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## Emergency Protocol

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1. Please ensure you have the following in place and familiarise everyone in the household with the details **BEFORE** any emergency arises.
  - The dedicated Strandveld Plaaswag zone you are located in
  - The visibility of the house, street and farm number on the closest access point
  - The name and contact details of **ALL** the immediate neighbours
  - The contact details of relevant emergency services (see below and add numbers pertaining to your own household)
  - A tried and tested early warning system, no matter how simple
  - A back-up cell phone, fully charged and with adequate airtime and pre-programmed emergency numbers e.g. a basic Nokia is excellent, does not need to be a smartphone
  - A designated safe zone with cell phone reception on your property. This is most often the bathroom or master bedroom or where the panic button is located if you have one, with access to water, medical supplies and blankets. Ensure that the safe zone is secure enough to keep intruders out, but keep an escape route in mind e.g. in the event of fire
  - Devise and practice an emergency plan for your property and practise with all the residents thereon
2. Print list of Emergency Numbers and keep **IN A DESIGNATED LOCATION** for all household members to access. Add personal details of GP, medical aid number and medical conditions.
3. Add the ones most likely to be used as Favourites on **all** cell phones in the household.
4. Clarity and Brevity: Keep messages **clear** and **concise** to prevent misunderstanding.
5. Prioritize Information: **Lead with the most critical information.**

### **IN THE EVENT OF A FARM/HOUSE INVASION OR ROBBERY**

- Assign a member of the household to gather family members and pets in the dedicated safe zone with a cell phone and lock the door
- A second member of the household to call
  - CTS on **021 556 8655 / 072 026 8247** (CTS to contact SAPS)
  - SAPS on 028 384 0201 / 079 894 1626 (When family is secure in safe zone, call SAPS as well)
  - Post on Plaaswag Emergency Group
  - Call neighbours
- If family is safe and secure in safe zone, stay there until assistance arrives.
- If anyone is wounded, please follow medical emergency steps.

### **IN THE EVENT OF A MEDICAL EMERGENCY, CALL**

- **CMC on 028 001 0544 / 066 222 7219**
- Call neighbours or family if further assistance is required e.g. childminder while emergency is dealt with
- Post on Plaaswag Emergency Group for specific assistance e.g. snake bite or animal attack

### **IN THE EVENT OF FIRE, FLOOD OR ACCIDENT EMERGENCY, CALL**

- **Fire and Rescue on 028 312 2400 / 028 313 8111 or**
- Disaster Management on 028 313 8980 **or**
- Metro Ambulance/Rescue on 10177 e.g. mechanical accident, farm labourers injured **or**
- NSRI on 082 990 5967 (drowning, body retrieval, flood assistance, pit toilets)

### **IN THE EVENT OF ANY ACT OF VIOLENCE ON YOUR PROPERTY AND POLITICAL/LABOUR UNREST, CALL**

- **CTS on 021 556 8655 / 072 026 8247**
- SAPS on 028 384 0201 / 079 894 1626
- Law Enforcement on 028 313 8996 / 028 312 2400
- Traffic on 028 313 1044 for road closures and control

CMC Medical Emergency	028 001 0544 / 066 222 7219
SAPS Gansbaai	028 384 0201 / 079 894 1626
Fire and Rescue (Fire, flood, accident and medical emergencies)	028 312 2400 / 028 313 8111
Metro Ambulance / Rescue	10177
Core Tactical Services Control Room	021 556 8655 / 072 026 8247
Law Enforcement Gansbaai - illegal dumping/vagrants	028 384 8345
Law Enforcement Control Room AH	028 313 8996 / 028 312 2400
Safety & Security/ Disaster Management (24/7)	028 313 8980
Overstrand Medical	078 699 6995
Traffic Switchboard	028 313 1044
Hermanus Provincial Hospital	028 312 1166 / 028 313 5200
Hermanus Mediclinic	028 313 0168
NSRI	082 990 5967
Gansbaai Apteek Emergency	082 496 4577