



## Protection & Rescue

### “On call round the clock for you”

Every day, we are out on the road with siren and flashing light to provide the quickest possible professional assistance in emergency situations. As Switzerland's largest rescue organization, we are committed to our mission of guaranteeing the best possible protection and level of safety for the population in our area of operation, not only in everyday life, but also when coping with major incidents.

Our rescue service organization revolves around our employees who serve the general public every day with a great deal of dedication and expertise. Their tools are state-of-the-art technical systems and equipment as well as a fleet of new-generation vehicles. In back rooms, many specialists support task force members of the Professional Fire Brigade and Medical Service as well as employees in the Operation Control Centre. Their departments include Logistics, Administration, IT, Staff and Communications. Without these support departments, our organization would come to a standstill. In this way, our operation, coordination, prevention and support units all make their contribution to the teamwork so that in future we will also be prepared to tackle major tasks.

You can rely on us –  
24 hours a day, 365 days a year!

City of Zurich  
Protection & Rescue

Rudolf Krauer, Director

#### Protection & Rescue at a glance

Areas of operation:

- Fire Service
- Medical Service
- Operation Control Centres
- Fire Prevention Police
- Civil Defence
- Rohwiesen Training Centre
- Advanced College for Rescue Service Occupations
- Back-up services

Figures:

- More than 600 permanent employees
- A fleet of some 250 vehicles
- Medical Service operations in 2007: approx. 32,000
- Fire Service operations in 2007: approx. 4,500

Task planning regions:

- Medical Service emergency call no. 144: City of Zurich, Canton of Zurich (except Winterthur region), cantons of Schaffhausen and Schwyz
- Fire Service emergency call no. 118: City of Zurich, Canton of Zurich

Switzerland's strongly networked and largest civil rescue service in an umbrella organization that guarantees the best possible protection and the highest level of safety for the population – in the City of Zurich, at the airport and in the metropolitan area.

# Jointly, we guard life and property.

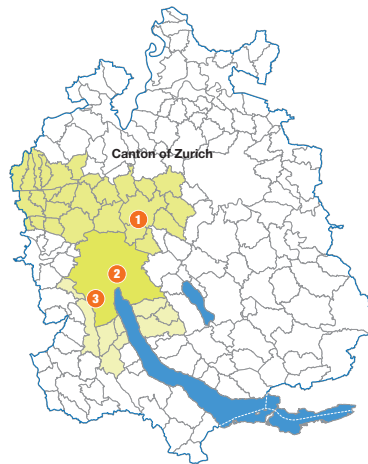
## Medical Service

Every day, accidents needing attention by the Medical Service occur at home, in traffic, at work or during leisure time. In many medical emergency situations, such as a heart attack, a stroke and circulatory distress, people's lives are dependent upon the earliest possible emergency medical treatment. Protection & Rescue's Medical Service guarantees this care in the City of Zurich, at the airport, in 28 northern and in 9 southern associated communities. To do so, it deploys extremely well-trained, qualified paramedics round the clock who, if necessary, receive support from an emergency doctor. During the day, patients already treated are transferred in comfortable medical service vehicles.

In 2007, the Medical Service performed approximately 32,000 tasks, i.e. it went out on call almost 90 times a day on average. In addition, our employees provide a medical service at major cultural or sporting events like the Street Parade or the Zurich Marathon. If the metropolitan area is included in our area of operation, nearly 600,000 people can rely on the Medical Service of Zurich Protection & Rescue.

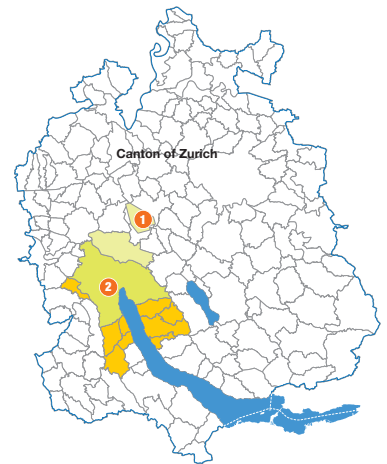
## Fire Service

The Fire Service of Protection & Rescue is committed to rescuing human beings and animals as well as to protecting property. During round-the-clock shift work, employees of the full-time fire brigade provide professional help for the people living in its area of operation. This covers the City of Zurich and the airport. As a local and regional base, the professional fire brigade also supports local fire brigades in the canton's southern communities.



MEDICAL SERVICE AREA OF OPERATION

- 1 Airport medical base
  - 2 Neumühlequai medical base
  - 3 Triemli medical base
- City of Zurich
  - Northern associated communities
  - Southern associated communities



FIRE SERVICE AREA OF OPERATION

- 1 North fire station (airport)
  - 2 South fire station (Zurich)
- City of Zurich
  - Northern region of City of Zurich and airport
  - Southern communities (as local/regional fire brigade base)

In 2007, the professional fire brigade was called out 4,500 times, this being an average of more than 12 tasks in 24 hours. Today, fires account for less than 20 percent of all operations. In the majority of cases, firemen rescue people and animals or clean up oil and chemical spills. They take on environmental protection jobs and provide technical assistance at the scenes of traffic and industrial accidents or they secure unsafe building components and clear away storm and water damage. At Zurich Airport, highly specialized units prevent air traffic disruptions and proceed with initial operations in the City of Zurich's northern region in cooperation with the Glattal voluntary unit. If support is needed,

the professional fire brigade can fall back on 500 members of the City of Zurich's eight volunteer fire brigade companies.

## Teamwork by rescue workers

Increasingly, rescue workers in the Medical and Fire Services work side by side, for example at traffic accidents and during rescue work. Practical experience, technical know-how, mutual trust and optimized teamwork are the prerequisites for assistance to be successful in emergency situations. To upgrade their already high standard, qualified paramedics and firemen frequently take supplementary training courses covering the subject matter of their respective team colleagues.



QUICK AND PROFESSIONAL ACTION IN A TEAM.

# We make sure we are ready for a crisis.

## Civil Defence

In the City of Zurich, Civil Defence is a part of Protection & Rescue. In the current form, it is a modern and efficient voluntary organization. The Civil Defence provides assistance in the event of natural as well as man-made disasters and predicaments. With 2,950 members and as an important partner of the Police Department, Fire Service, Public Health Service and Municipal Utilities Department, it has to tackle a variety of tasks.

In Zurich, these many tasks include the accompanied transportation of patients AKTIV plus in cooperation with the city medical service, care unit work in municipal old people's homes or at major events like the Street Parade, EURO 2008 or Zurich Festival. In a crisis, the Civil Defence cares for people seeking protection and shelter. It also organizes protection for cultural assets and work by engineering units to clear paths and streams in the city's forest areas or clear away the aftermath of natural disasters, such as severe rainstorms, gales or avalanches, throughout Switzerland.

In 2005, our Civil Defence Museum was opened in Zurich Wipkingen. In a historic round shelter, it reviews our fifty-year history, while documenting the benefits of today's efficient and quickly operational Civil Defence. More information can be found in the Internet at [www.stadt-zuerich.ch/zivilschutzmuseum](http://www.stadt-zuerich.ch/zivilschutzmuseum).

## Rohwiesen Training Centre

Our Rohwiesen Training Centre in Zurich Oerlikon offers a wide range of advancement courses. They include advice, training and instruction for specialists and laymen in such fields as fire prevention, behaviour in the event of fire, safety at work, occupational health and preclinical first aid. With its so-called hot-pot, the Rohwiesen Training Centre has a unique and modern indoor facility. It incorporates a

respirator training set-up, practice facilities for urban rescue workers who work at heights and simulators for driving with flashing light. In addition to the well-equipped training and conference rooms, the centre runs its own restaurant.

## Advanced College for Rescue Service Occupations

The Advanced College for Rescue Service Occupations is one of the most prestigious training centres in Switzerland. It offers training courses for paramedics, ambulance technicians and professional firemen. Rescue organizations throughout Switzerland appreciate the competent basic, further and follow-up training courses for their task force members. The Rohwiesen Training Centre accommodates the Advanced College for Rescue Service Occupations which can thus benefit from the centre's optimal infrastructure. All the courses offered can be found in the Internet at [www.stadt-zuerich.ch/rettungsberufe](http://www.stadt-zuerich.ch/rettungsberufe).

## Fire Prevention Police

Experienced specialists of the Fire Prevention Police ensure that buildings in Zurich are fireproof and have safe escape routes. They advise and coach architects and property developers during new building and conversion work, from single-family houses to shopping centres and sports stadiums like Zurich Letzigrund. The Fire Prevention Police hinder and reduce a great deal of fire damage by carrying out periodic checks of existing buildings and installations and by resolutely enforcing statutory regulations. This approach has brought the desired result: The cost of damage caused by fire in the City of Zurich is 75 percent lower in comparison with the other cities in Switzerland.



LEARNING WHAT REALLY MATTERS FROM SPECIALISTS.

# Success through teamwork.

Courageous and dedicated task force members form the hub of our organization. Teamwork, instruction and continual training are the keys to success – during daily routine and when out on call.



**Markus Zaugg**  
Multiple Dispatcher &  
Data Management  
North Operation  
Control Centre

“It wouldn’t be possible to mobilize the fire brigades for 122 communities as well as the rescue services of the airport, Bülach and Schaffhausen without modern technology and support by the monitoring system of the North Operation Control Centre. After all, no matter where an emergency situation is reported, the Operation Control Centre has to provide the right rescue material in every case.”



**Markus Gähwiler**  
Fire Prevention  
Specialist  
Fire Prevention Police

“In my position as a fire prevention specialist, I work closely with property developers, architects, specialist planners and event promoters. Our task is to make it possible for projects and events to take place, while ensuring that safety precautions are taken.”



**Brigitte Jöhl**  
Special Subject  
Teacher  
Paramedic with  
diploma of higher VET  
Neumühlequai Medical  
Base

“What fascinates me as a paramedic is the variety of tasks involved, in accidents as well as medical emergencies, and the people concerned, from children to the aged. Communication then becomes the basic need, also for my job as a special subject teacher.”



**Lorenzo Sani**  
Physiotherapist and  
Civil Defence Member

“I give people support in day-to-day situations and crises. Doing this as a service for the community motivates me.”



**Werner Hug**  
Professional Fireman  
Professional Fire  
Brigade  
North Fire Station

“Since the Airport Rescue Services and Protection & Rescue merged, I not only go out on call to the airport, but also to the northern region of the City of Zurich. As a result, my tasks have become even more varied.”

## The most important vehicles



**Water tender with pump TLF**  
Used for firefighting, rescue work, recovery operations and technical assistance of all kinds



**Turntable ladder ADL 2000**  
For rescue operations, recovering the injured, outside firefighting efforts and other operations from high up



**Airfield firefighting vehicle Z8**  
Up to 1,000 HP and 40 tons for fighting aircraft fires



**Airport ambulance**  
Sprinter 316, for emergency operations, patient relocations and repatriation purposes



**City of Zurich ambulance**  
Sprinter 416 CDI, with case-shaped body, for emergency operations as well as patient and special transport

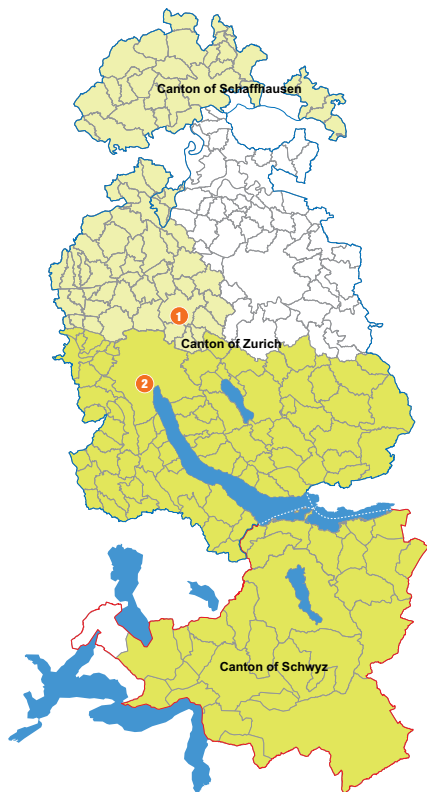
# Every second counts in an emergency.

The **Operation Control Centres (OCC)** take emergency calls from people phoning 118 and 144, alert and plan the operations of fire brigades, rescue services and other task forces like the Civil Defence and associate organizations. This optimizes coordination and ensures that the right assistance reaches the right place in the shortest possible time. The regions covered by the two services during their task planning differ considerably. Medical Service emergency calls on 144 require planning for the region extending from the greater Zurich area (city and canton except the Winterthur region) to the canton of Schaffhausen in the North and into the canton of Schwyz in the South. That for Fire Service emergency calls on 118 covers the canton and the City of Zurich.

In the highly modern Operation Control Centres of Zurich Protection & Rescue, fifty men and women, so-called dispatchers, work round-the-clock shifts answering 450,000 calls a year. As a result, 80,000 operations are planned for the fire brigades and rescue services responsible in the respective region.

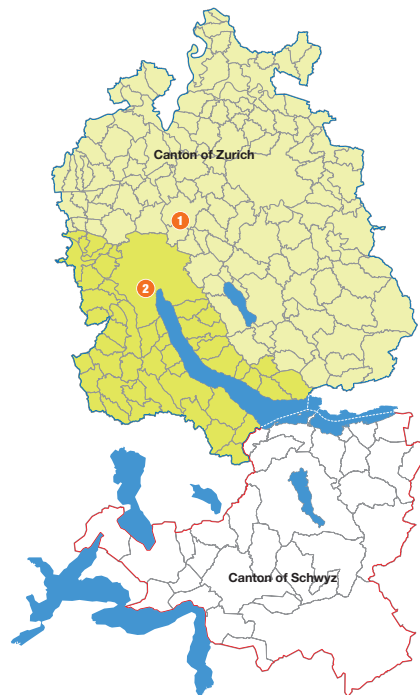
Quick and professional help for people in difficult situations begins with a phone call. In response, dispatchers immediately start to alert rescue workers, while Operation Control Centre employees give the person calling advice on how to go about first aid or taking safety precautions, whether this be for a fire or a medical emergency, such as someone requiring cardiac resuscitation. It is often those first few minutes before help arrives that are crucial for the further course of a rescue operation.

KEEP CALM IN A  
HECTIC ATMOSPHERE.



PLANNING REGION MEDICAL SERVICE EMERGENCY NO. 144

- 1 Operation Control Centre airport (north)
- 2 Operation Control Centre Zurich (south)
- Planning region 144 OCC airport
- Planning region 144 OCC Zurich



PLANNING REGION FIRE SERVICE EMERGENCY NO. 118

- 1 Operation Control Centre airport (north)
- 2 Operation Control Centre Zurich (south)
- Planning region 118 OCC airport
- Planning region 118 OCC Zurich

# Ready for an emergency.

## The numbers to call in an emergency

### 118 Fire Service

#### Fire Service emergency call

- Be prepared to answer the following questions:
- Where exactly is the scene of the emergency?
  - On what number can I call back?
  - What is your name?
  - What exactly has happened?
  - Are you/ others in safety?

### 144 Medical Service

#### Your number for medical emergencies

- Be prepared to answer the following questions:
- Where exactly is the scene of the emergency?
  - On what number can I call back?
  - What exactly has happened?
  - How old is the person concerned?
  - Is she/he conscious?
  - Is she/he breathing?

## Other important numbers to call in emergencies

- 117** Police  
**145** Toxicological Information Centre  
**1414** Air Rescue Service REGA  
**044 421 21 21** 24-hour Medical Centre

## Protection & Rescue's main locations



- 1 H.Q. of Protection & Rescue / Prof. Fire Brigade, South station / OCC South
- 2 Prof. Fire Brigade, North station / Medical Service airport base / OCC North
- 3 Neumühlequai Medical Service base
- 4 Triemli Medical Service base
- 5 Rohwiesen Training Centre / Advanced College for Rescue Service Occupations
- 6 Logistics Centre
- 7 Fire Prevention Police
- 8 Civil Defence buildings
- 9 Civil Defence Museum
- 10 Pikett Glattal (Auxiliary Fire Brigade)

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