



We get asked a lot for our 'top safety tips' so here they are! You can follow us on Facebook and Twitter @icecatstraining for our latest updates.

# ICECATS Top Tips

## ICE numbers:

An ICE (In Case of Emergency) number is the contact number for the person you would like the emergency services to contact should they need to. To add an ICE contact to your mobile phone is really simple:

**Locate the contact in the phone book on your mobile and select edit.**

**Type the word ICE in front of the persons name and their relationship to you (e.g. ICE DAD John Smith) and save the changes.**

It is important to use the persons full name and **not** a nickname as we're sure no one wants to ask to speak to Googly Bear! In the event of an emergency where you are unable to speak, an emergency officer can easily find your ICE contact and ask them the following questions to confirm your identity:

**Can you describe the person who owns this phone?**

**Do they have any medical conditions we should be aware of?**

**Is there anyone else with them today we should be aware of?**

## If you need to dial 999...

### STAY CALM!

When the call is answered you will be asked to choose the service you require—POLICE, FIRE or AMBULANCE,

When you have chosen the service, you will then be redirected to your local area where you can report your issue.

### IF YOU ARE UNABLE TO SPEAK—COUGH!

That's right, cough. If you feel that it is unsafe for you to speak, the call handlers are trained to recognise a cough as a signal for help.

The call handler will ask you "did you cough?" then cough again to confirm this and then further advice will be given.

### IF YOU ARE UNABLE TO COUGH...

If you are in a situation where you are fearful of being overheard;

Dial 999 and when asked which service, stay silent, count to ten and then press 55 on the keypad.

This will then turn your phone into a recording device, allowing the emergency services to hear your call and use your signal to find your location to send assistance.

## Did you know:



In the EU (outside of the UK), Switzerland and South Africa, you can dial **112** to access the local emergency services?



That by texting the word **REGISTER** to **999**, you can register your mobile phone with the emergency services? Perfect for those who are hard of hearing or have a poor signal reception.

## Useful Apps:



**Disaster Alert** - A free app which advises of any natural disasters around the world, anything that could affect your current location, severity and duration.



**citizenAID** - Gives advice on what to do in a 'worse case' scenario all around the world and is free to download.