

EMERGENCY PREPAREDNESS FOR SOUTH AFRICA

# ESSENTIAL INFORMATION

Medical details, emergency ID,  
important contacts, and key information  
your household should keep close.



IMPORTANT  
DOCUMENTS

FIRST AID

**IMPORTANT CONTACTS**

- o Emergency Services - 10111
- o Ambulance - 10177
- o Fire Brigade - 10177
- o Poison Help - 0861 555 777
- o Doctor - 082 123 4567
- o Neighbour - 082 234 5678
- o Family - 072 345 6789

**EMERGENCY ID**

Name: \_\_\_\_\_

Medical Info: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Blood Type: \_\_\_\_\_

**MEDICAL INFORMATION**

Name: \_\_\_\_\_

Medical Conditions: \_\_\_\_\_

Allergies: \_\_\_\_\_

Medications: \_\_\_\_\_

Doctor: \_\_\_\_\_

Healthcare Aid: \_\_\_\_\_

Policy No.: \_\_\_\_\_



## 3 ESSENTIAL INFORMATION

As soon as you and your family have put together a basic plan, it's time to take action; start organising things. When a disaster hits, things can very quickly go wrong and cause panic, especially if family members get separated from each other.

The creation of an emergency identity card, as well as storing your medical information on your cell phone, will give a sense of comfort to you, your children, or vulnerable loved ones, in case you find yourself separated from each other. To simplify these unintended separations, suggest that each family member has their personal medical information as well as that of other family members handy at all times. This information will enable rescue workers and medical personnel to assist the victim much quicker and/or get them home safely. This information is especially important when it comes to children, the elderly, people with serious medical conditions as well as those who are mentally disabled.

### 3.1.1 MEDICAL INFORMATION ON CELLPHONE



Most medical ID apps for cell phones can provide emergency officials access to your medical information without having to type in your password. They can see information such as allergies, medical conditions, blood type, chronic diseases as well as the person's contact details in case of an emergency. If you have never put this information on your cell phone yet, you should do so as soon as possible.

### SAFETY TIP

*Protecting you and your family's personal information is more important today than ever before. Therefore, it is important that only essential information is recorded on the ID card or bracelet. Place the card in a safe place that can not easily be seen by strangers, like your wallet or the inside of your backpack. If a child is the cardholder, print only the first initial of their first name, for example: J. Muller. It is not even necessary to express the child's date of birth on the card, only the year of birth and age will be sufficient.*



*If a child is too young to carry a card during a crisis or emergency, it is proposed that the necessary information (name, contact number and parents' names) is written directly on the child's back with a permanent marker.*

### 3.1.2 EMERGENCY ID CARDS OR WRISTBANDS

The possibility exists that you, for one reason or another, end up without your phone during a crisis. It is therefore important that you make an emergency identity card or wristband for yourself and your loved ones. It should include the following necessary medical information:

- Name and Surname
- Year of Birth and Age
- Medical Aid and Membership Number
- Blood Type
- Allergies and Medical Conditions
- For Children, the Parents' Contact Details
- The Numbers of your Out-Of-Area Contact

### 3.1.3 IMPORTANT INFORMATION



It is essential to compile the necessary checklists and instructions as well as to make copies of important documents. It's important keep these documents on hand, specifically for the day when you and your family find yourself in an emergency situation. Electronic copies of documents can easily be stored on your phone, memory stick (flash drive) or stored in the internet cloud. Examples of cyberspace repositories are Google Drive, Dropbox, and Microsoft OneDrive. In most cases, you can get free space at these repositories and every member of the family can upload their important documents and photos. These documents can be accessed through a mobile phone, laptop, or even at an Internet café.

However, it might happen that your phone gets stolen, the battery goes flat, or the internet becomes unavailable. So, it is very important that you also make hard copies of all important documents, and where necessary, even have them certified by a Commissioner of Oaths. The documents can then be bound together and placed in an A4-size zip-lock bag in order to protect them from moisture. The following table is a list of the most important documents:

<b>LIST OF NECESSARY DOCUMENTS</b>	
<b>IDENTIFICATION</b>	Passports and identification documents, extra ID photos, fingerprints of each family member, birth certificates, etc.
<b>FAMILY PHOTOS</b>	It may help to prove that a small child belongs to you in case you become separated
<b>MAPS AND PROCEDURES</b>	Emergency protocols, evacuation procedures and routes to destination.
<b>SURVIVAL GUIDE</b>	Survival Guide for family members regarding first aid, the building of a shelter, filtering of water, etc. Maps of the area showing emergency routes
<b>SPIRITUAL PREPAREDNESS</b>	A list of encouraging Bible verses for times of need to give hope to your family and to remind you of God's promises of unconditional love.
<b>CONTACT DETAILS</b>	Contact information of family and close friends
<b>MEDICAL INFORMATION OF PETS</b>	Veterinary records for pets (you may have to prove that they have been vaccinated during an evacuation scenario)
<b>MEDICAL INFORMATION</b>	Medical information for all family members; medicines they take, medical conditions, allergies, blood types, clinical guidelines, copies of prescriptions, etc.
<b>OTHER DOCUMENTS</b>	Copies of wills, car registration documents, firearms licenses & competency certificates, marriage certificates, bank account numbers and statements, payslips, mortgage documents, title deeds, life insurance, insurances, etc.
<b>INVENTORIES AND POLICIES</b>	Copies of life insurance, retirement annuities, home and car insurance as well as an inventory of your household, preferably with serial numbers

### 3.1.4 IMPORTANT EMERGENCY NUMBERS

Calling the right number can save a life. Here are some practical tips and important numbers you need to store on your phone:

- **South African Police** 10111 or 10177 (Our own 911)
- **Mobile emergency number** 112
- **Provincial Ambulance (Metro)** 10177
- **Private Ambulance (ER24)** 084124
- **Private Ambulance (Netcare)** 082 911
- **Fire Department Head Office** 021 590 1900

#### 3.1.4.1 IMPORTANT TO REMEMBER

- You can make FREE emergency calls from your cell phone, even when you are out of airtime or without a SIM card.
- Emergency calls receive priority. When the network is overloaded, regular calls will be cut off to give emergency calls priority.
- Also store an outside-area contact number (see next point) on your phone under "ICE" (In Case of Emergency). This way, this person can inform your loved ones if you are injured and unable to communicate.

#### 3.1.4.2 OUTSIDE-AREA CONTACT

Choose a person, preferably a friend or relative outside the immediate vicinity of where you live. This person may be less likely to be affected by the same disaster and can be a safe haven of communication.

Local communication may be temporarily unavailable due to a storm or natural disaster. A communication coordinator or outside-area contact can help re-unite family members that got separated. Each family member should have the phone number and contact details for this outside-area contact.

### 3.1.5 SUMMARY

1. **EMERGENCY INFORMATION** - Put your medical information on your mobile phone. Make an emergency Identity Card for each of you and order your identification bracelets.
2. **PHOTOS** – Regularly take photos of each family member in case you are separated during a disaster. This will help to identify each person if a search is needed. Place these pictures in a waterproof zip-lock bag and place it in each family member's emergency bag.
3. **IMPORTANT DOCUMENTS** – Always go to work organized and create a file with the necessary documentation. Remember to include a personal information card and a contact information card for each family member.
4. **DISABLED RELATIVES AND ANIMALS** - Please do not forget your pets. For family members who have special needs, you must ensure that sufficient provision is made in your emergency plan.