. “My work gives me more than I could ever have dreamed of”, she says. Reducing her working hours, starting a family? She shakes her head. “At the moment, I can’t imagine ever doing anything else.”

Ariane Lendenmann

Continue reading on page 14 ►

“Often we just need to enter the room and our patient already feels much better.”



▲ Equipped for everything: the information about the patient's condition is often very sparse. Before the mission, on consultation with the flight physician, Carmen Spühler packs all the material she needs to be prepared for all eventualities.

14

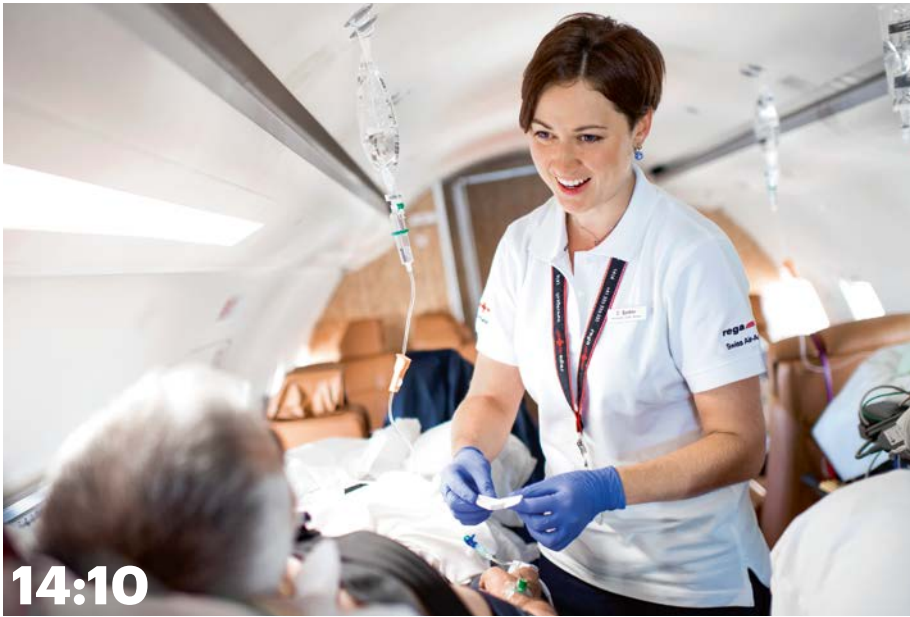


◀ Briefing: the staff at the Operations Centre provide the Rega jet crew with all the information they need for the forthcoming mission in Turkey.

► All-rounder: one of the tasks of a Rega flight nurse is to make sure that her fellow crew members have plenty to eat and drink.



◀ Bridge back home: in Turkey, Carmen Spühler and the flight physician fetch the patients from the local hospital. They attach them to the monitors and make sure that they are receiving all the necessary medical care before they are driven in the ambulance right up to the Rega jet.



◀ Care and attention: if possible, several patients are flown home in the Rega jet at the same time. On this flight, Carmen Spühler und the flight physician have two patients to look after.

14:10

▶ Hand-over: in the hangar of the Rega Centre at Zurich Airport, the patients are handed over to the ambulance staff. Afterwards, the flight nurse replenishes the medical supplies in the Rega jet – so that everything is ready for the next mission.



16:45



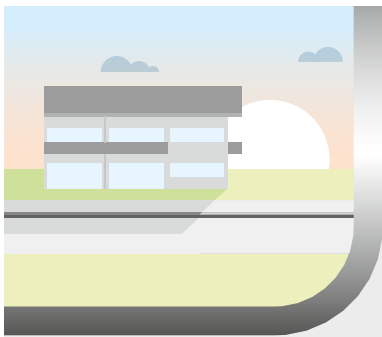
19:00

▶ Flies in her leisure time, too: best of all, Carmen Spühler likes to spend her free time pursuing various sports. When she is not working, she can often be found outside in the fresh air – such as on a paragliding trip.

Help where help is needed

On the roads, in the mountains, abroad – Rega provides emergency medical assistance by air wherever it is needed. Sometimes, however, it is not medical assistance, but the empathy, improvisation skills and compassion of the Rega staff that are at the forefront of their actions. We would like to share with you three incidents that deeply moved each one of us on the editorial team. They show that help always begins with people who are committed to making a difference to the lives of others – and that this can take many forms.

16



One last flight

The Rega helicopter lands on the large expanse of grass next to an apartment building. The paramedic opens the cabin door and joins his fellow crew members in unloading a 17-year-old patient. She is lying on a stretcher, connected by numerous tubes to several portable medical devices. A mobile external heart-lung machine (ECMO) ensures that her blood is supplied with enough oxygen. Without all this equipment, the patient would not be alive. The Rega crew carry the patient through

the front garden, inside the house and into the sitting room. She is back at last – in her own home, with her mother, her brother and her much-loved cat, in the place where she grew up.

She has not been here for many months. Her medical condition made it impossible, and her health was steadily deteriorating. Her illness was diagnosed as incurable; she will soon lose her battle. And so from her hospital bed, the young woman asks to see her home and her cat one last time. To say goodbye. Her mother talks to the attending medical team at the intensive care unit. They enquire whether it would be possible to fly her home by Rega helicopter. Rega gives them the green light and flies the patient, staff and medical equipment from the intensive care unit to the home she so loves. And now she is sitting in the lounge with all her family around her, saying her goodbyes. After a time, the Rega pilot starts up the engines; the patient

is once again lying on the stretcher inside the rescue helicopter, looking out of the cabin window. This will be her last flight.



A long-distance call

A retired couple from Switzerland are on a walking holiday on the coast of Italy, where they have spent a number of days exploring the region's hiking trails. They are enjoying the Mediterranean climate and the good food. Today is a particularly hot

day, and the climb is steep. Suddenly, without warning, the man collapses. When the local rescue services arrive, there is nothing they can do but pronounce him dead.

The woman who has just lost her husband is in a state of shock. Far from home, surrounded by rescuers who are speaking a foreign language. Apparently they are waiting for back-up from other rescuers to help transport the deceased man down into the valley. In the meantime, the woman has contacted her son in Switzerland via her mobile phone. He calls the Rega Operations Centre: Is there anything they can do to help? Rega operates worldwide, doesn't it? The flight coordinator reacts quickly – and has to improvise. For in the event of a death abroad, one thing is clear: Rega can no longer be called out, for the Swiss Embassy is now responsible. But she could put his mother in touch with Rega's Assistance and Care Service. The head of the care service is active in various care teams and highly skilled in assisting people in difficult situations.

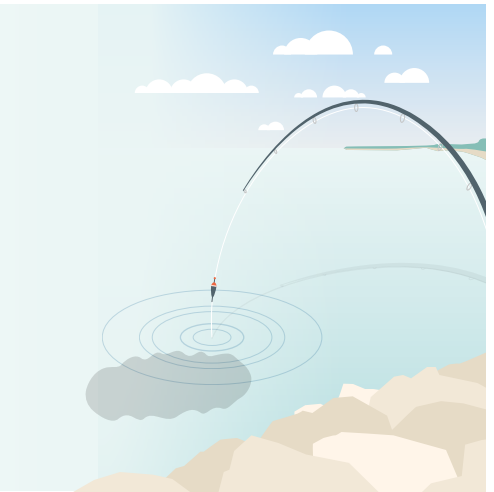
Shortly afterwards, the wife of the deceased man and the Rega support worker are connected with each other by phone. The latter listens, asks the bereaved woman to describe her present situation and continues to talk to her as – on her own, far away on a hiking path in Italy – the elderly lady walks behind the rescue team carrying her dead husband into the valley. Some weeks later, back in Switzerland, the woman contacts the Rega Care Service again, and tells them that the phone call had been a great help at that difficult moment of disbelief, anger and loss.

Catch of the day

An elderly man is fishing from a jetty at the harbour of a southern Italian town. The tip of his fishing rod suddenly bends down towards the water, so he sets the hook and starts to reel in the line. It must be something big, because the top part of the rod is threatening to snap under the strain. Very slowly, he manages to reel in the line. Then something dark appears on the surface of the water: the hook has attached itself to a black holdall.

Disappointed, the man heaves the bag onto the jetty and opens the zip. Inside he finds clothes, shoes and a wallet – all wet, but otherwise in perfect condition. On one of the cards there is a telephone number: +41 333 333 333. He calls the number. “Hello, Swiss Air-Rescue Rega,” says the flight coordinator on the other end of the line. She speaks Italian, so the angler tells her about the card and his big catch. From the patronage number, the flight coordinator is able to identify the owner of the card. She finds the Rega patron's landline number on the internet, calls it up, and luckily – thanks to the call forwarding service – reaches him on his mobile.

The Rega patron is on holiday in Italy with his family, he explains, how can he help? “Sorry, what was that? You've found our bag?”, he asks in delight. It had been stolen just a few hours earlier. The flight coordinator quickly organises a conference call with the helpful angler on the pier, and interprets and liaises between the two. An hour later at the harbour, the



fisherman hands the Swiss man the bag he thought he had lost: it is wet, but the contents – except for a few Euro notes – are all still there, including all his official cards. It is a happy end to this holiday day.

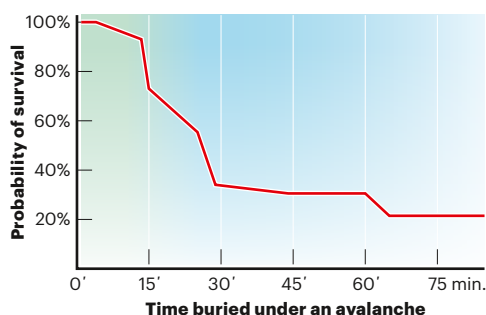
None of these three accounts describes a typical Rega mission. There are no rules, checklists or algorithms for incidents like these. And that is precisely why they are symbolic of what characterises Rega and its employees: the willingness to help and support people in any situation, with whatever resources are available at the time. Even if that is nothing more than a telephone line.

Adrian Schindler

Race against time

Every winter, the Institute for Snow and Avalanche Research registers over 100 avalanche accidents in Switzerland. Around half of those who are completely buried under the snow survive – but 20 to 30 people lose their lives in an avalanche each year. A decisive factor for survival is a swift rescue: so after an avalanche, every minute counts.

The probability of survival drops within minutes



Getting caught in an avalanche is potentially fatal: 43% of people who are completely buried under the snow die directly from their injuries or from asphyxiation. Only **those who are found and extricated within a very short time have good chances** of survival (see graph left).

18



① Alert Rega after an avalanche accident

Anyone who witnesses an avalanche being triggered and burying people beneath it should immediately alert Rega via the **emergency number 1414 or the Rega app**. Rega's Operations Centre will immediately mobilise all the rescue services, vehicles and equipment needed for an avalanche mission: **Rega helicopters**, which fly to the accident site to locate the buried persons and provide them with emergency medical assistance, as well as **avalanche search dog teams and mountain rescuers from the Swiss Alpine Club SAC**, who are transported to the scene by commercial helicopters.

② Companion rescue

Of crucial importance after an avalanche accident **is help by the person's companions:** avalanche victims who are swiftly located by their companions using an avalanche transceiver and dug out of the snow have the best chances of survival. Therefore: **start searching immediately after alerting Rega!** Determine where the signal is strongest, pinpoint the location of the casualty with the probe and start digging. But don't forget about your own safety.





Find out more about how Rega crews perform a search over a large area in our video at: www.avalanche.rega.ch.

► **More on this topic** can be found from page 30.

③ Search the avalanche debris

A **time-saving search over a large area** of the avalanche – for example, if nobody saw the avalanche occur – is performed from the air using an avalanche transceiver or a Recco detector. For a more precise search, the **Rega crew** is assisted by **trained avalanche dogs** and mountain rescuers from the SAC.



④ Emergency medical care by the Rega crew

As soon as fully buried avalanche victims have been freed from the mass of snow, they often have to be **resuscitated by Rega's emergency flight physician and paramedic**. At the accident site, the Rega crew **administer first aid** to the casualties, who are often suffering from multiple injuries and hypothermia.




Machen Sie den ersten Schritt –
holen Sie sich das SPHAIR Zertifikat:

sphair.ch

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Verwirklichen Sie Ihren Berufsraum – werden Sie
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Ihr Potenzial ehrlich ein, zeigt auf, was es bedeutet,
den Weg zu gehen und bereitet Sie auf den
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 **SPHAIR**

Opinion

Ernst Kohler

“Never hesitate to alert Rega direct in an emergency. We are there for you, no matter what.”

As CEO of Rega, I am regularly asked to speak at public events. I accept these invitations whenever I can. On the one hand, they give me an opportunity to tell people about Rega and to explain why patronage is so important. On the other, I can get a feel for what people think, for their problems and concerns. Recently, after giving a talk, I was asked by a young man whether and under what circumstances it would be right for him to alert Rega direct.

The question of when it is appropriate to contact Rega direct is one I hear often. And even though it only takes a tap of the finger to call out Rega on the emergency app, I have found that people are often very reluctant to do so. The upside of this is that we receive very few false alarms. However, I would like to take this opportunity to remind people that Rega's Operations Centre is available around the clock for its patrons and the Swiss population: if someone needs Rega's help, they will get it.

Of course, there are recommendations as to when to call out which rescue service. Some emergencies require a rescue helicopter – for example, if someone is injured or taken ill in inhospitable terrain. Or if a swift and gentle means of transport is needed: for instance, to transport someone with a suspected stroke or heart attack to a central hospital. Equally, there are other situations in which an ambulance can get to the scene faster, or injuries and illnesses that can be dealt with

by a general practitioner. But how many laypeople can make a correct diagnosis on the spot – not to mention in an emergency situation and under stress? The choice of rescue service should not be the responsibility of the person raising the alarm. In an emergency, it is much more important not to waste any time and to get help as quickly as possible. And so the general rule is: it is never wrong to raise the alarm in an emergency – it is only wrong not to do so at all.

So my reply to the young man's question was this: “If you need Rega's help, contact us direct.” For calling out Rega does not necessarily initiate a full-blown helicopter mission: the rotors do not automatically start turning the moment you call “1414”. Emergency calls are handled around the clock at the Rega Operations Centre by specially trained flight coordinators. These professionals organise more than 11,000 helicopter missions every year and know exactly what to do in an emergency. They will ask you the right questions and then decide which rescue service is appropriate. They will either dispatch the nearest suitable rescue helicopter or immediately pass your emergency call to their colleagues in the police, fire or emergency medical services.

Therefore you should never hesitate to alert Rega direct in an emergency – we are there for you, no matter what.

The choice of rescue service should not be the responsibility of the person raising the alarm.



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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Red tape on entering the country: as the Greek island of Paros cannot be flown to direct, Rega Chief Pilot Urs Nagel has to stop over in Athens to complete the customs formalities.



Closely attended to and in a stabilised position: lying on a vacuum mattress, Cornelius Heggli is taken by ambulance to the Rega jet at Paros Airport.

Help when things go awry

Intense pain shoots through Cornelius Heggli's body as he jumps feet first into the warm Mediterranean Sea and the water closes over his head. Little does the 33-year-old man from Lucerne know that this pain signals the start of his homeward journey on a Rega jet, yet he is immediately aware that something is very wrong with his back. His life jacket drags him back to the surface of the water; winded by the impact, he comes up gasping for air.

It is mid-July 2017. Cornelius Heggli and six friends are spending two weeks on the Greek island of Paros, where two of them own a holiday home. They have come to explore the island and also to learn how to windsurf. But on this particular day, the wind is too strong for the novice surfers. Instead, they book an adventure trip with a local tour operator. The tour includes a one-hour hike in the south of the island to a cave on the coast, where the rocks are perfect for climbing and jumping into the water. In line with the two tour guides' safety regulations, everyone on the trip is wearing a life jacket. Cornelius Heggli is the second in the group to jump into the sea from an eight-metre-high outcrop in the rock.



Dr. med. Oliver Boekels,
50, Rega medical consultant

“Don't worry, we're flying you back to Switzerland tomorrow on a Rega jet.”

A jump into the sea brings Rega patron Cornelius Heggli's holiday on the Greek island of Paros to an abrupt end. With two fractured vertebrae, he has to rely on a friend and rapid assistance from Rega.

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As soon as the two Greek guides hear the Swiss man's groans, they jump into the water and swim to him. Together the three reach the shore, where Cornelius Heggli clammers onto dry land, supported by his friends. One of them is the Italian doctor, Maddalena Bianchi, who works as a gynaecologist in Switzerland. Concerned, she examines his back but is unable to find any injury or bruising. “The jump was unspectacular, and the water deep enough,” Cornelius Heggli explains later. However, he is in so much pain that the group abandon their trip and set off on the one-hour walk back.

Cornelius Heggli is driven in the minibus to the island's only public hospital in the capital, Parikia, where, after a lengthy wait, he is x-rayed. The attending doctor cannot find any injury on the x-ray, but Maddalena Bianchi, who worked in surgery for a year during her medical training, identifies two broken ▶

His friends take it in turns to lie on either side of him to stabilise him and stop him slipping off the spine board.

vertebrae on the image. At her insistence, the doctor calls in an orthopaedist from a private clinic. “I’m sure my Italian temperament helped me to get my way,” she later relates.

The hospital administers no medication

The specialist performs a computer tomography and confirms her diagnosis: Cornelius Heggli has fractured the third and ninth vertebrae in his upper back. Under no circumstances is he allowed to move. As a makeshift way of stabilising his back, he is lying in the hospital bed on a plastic stretcher known as a spine board. The hospital does not administer medication or provide food, so these tasks fall to his friends. That same evening, they call the Rega Operations Centre at Zurich Airport. Dr. med. Oliver Boekels, one of Rega’s medical consultants, attempts in various telephone conversations with the Greek doctor and with Cornelius Heggli to find out more about the injured man’s condition and the medical

care available locally. The Medical Centre in Paros is the equivalent of a well-equipped doctor’s surgery. A decision is quickly made: “He must be repatriated immediately,” says Oliver Boekels, who, as the physician on duty, is authorised to sanction repatriations. “With this back injury, he cannot remain on the island without first stabilising the fractures.” To do this, he would have to wear a back brace, a piece of equipment that is not available anywhere on Paros. The medical consultant hands the operation over to his colleagues, who in a matter of hours organise one of Rega’s three ambulance jets, a crew, and the necessary authorisations for the flight to Paros. “Don’t worry,” Oliver Boekels says when he notifies the patient, “we’re flying you back to Switzerland tomorrow on a Rega jet.”

The night in the hospital in Paros lasts an eternity for Cornelius Heggli and his friends. No doctors or nurses check on the patient. His friends take it in turns to lie on either



The popular holiday destinations determine where Rega’s operations abroad take us

What are the most common reasons for Rega repatriations?

Most often, we fly seriously ill patients back to Switzerland from abroad. The most common medical problem is cardiovascular diseases, followed by strokes. Other reasons might be injuries after road or sports accidents. Social criteria, such as the family situation in the case of a sick child, also figure in the decision whether to repatriate. The patient’s wellbeing is central in everything we do.

From which countries does Rega repatriate the most patients?

Basically, they reflect the popular holiday destinations of the Swiss at any given time. That tends to shift over the years. One key factor is the medical care provided locally: if it is more or less on a par with Switzerland, repatriations are necessary less frequently than from countries where the medical care is not as good.

Is there a difference between summer and winter?

It used to be the case that our missions mainly took us to the Mediterranean region

in the summer and Asia in the winter. Nowadays, however, the distinction is not as pronounced: we also have long-haul operations to Asia or South America in the summer months.

How do the Rega physicians overcome the language barriers when they are in contact with the doctors abroad?

Both our medical consultants on the phone and our flight physicians have extensive language skills – so often they are able to communicate with the local doctor in his or her language. Otherwise they communicate in a foreign language that both understand, such as English. If that is not possible either, we use professional interpreters to help us with our clarifications.

What is it like working with the doctors abroad?

It is important to us that we show respect in all our dealings with the doctors on location. This applies as much to our medical consultants clarifying things on the phone as to our teams of flight physicians and intensive care nurses taking charge of patients at the hospitals and clinics in the country concerned.

One of the prerequisites is undoubtedly that we have a high regard for the work of our medical colleagues, who often work under very different conditions than we do here in Switzerland. Ultimately, we all share the same goal: to provide the patient with the best possible medical care. And we support each other wherever we can in achieving that.



Dr. med. André Keisker,
50, Deputy Medical
Director, Jet at Rega

side of him to stop him slipping off the spine board. The medication from the pharmacy can only partly relieve the patient's pain. He manages to escape into sleep only in short, fitful snatches.

Homeward-bound on a vacuum mattress

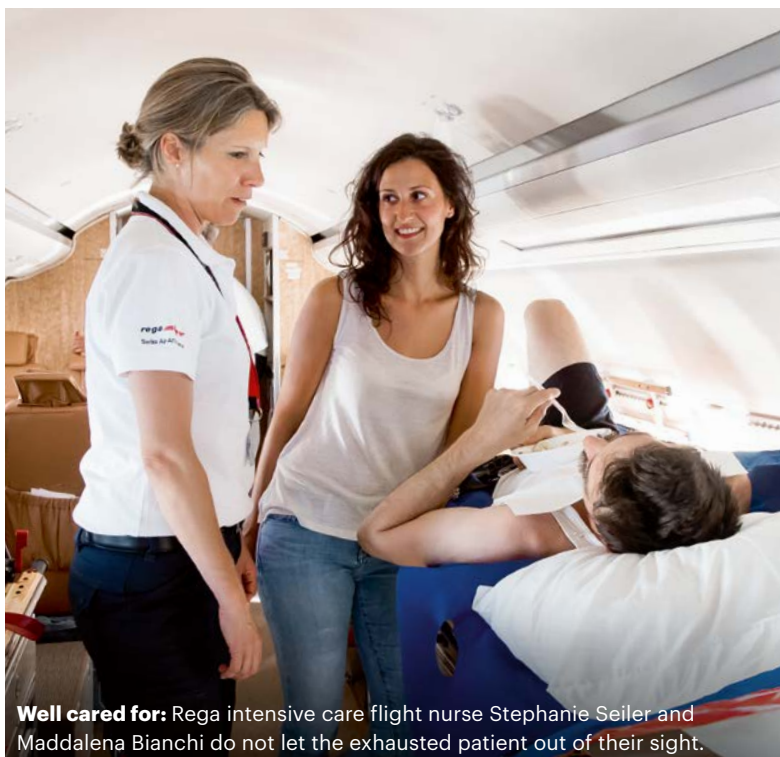
The Rega ambulance jet takes off for Greece at nine in the morning. Joining the two jet pilots on board are flight physician Marcel von Dach and intensive care flight nurse Stephanie Seiler. Among their medical equipment is a special vacuum mattress, which is moulded firmly around the casualty's body by extracting air, thus preventing any change of position during transport.

Rega's medical crew arrive on Paros, keenly awaited by Cornelius Heggli and his friends. The flight physician, Marcel von Dach, gives his patient strong painkillers and examines him carefully, checking whether he can still feel his legs and move his arms. After scrutinising the x-rays, he too confirms the diagnosis. Assisted by Stephanie Seiler and the hospital staff, Marcel von Dach carefully positions the exhausted patient with the injured back on the vacuum mattress. From now on, this will keep him stable throughout his homeward journey.

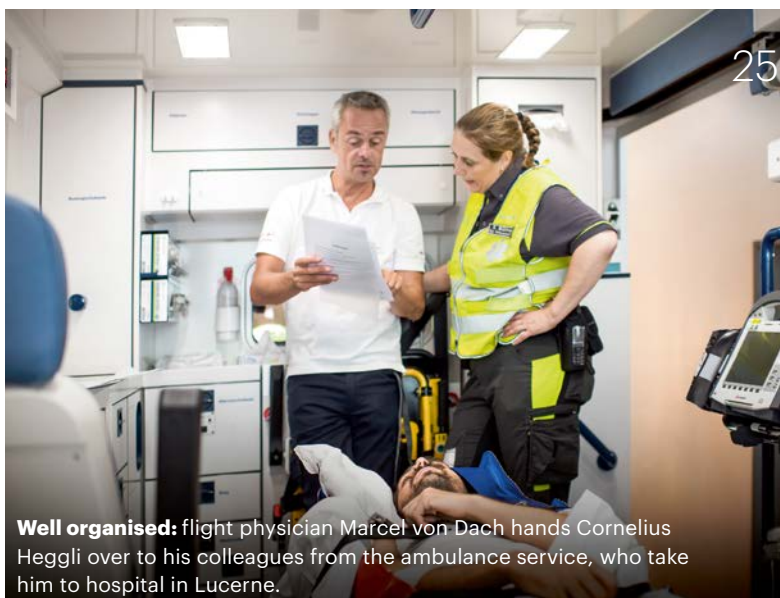
A long-standing Rega patron

After quickly taking leave of his friends, Cornelius Heggli is taken by ambulance to Paros Airport, where he is transferred into the Rega jet. Relieved to be free of the hard spine board from the hospital in Paros, the patient sleeps through a large part of his repatriation flight. He wakes briefly, and gratefully eats a piece of cake – the relief has also restored his appetite. "I've been a Rega patron for many years, because the solidarity principle is very close to my heart," he tells Rega flight nurse Stephanie Seiler. "But I never thought that one day I would need Rega's help myself." He cannot explain how the accident happened. "I've often jumped into the water from that height, and I've never hurt myself."

Early in the evening, the Rega ambulance jet touches back down at Zurich Airport. From here, an ambulance transports Cornelius



Well cared for: Rega intensive care flight nurse Stephanie Seiler and Maddalena Bianchi do not let the exhausted patient out of their sight.



Well organised: flight physician Marcel von Dach hands Cornelius Heggli over to his colleagues from the ambulance service, who take him to hospital in Lucerne.

Heggli to the Cantonal Hospital in Lucerne, where he receives the medical treatment necessary for him to recover from his back injury over the coming months.

Harald Schreiber

A man in a dark suit, white shirt, and blue tie stands on a paved area in front of a modern building with a grid-like facade. He is smiling and has his hands in his pockets. The building has large windows and a repetitive architectural pattern. The ground is paved with red and white tiles.

“If Rega did not exist, someone would have to invent it.”

The man responsible for healthcare in the geographically largest canton in Switzerland is Dr Christian Rathgeb, member of the Executive Council of the Canton of Graubünden. In this interview, he explains why Rega is important for medical care in the mountain canton and what he expects of the Federal Office of Civil Aviation.

Mr Rathgeb, what significance does Rega have for Graubünden?

The topography of Graubünden, with its mountains and secluded valleys, is a major challenge when it comes to providing medical care. The Rega helicopter is usually the fastest means of rescue in an emergency and therefore very important to us. A well-functioning air rescue service also plays a central role for tourism, the canton's key economic sector: visitors from all over the world spend their holidays here – and they rely on Rega in an emergency. The fact that Rega, as a non-profit foundation, does not act according to commercial considerations but rather in the best interests of the patients is extremely important for our region.

What exactly do you mean?

An example: Rega has two helicopter bases in Graubünden – in Untervaz and Samedan. In the Engadin region, where most of Rega's missions are performed in the summer and winter months, it is not "worthwhile" from a financial point of view to keep a three-strong crew and a rescue helicopter permanently on standby. But Rega has set itself the goal of guaranteeing medical assistance by air anytime and anywhere – and the people of Graubünden and our guests all benefit from that.

And if Rega did not exist?

Then someone would have to invent it! Without Rega, canton-wide air rescue would fall to the state, because commercial helicopter companies would only pick out the lucrative areas. That would probably mean, for instance, that there would be a helicopter in the major winter sports resorts during the holiday periods,

but not in the low season. That would be fatal for Graubünden, because we would no longer have recourse to a proper emergency medical service. That is why we do not want "cherry pickers".

So you are against commercialisation of the rescue services?

Yes, most definitely. My job is to secure the provision of primary medical care in our canton. That provision is often unprofitable, because it requires staff and infrastructure, and utilisation varies significantly. Commercial providers would never guarantee full coverage throughout the canton.

What challenges do you face?

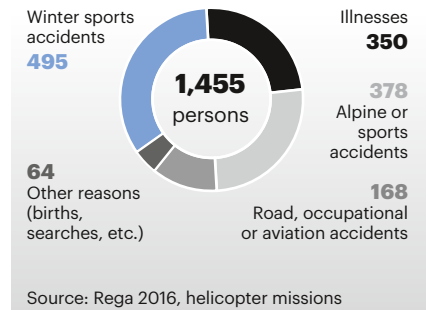
We struggle with the same issues as other sparsely populated mountain cantons. Up to 2030, we are expecting further migration from remote valley communities. There the population is diminishing – and ageing at the same time. Tourism poses another challenge: our health system must be capable of providing for many times its own population for a few months every year. At the same time, however, we want to ensure that primary medical care in and out of hospital is also available in the remote valleys. That is why we are committed to a regional healthcare and hospital system in which Rega plays a central role.

What does that system look like?

The most common illnesses and injuries are treated in ten regional hospitals. For diagnoses that are technically more demanding and require specialist staff, we have an ultramodern medical centre, Graubünden Cantonal Hospital in



Rega missions in Graubünden in 2016



Chur, to which we can refer patients. This decentralised system means that if a patient's condition deteriorates, he or she needs to be moved from the regional hospital to the central one. Rega helicopters are often used for this kind of transport – weather permitting.

In future, Rega aims to also be able to fly in adverse weather – such as on an instrument flight route from Samedan over the Julier Pass to Chur.

I very much welcome these efforts, and I hope for the people of Graubünden that Rega, as an emergency organisation, will soon receive the necessary authorisations from the Federal Office of Civil Aviation. An all-weather air rescue service will bring remote regions like the Engadin or the southern valleys even closer to the central hospitals and make the provision of medical care more reliable. Rega is a key element of our system, and I hope to see our partnership continue in future in the interests of securing optimal healthcare provision in our country.

Interview: Adrian Schindler

Help after the storm

A violent storm in the Lower Engadin results in several mudslides in the Val S-charl. The village is completely cut off from the outside world, cars are stranded on the road, and a good dozen residents need to be evacuated by Rega.



28

S-charl (GR), 29.07.2017

On this particular evening, the sky over the Lower Engadin darkens before the sun has set: a mighty storm front is lying over the region and offloads torrents of rain as if there were no tomorrow. "Around 9.30 in the morning, we flew through the pouring rain into the Val S-charl," relates Giorgio Faustinelli, pilot and manager of the Rega base in Samedan. The thunderstorm has rampaged particularly fiercely through this remote valley near Scuol. Landslides have buried the road leading to the village under metres of mud. "From the air, we could see several people in their cars. They could go neither forward nor back – they were stuck between the landslides." And more debris could detach itself from the mountain at any time. Rega receives a number of emergency calls: the thunderstorm has taken visitors and locals alike by surprise and they now need to be freed from their predicament. Commercial helicopters do not fly at night. Consequently Rega's helicopters are also used to help

Giorgio Faustinelli, Rega pilot

"At night, missions with the rescue hoist are particularly demanding."

with natural disasters or fire-fighting operations after dark.

Giorgio Faustinelli flies low and gets his bearings with the aid of his night vision goggles or the helicopter searchlight. First to be evacuated is a forester, then three women who are stranded on the alp after milking, then a hiker. Afterwards the weather worsens, and the helicopter is forced to remain on the ground. "During the night, it either rained in torrents or everything was enshrouded in fog. In between, there were flashes of lightning, and we had to wait until the storm had passed."

After midnight, another eight people are flown out of the gorge. As it is impossible to land in the rough terrain, they are evacuated using the rescue hoist. "Rescue hoist missions at night using a searchlight are particularly demanding due to the restricted field of vision," explains Giorgio Faustinelli. The Rega crew is busy until 1.30 in the morning, flying a total of 13 people out of the ravaged Val S-charl – fortunately all of them uninjured.

Ariane Lendenmann

Injured searching for mushrooms

Frutigen (BE), 21.08.2017 A 60-year-old woman is collecting mushrooms with her daughter, when suddenly she collapses. She falls several metres down the mountainside, injuring her cervical spine. She is rescued by the Rega crew from the base in Wilderswil using the rescue hoist and flown to the Inselspital for further treatment.

Mission for three calves

Marmorera (GR), 08.09.2017 In the very night before the cattle return to the valley, three calves are born on Alp Ses. Realising that the new-born animals would not survive the forecasted change in weather, the farmer contacts Rega Operation's Centre, which arranges for a commercial helicopter firm to immediately evacuate the calves.

Premature birth of twins

Lucerne, 15.08.2017 Night mission for Rega's Bern base: due to the risk of giving birth to her twins prematurely, a 36-year-old pregnant woman has to be urgently transferred from Interlaken hospital to the Inselspital in Bern, where she is immediately admitted to the neonatal ward for monitoring.

K Missions for foresters, hunters and mushroom pickers

8

persons were rescued by Rega last year after suffering an accident while searching for mushrooms.

21 missions

for injured hunters were carried out by Rega's helicopter crews in 2016.

72

forestry workers suffered serious injuries and were flown to hospital by Rega in 2016.

Rega kids

Competition Work out this long sum step by step until you reach the finish line, and take part in our competition.

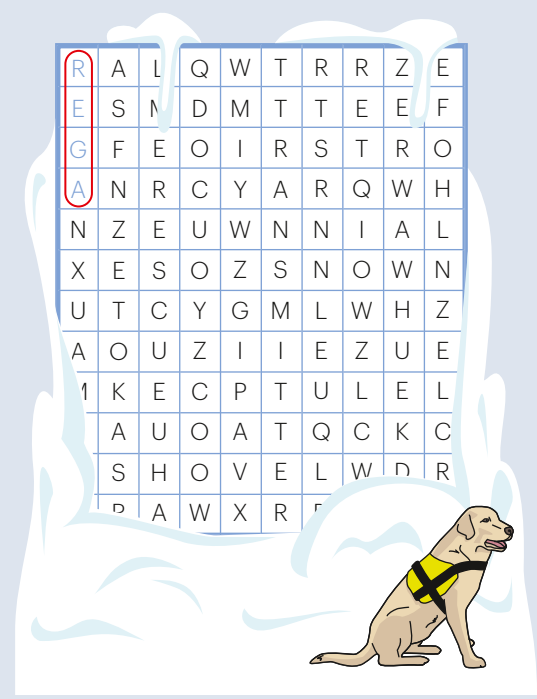
Solution: =

Sudoku Add the missing rescue vehicle in the empty fields, making sure that there is a helicopter, an ambulance, a police car and a fire engine in each row, both horizontally and vertically.

Word puzzle Find four words relating to avalanche rescue.

R	A	L	Q	W	T	R	R	Z	E
E	S	M	D	M	T	T	E	E	F
G	F	E	O	I	R	S	T	R	O
A	N	R	C	Y	A	R	Q	W	H
N	Z	E	U	W	N	N	I	A	L
X	E	S	O	Z	S	N	O	W	N
U	T	C	Y	G	M	L	W	H	Z
A	O	U	Z	I	I	E	Z	U	E
I	K	E	C	P	T	U	L	E	L
A	U	O	A	T	Q	C	K	C	
S	H	O	V	E	L	W	D	R	
P	A	W	X	R	F				

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Competition

Write the answer on a postcard and send by 31 December 2017 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 an "Alarm 1414" rescue board game, in which players take on the role of Rega pilot and are called out on various missions. **Good luck!**



Solution from No. 88: 16

Each of the following have won a bath towel:

R. Stämpfli, Muri | P. Wetter, Bühler | G. Inauen, Appenzell | R. Egli, Degersheim | R. Nussbaumer, Grüningen | Z. Grandi, Arbedo | G. Lodigiani, Lugaggia | N. Léchet, Péry | F. Manzoni, Travers | G. Augstburger, Biel

Congratulations!

Knowledge

30

Getting caught in an avalanche is potentially fatal. This is how you can reduce the risk.

Anyone who has ever witnessed an avalanche will know the incredible force generated by this natural hazard. Yet the term “natural hazard” almost belies the fact that around 90 percent of ski tourers, freeriders or snowshoe trekkers who get caught in an avalanche actually trigger it themselves. Good preparation, careful assessment of the local avalanche danger and adapting one’s behaviour to the conditions could prevent many of the over one hundred avalanche accidents that occur in Switzerland every year. Thus prevention – in other words, avoiding getting caught in an avalanche altogether – is the number one priority. Even so, it is important to be prepared for that eventuality, because even the best rescue cannot help all avalanche victims.

Basic knowledge and preparation

The first step is awareness: only those who are aware that a risk exists in the first place will acquire the necessary knowledge and check the

avalanche risk before venturing out on a tour.

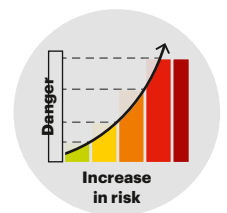
General information on avalanches, the different types, and the factors influencing their formation is available from the Institute for Snow and Avalanche Research (SLF) in Davos. Being armed with the necessary basic knowledge makes it possible to identify potential dangers later on in the terrain and to act accordingly. The SLF avalanche

bulletin gives details of the current avalanche risk. It is published twice a day and rates avalanche danger on a five-point scale (see below). The risk of avalanche can vary considerably from place to place, so we recommend checking the local conditions again with the mountaineering centre or the mountain transport company in your chosen area. Experienced ski tourers will also constantly reassess the situation



The European avalanche danger scale

- 5 Very high – Catastrophic situation:** numerous large natural avalanches can be expected, even in moderately steep terrain. Ski touring is not recommended.
- 4 High – Acute situation:** avalanches can be triggered easily on steep slopes. Large avalanches are highly likely. Remain only in moderately steep terrain.
- 3 Considerable – Critical situation:** avalanches can be triggered easily on steep slopes (> 30°). Natural avalanches and remote triggering are possible. Half of all fatal avalanche accidents happen in this danger category.
- 2 Moderate – Mainly favourable situation:** avalanches can be triggered on very steep slopes (> 35°). Large natural avalanches are unlikely. Good ski touring conditions if route is chosen carefully.
- 1 Low – Generally favourable situation:** triggering is only possible in isolated cases on extremely steep slopes (> 40°).



throughout the tour and, depending on the time of day, take account of rising temperatures. This acquired knowledge and careful preparation alone make it possible to minimise risk in the terrain by accordingly adapting one's behaviour to the conditions.

Avalanche equipment

An important part of prevention is also having the correct equipment: the standard emergency gear for snow sports enthusiasts who venture beyond secured slopes and routes comprises an avalanche transceiver, a shovel and a probe. A modern three-antenna avalanche transceiver is recommended, as those with little practice can also use it to quickly locate a buried person – provided that the victim's transceiver is set to "transmit". An avalanche airbag additionally reduces the risk of being completely or partially buried by an avalanche. While this emer-

Rega tip

“Check the local conditions with the mountaineering centre or the mountain transport company.”

gency equipment does not protect against avalanches, it can help to increase the chances of survival in an emergency. Other useful gear to have in your backpack: climbing aids, a first aid kit, a mobile phone or radio transmitter, orientation devices and protection against the sun and cold.

Call 1414 immediately

However much planning and care go into your trip, you may still have the misfortune of being buried in an avalanche or witness somebody who is. What you should do in such a situation is outlined in the box below. The chances of being found alive

decrease sharply after 15 minutes – companion rescue therefore takes top priority. Alert Rega straight away via the emergency number 1414 or the Rega app. Immediately start searching with the avalanche transceiver (switch off any such devices that are not needed). Do a visual search of the avalanche debris: pieces of equipment are often left lying close to the buried person. As soon as you locate the victim, dig them out and start administering first aid. And do not forget to reset the avalanche transceiver to "transmit" after the search.

We trust that your winter is free of accidents and full of sunshine, the best snow conditions and, most of all, fantastic winter sports experiences.

Karin Hörhager

► You can find more on the subject of avalanche rescue from page 8 and from page 18.

K What can you do if an avalanche is set off?



If you are caught in an avalanche yourself:

- Try to move sideways out of the avalanche path, let go of your poles
- Operate any protective gear (airbag, etc.)
- As long as the snow is still moving: try to stay on the surface
- Before the snow flow stops: cup your hands over your nose and mouth and try to keep your airways as free as possible



If you witness an avalanche accident:

- Observe the descent of the avalanche and anyone caught in it very carefully (time/place last seen)
- Keep yourself safe
- Take stock of the situation
- Alert the rescue services (emergency number 1414 or Rega app)
- Begin companion rescue

1. Search

- Determine the search area (in the flow direction below where the person was last seen)
- Use your eyes/ears while searching with the avalanche transceiver
- Pinpoint search with the probe
- Once you stop searching with the avalanche transceiver, switch all transceivers back to "transmit"

2. Rescue

- Dig a good-sized hole (conveyor-belt method)
- As quickly as possible, dig out the snow around the head and chest and clear the airways

3. First aid

- Check vital functions (if necessary, begin resuscitation)
- Protect against further cooling
- Monitor carefully and provide care

This article was written in collaboration with Swiss Alpine Rescue.

► For sources and more information go to: www.slf.ch, www.whiterisk.ch, www.bfu.ch

«UND AUF EINMAL
SACKTE ICH VOR
SCHMERZ ZUSAMMEN.»



Hören Sie die Rega-Geschichte
von Cindy Essl, 35.
meinerettung.ch/cindy

Jetzt Gönner werden.



Rega Shop

Gift ideas and fan articles for leisure activities, holidays and winter sports

OUR
HIGH-
LIGHTS

NEW



1 Sports and travel bag 49.—

The spacious main compartment of this bag can be extended by opening two additional zips. Black & red.

- Volume: 50 l (up to max. 70 l)
- External dimensions: 50 x 35 x 30 cm (L x H x D); length expandable to max. 68 cm
- Wide-opening main compartment with reinforced bottom
- Front pocket with two key rings, small zippered inside pocket with pen slot
- Reflective edging at both ends
- Material: polyester 600D
- Weight: 1,200 g

► **Extras:** includes laundry bag and combination lock

33

BESTSELLER



2 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 x 10 cm.



3 Ski goggles 119.— instead of 139.—

With their decentred, double spherical lenses, the uvex downhill 2000 snow sports goggles provide clear and distortion-free vision. They offer 100% UV protection. Ladies' model, white frame; men's model, black frame. Comes with a free storage pouch. Made in Germany.

4 Rega solar watch 289.— each



Unique: the latest solar watches in Rega's product range have been designed exclusively for our patrons. "Commander", the variant with the black bezel, has a sporty look. The numerals on the red model, "Passenger", create distinct accents; this watch delights with its casual, modern style.

34 Solar cells transform light into energy, which is used to power the Swiss quartz movement. The lithium ion battery has a power reserve of up to four months. The luminous white hour and minute hands glow in the dark, while a red & white hand indicates the seconds. A date display at 6 o'clock rounds off the special features. Bezels are made of anodised aluminium, cover with hardened mineral crystal.

- Black rubber strap with tyre profile
- Case diameter: 42 mm
- Water resistant 5 atm / 50 metres
- Two-year guarantee on manufacturing and material defects

► **Special feature:** Swiss made

CLASSIC

5 "Traveller" multitool by Victorinox 99.— instead of 112.—

Pocket knife, thermometer, altimeter and barometer all in one. Free extra: high-quality leather case.

► **Christmas offer:** the classic multitool at a reduced price.



6 Sports towel 39.—

This microfibre bath towel is highly absorbent, lightweight (weighs only 500 g) and can be folded up small.

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

Marketplace



7 Toiletry bag 29.—

8 Daypack 79.—

25 l (dimensions 46 x 33 x 21 cm)

9 DVD "Rega close up" 15.—

68 minutes

10 Baseball cap 15.—

11 "Rega Backstage" illustrated book 45.—

120 powerful images on 128 pages



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



12 Pocket hiking umbrella 49.—

Thanks to its high-quality, state-of-the-art materials, this handy, light-weight 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
- Hard foam handle comfortable to the touch
- Colour: red, with safety reflectors on the outer corners
- Weight: 350 g
- Size: diameter 98 cm (closed 29 cm)



13 Alarm 1414 – the Swiss rescue board game 49.—

With this Rega board game, players are called out on various rescue missions to bring medical assistance to the casualty by air. The aim is to get to the scene of the accident as quickly as possible together with the appropriate specialists and rescue equipment. The winner is the first person to successfully complete three missions. For 2 to 4 players aged 8–99 years.

NEW



14 Rega wall calendar 22.—

Rega employees have captured out-of-the-ordinary scenes with a camera. Twelve spectacular photographs accompany you throughout the year 2018. Format 48 x 33 cm. Picture captions in D/F/I/E.



15 AgustaWestland Da Vinci 29.—

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



16 Challenger CL-604 22.—
instead of 29.—

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



17 Airbus Helicopters EC 145 29.—

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

BESTSELLER



18 Outdoor first aid kit 89.—

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

Contents

- Face shield (for protected mouth-to-mouth resuscitation)
- Tick removal card
- Sterillium hand disinfection wipes
- Antiseptic wipes for cleaning wounds
- Tear-resistant Nitril disposable gloves
- Waterproof spray plaster 21.5 ml
- Pouch containing adhesive plasters
- Graze and burn plasters
- Blister plasters
- Sterile compresses
- 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 6 cm (L x W x D)
- Weight: 595 g

Online Shop

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

www.shop.rega.ch

Orders by telephone or fax

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

Telephone orders **0848 514 514**

Fax orders **0848 514 510**

Terms and Conditions

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

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



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

Sender (please complete in block letters)

Ms Mr

Family name _____

First name _____

Street/No. _____

Area code/Town _____

Tel. _____

Patron no. _____

Signature _____

Thank you for your order.

For the youngest Rega fans



19 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.

CLASSIC

20 Rega Memo 39.—

A popular game that appeals to both young and old thanks to its colourful, detailed illustrations. 80 picture cards with 40 different Rega motifs lovingly designed by Mo Richner.

★ 21 Teddy bear 20.— instead of 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.

► **Special offer:** valid in November only.

22 Jet soft toy 10.—

For young children to play with and cuddle.

Order Form



No.	Article	Price (CHF)	Amount	Ref.	No.	Article	Price (CHF)	Amount	Ref.
1	Sports and travel bag	49.—	_____	90010	12	Pocket hiking umbrella	49.—	_____	90065
2	Digital luggage scale	29.—	_____	90039	13	Swiss rescue board game	49.—	_____	40034
3	Ski goggles, ladies' model, instead of 139.—	119.—	_____	90071	14	Rega wall calendar 2018	22.—	_____	90001
	Ski goggles, men's model, instead of 139.—	119.—	_____	90072	15	AgustaWestland Da Vinci, 1:43	29.—	_____	50006
4	Solar watch black "Commander"	289.—	_____	60004	16	Challenger CL-604, 1:95, instead of 29.—	22.—	_____	50003
	Solar watch red "Passenger"	289.—	_____	60012	17	Airbus Helicopters EC 145, 1:45	29.—	_____	50002
5	Victorinox "Traveller", instead of 112.—	99.—	_____	90002	18	Outdoor first aid kit	89.—	_____	90040
6	Sports towel	39.—	_____	30046		For the youngest Rega fans			
	Marketplace				19	Wooden Rega helicopter	15.—	_____	40028
7	Toiletry bag	29.—	_____	90011		Wooden Rega jet	15.—	_____	40029
8	Daypack	79.—	_____	90045	20	Rega Memo	39.—	_____	40013
9	DVD "Rega close up"	15.—	_____	20018	21	Teddy bear, in November only, instead of 29.—	20.—	_____	40007
10	Baseball cap	15.—	_____	30001	22	Jet soft toy	10.—	_____	50005
11	"Rega Backstage" illustrated book	45.—	_____	10017					

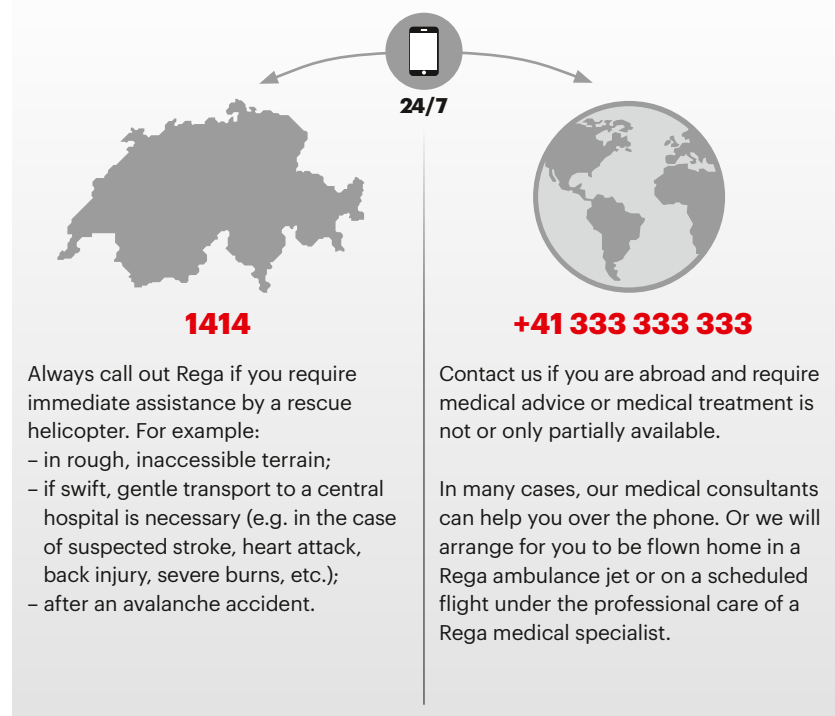
For more articles in our range: www.shop.rega.ch

● New ● Bestseller ● Classic

Always there for you!

Do you need medical assistance in Switzerland or are you not sure what to do after suffering an illness or accident abroad? The Rega Operations Centre is there for you – around the clock.

This is how to call out Rega in Switzerland and worldwide:



1414

Always call out Rega if you require immediate assistance by a rescue helicopter. For example:

- in rough, inaccessible terrain;
- if swift, gentle transport to a central hospital is necessary (e.g. in the case of suspected stroke, heart attack, back injury, severe burns, etc.);
- after an avalanche accident.

+41 333 333 333

Contact us if you are abroad and require medical advice or medical treatment is not or only partially available.

In many cases, our medical consultants can help you over the phone. Or we will arrange for you to be flown home in a Rega ambulance jet or on a scheduled flight under the professional care of a Rega medical specialist.

Rega helps wherever it can

If you find yourself in an emergency situation, do not hesitate to contact Rega direct. Our flight coordinators know exactly what to do in an emergency and will take the necessary action. And not just in Switzerland, but worldwide.

Emergency numbers

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

Patronage Centre

Matters concerning patronage

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

Monday – Friday
8.30 – 12.00 noon, 1.00 – 4.30 pm

Rega Newsletter

www.newsletter.rega.ch

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