

# Skilled in first aid

Ten how-to stories

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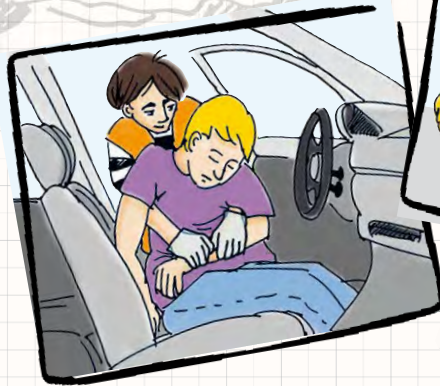
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Help

... and the PACKAGE



**JOHANNITER**

Aus Liebe zum Leben

View

# Skilled in first aid

Ten how-to stories

by Ralf Sick

Protect

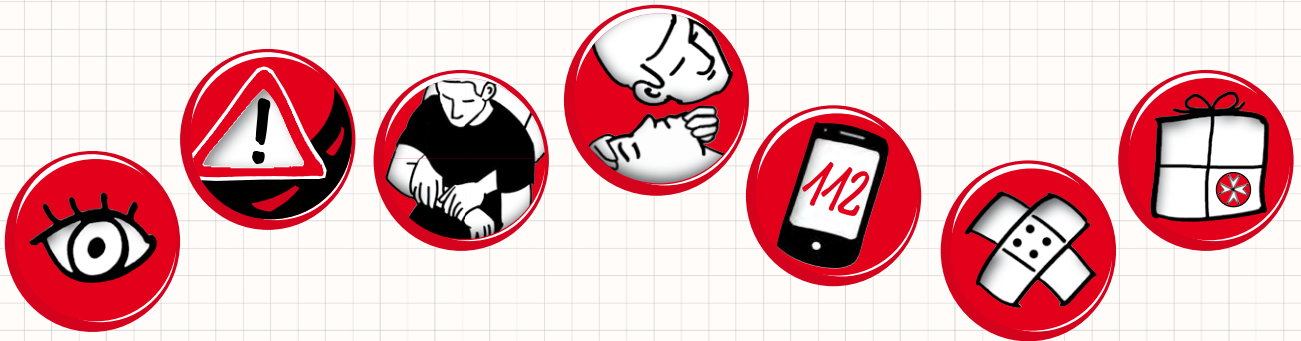
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Check

Call

Help

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# Contents



## The first time

or: How to help when someone  
'won't wake up' ..... 4



## Summer, sun and two wheels

or: How to help when someone  
'won't wake up' (helmet removal) ..... 10



## Disco star

or: How to help when someone  
'won't wake up' (seizures) ..... 16



## Strong performance

or: How to help when someone is  
'not breathing' ..... 22



## Spinning with heart

or: How to help when someone has  
'chest problems' ..... 30



## It's a promise

or: How to help when someone has  
'chest problems' (foreign matter in airways) .. 36



## The cutting edge

or: How to help when someone gets  
'injured' (wounds) ..... 42



## A foul with consequences

or: How to help when someone gets  
'injured' (bones, joints and muscles) ..... 52



## When the sun bites

or: How to help when someone has  
'head problems' ..... 58



## The good ones go into the pot, the bad ones ...

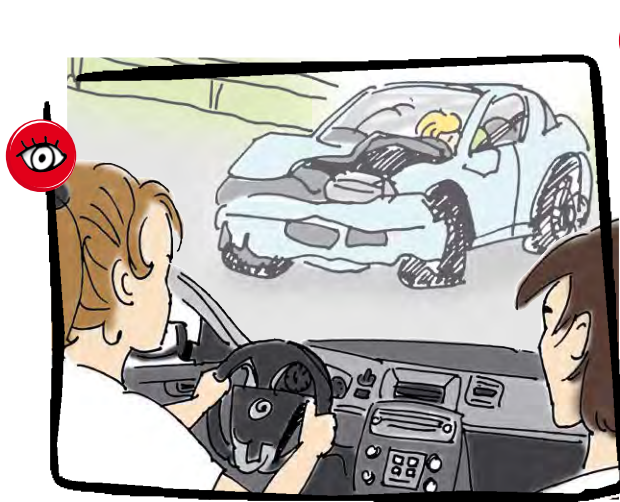
or: How to help when someone has  
'stomach problems' ..... 64

# The first time

## or: How to help when someone 'won't wake up'

Lisa and Paul have recently become an item. Tonight they're out driving together. They want to go to a party at their friend Sophie's place. After rounding a bend, they see a car

that has crashed into the roadside railing. Lisa instantly thinks back to the first-aid course she completed with The Johanniter, and remembers what to do in an emergency:



Lisa is driving slowly. Lisa and Paul **immediately** see another car sitting awkwardly on the road, steam coming out of its bonnet.

The driver is slumped over the steering wheel. He's not moving. Lisa and Paul cannot see anyone else in the car.



Lisa keeps her car well away from the stricken car, pulling over to the far side. Before getting out, she turns on her **hazard lights** to warn other drivers.

They now have to protect themselves and other road-users: Paul and Lisa put on their **reflective vests** to ensure they're always highly visible. Paul grabs the **warning triangle** and places it in front of the accident site by the side of the road. To protect themselves, they put on **disposable gloves** from the first-aid kit.



The pair now attend to the driver. Their first priority is to bring him to safety by the roadside, otherwise they would all be at risk from passing cars.

Paul opens the door and talks to the driver. But the driver doesn't respond. Lisa and Paul want to get him out of danger. And they do this using the **Rautek grip**.



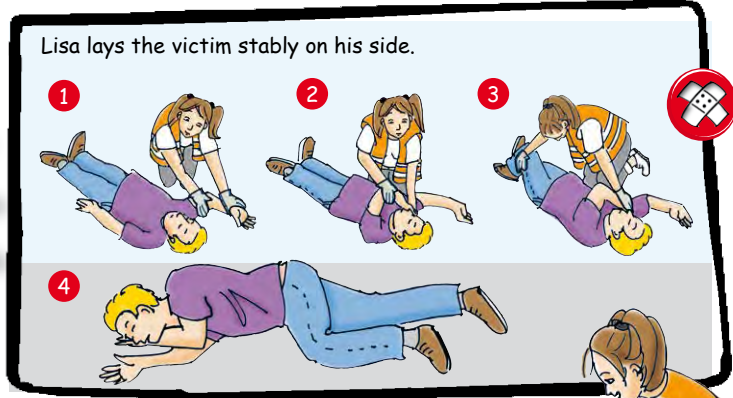
Lisa speaks to the victim and gently shakes him by the shoulders. He doesn't wake up. But he's breathing, which means he's unconscious.

Lisa checks for any injuries. But the most important thing is the **unconsciousness**.



In the meantime, Paul has called 112 on his mobile.

A calm, friendly voice comes on the phone. Paul describes what has happened.

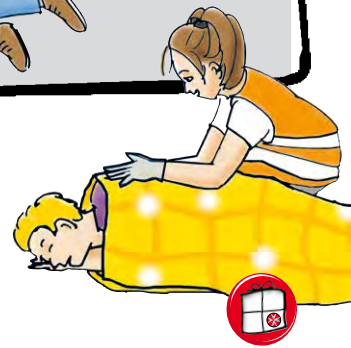


Lisa lays the victim stably on his side.

- 1
- 2
- 3
- 4

Lisa and Paul think about what other 'PACKAGE' measures can be taken.

They place a **rescue blanket** over and under the victim to keep him warm. Lisa talks calmly to him, even though he's unconscious.



The ambulance arrives soon after. The paramedics praise Lisa and Paul for the way they looked after the driver. Relieved, Lisa and Paul take each other by the hand – thank goodness! All ended well.



Lisa is rightly proud: 'That was our first time. – As first-aiders, I mean!' Paul replies: 'Yes. Dates with you really are exciting!' Lisa and Paul then continue onto the party – still a bit flustered, but happy.



# Info: How to help when someone 'won't wake up'

View

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Save

Check

Call

Help

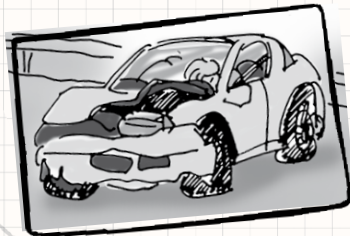
... and the PACKAGE



## At first glance

What I see at first glance:

- The traffic accident,
- The affected vehicle stricken on the road.
- The driver is the only one in the car.  
He's not moving.



## Protecting oneself and others



- I pull my car way over to the side in front of the affected vehicle.
- I turn on my **hazard lights**.
- I put on my **reflective vest**.
- I set the **warning triangle** up in front of the accident on the roadside.

### Rule of thumb for 'warning triangles':

Set the warning triangle up as far from the accident site in metres as the speed limit in kilometres, e.g. if speed limit is 50 kph, set the triangle up 50 m away.



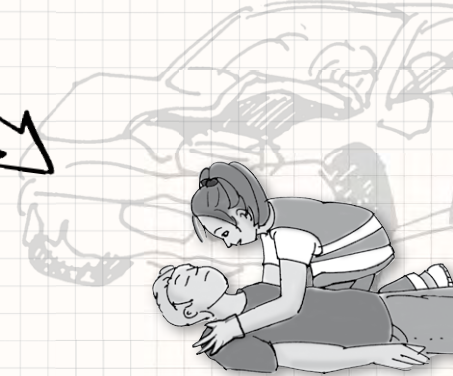
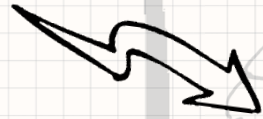
**NB:** All cars must carry a warning triangle and reflective vests!

**NB: Wear disposable gloves for protection!**



## How to rescue someone using the Rautek grip

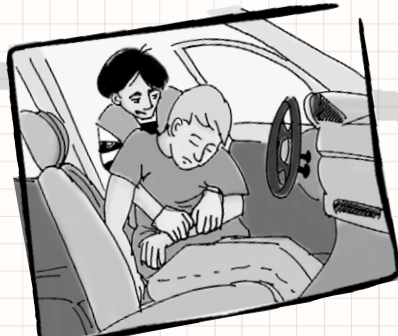
- I look out for the **airbag!**  
I do not put my own body in the space between the steering wheel and victim!
- I turn the **engine/ignition off!**
- I put on the **hand brake!**
- I free the victim's leg if it is **trapped!**
- I undo the **seatbelt** or tear through it!
- I **turn the seated victim** so their back is facing me!
- With my arms under the victim's **armpits**, I use **both my hands to grab hold of an arm** (ideally an uninjured one) in a **monkey grip!** (Monkey grip: Thumbs on top too)!
- I bend my knees a little and then pull the victim up.
- If a second helper is on site, they will take the victim's legs.
- I drag the victim to safety!



## Check

- I check the vital functions:
- I talk to the victim and gently shake them by the shoulders.
  - I check their breathing, tilting their head.

The verdict here:  
The victim is breathing.  
He is unconscious.



View

Protect

Save

Check

Call

Help

... and the PACKAGE



## How to make an emergency call

I call **112**. I answer the basic questions:

- **Where** did it happen?
- **What** happened?
- **How many** victims are there?
- **What** injuries/illnesses did I find?
- **Wait** for follow-up questions!



1

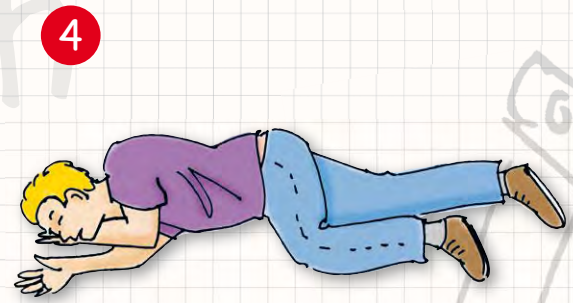
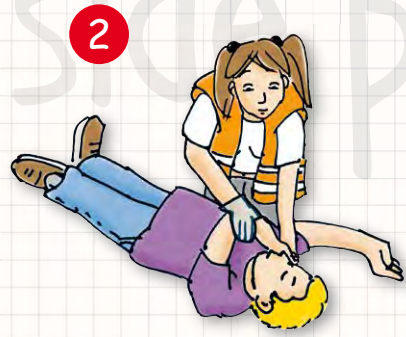


## Stable side position

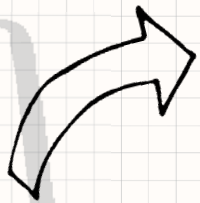
How to lay the victim stably on their side:

- The victim is lying on their back.
- I kneel alongside the victim.
- I grab their arm **closest** to me. I bend their arm up
- I place their **far** arm over their chest.





- I bend their **far** leg.
- I turn the victim to face me.
- I bend their upper leg.
- I tilt their head back.
- I open their mouth.
- I place a rescue blanket over and under them.



## and the **PACKAGE**

The **PACKAGE** contains four steps that are always the right thing to do when giving first aid:

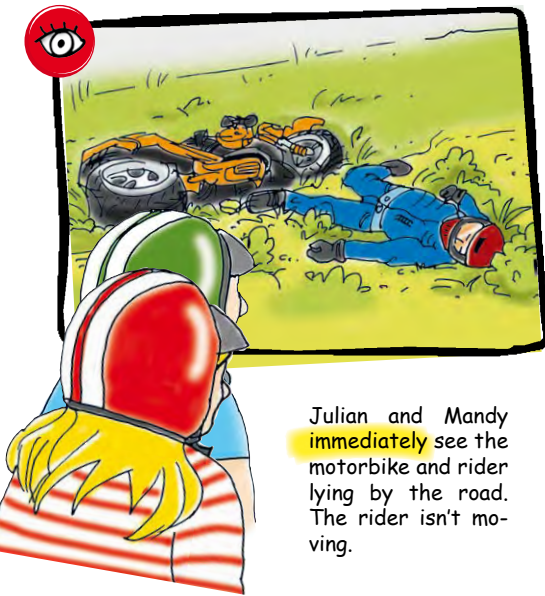
- 1. I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition! I check their mouth, e.g. for vomit.
- 2. Emergency call:** Already made?!
- 3. I keep the victim warm:** A rescue blanket warms them and makes them feel safe. I place the rescue blanket on top of and under the victim!
- 4. I comfort and look after the victim:** Even if they're unconscious!

# Summer, sun and two wheels

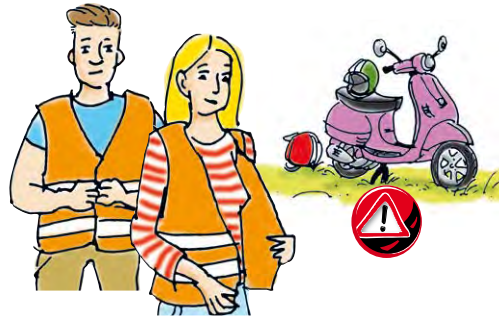
## or: How to help when someone 'won't wake up' (helmet removal)

It's summer. Julian and his girlfriend Mandy are off to a lake on their scooter. Then they spot a motorbike in the ditch. The rider is lying alongside it in the grass between

some shrubs. Julian instantly thinks back to the first-aid course he completed with The Johanniter, and remembers what to do in an emergency:



Julian and Mandy immediately see the motorbike and rider lying by the road. The rider isn't moving.

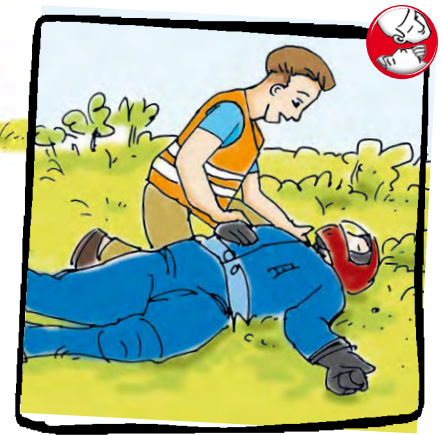


They stop and park their scooter safely by the side of the road.

The scooter doesn't have a warning triangle, so Julian and Mandy can't secure the accident site. But they always take a warning vest with them as a precaution. They put their warning vests on. They tend to the rider immediately.



He's lying far enough away from the road. There are no other risks present. So the rider doesn't have to be rescued from a danger zone.



Julian talks to the victim and gently shakes him by the shoulders. The victim doesn't wake up. But he's breathing. His chest is rising and falling.

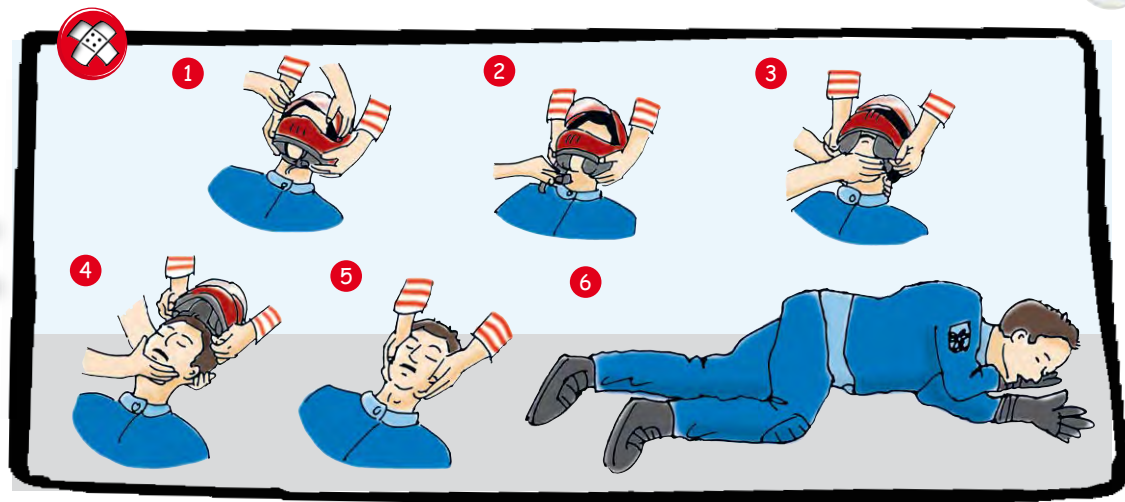
Julian realises the victim is unconscious, and they need to lay him stably on his side.



In the meantime,  
Mandy has called 112  
on her mobile.

She's seen what Julian has as-  
certained.

A calm, friendly voice co-  
mes on the phone. Mandy de-  
scribes what has happened.

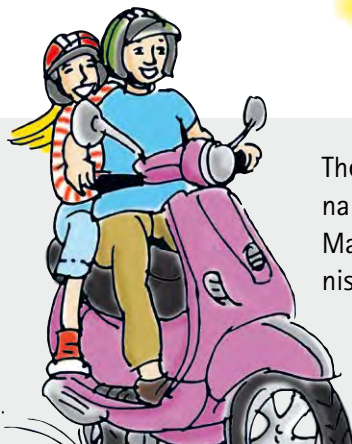


Julian and Mandy first need to remove  
the rider's helmet. They then place him  
stably on his side.



The pair think about what other **PACKAGE** measures  
can be taken. They place a **rescue blanket**  
over and under the victim to keep him warm.

Julian and Mandy talk to the victim; they know this is impor-  
tant even though the victim is unconscious.



The ambulance and emergency physician fi-  
nally arrive. The paramedics praise Julian and  
Mandy for the good first aid they have admi-  
nistered. One of the paramedics sees Julian

and Mandy's scooter and sighs: 'Scooter-riding is  
great. Summer, sun and the wind on your skin.'

Julian and Mandy laugh. That's precisely what  
they love about riding their scooter.



# Info: How to help when someone 'won't wake up' (helmet removal)

View

Protect

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Check

Call

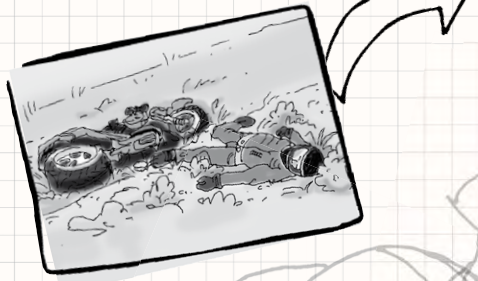
Help

... and the PACKAGE



## At first glance

- Motorbike and rider lying by the roadside.
- The rider isn't moving.



## Protecting oneself and others

I park the scooter safely by the roadside and put on a warning vest.



## Rescuing someone from a danger zone

The victim and others are not at risk where they are.



## Check

I check the vital functions:

- I talk to the victim and gently shake them by the shoulders.
- I check their breathing, tilting their head.

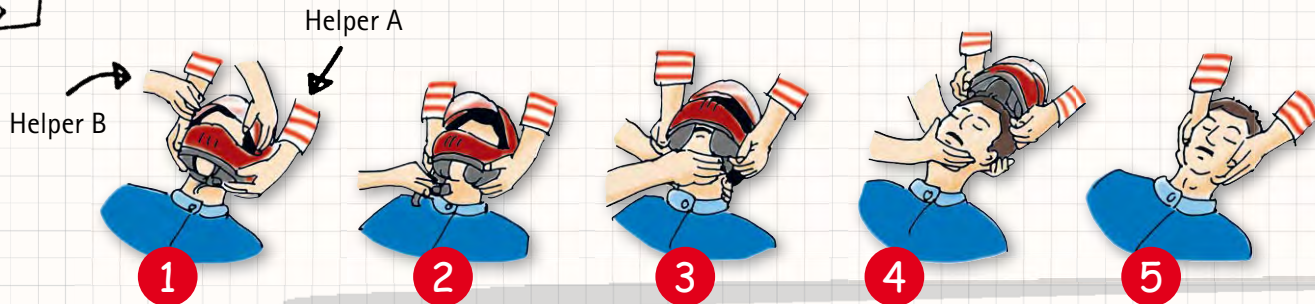
The verdict here:

The victim is unconscious.



## How to make an emergency call

I call **112** or ask another first aider to do so.  
I answer the 5 **basic questions**.



## Helmet removal

**How to remove a helmet when the victim is unconscious:**

- I call a second helper over.
- We carefully lay the victim on their back.

**We take the helmet off together:**

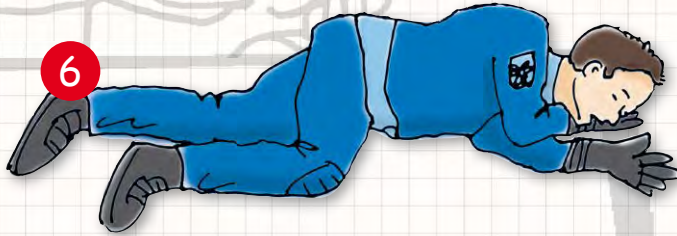
- Helper A: I kneel by the victim's head.  
I hold the head and helmet steady.
- Helper B: I kneel next to the victim.  
I undo the helmet clasp and lift the visor.
- Helper B: I hold the head and support the neck.
- Helper A: I reach into the helmet and grip it with both hands.  
I carefully remove the helmet.
- Helper A: I place the helmet to one side.  
I keep the head steady.

Helmet removal



## and the PACKAGE

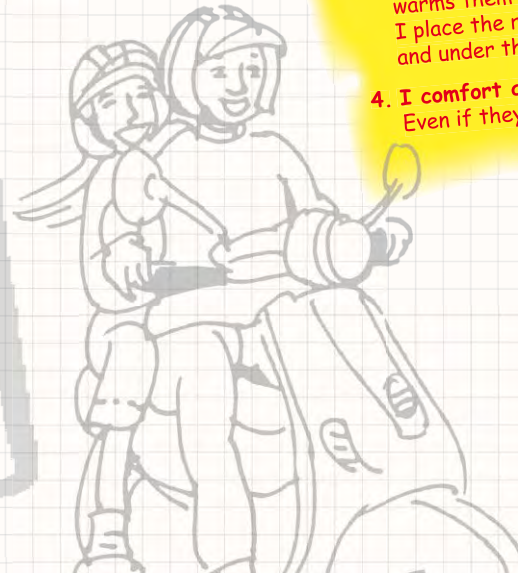
The PACKAGE contains four steps that are always the right thing to do when giving first aid:



### What next?

- Either: If the victim is unconscious and breathing, we now lay him stably on his side
- Or: If the victim is not breathing, we perform CPR (see story #4 'How to help when someone "isn't breathing"').

1. **I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition!
2. **Emergency call:** Already made?!
3. **I keep the victim warm:** A rescue blanket warms them and makes them feel safe. I place the rescue blanket on top of and under the victim!
4. **I comfort and look after the victim:** Even if they're unconscious!



# Disco star

## or: How to help when someone 'won't wake up' (seizures)

The weekend is for partying. That's what Ben and his friends think anyway. So they have pre-drinks at Ben's beforehand. Tonight they'll be going to their favourite club. Ben works up a sweat dancing amongst the crowd.

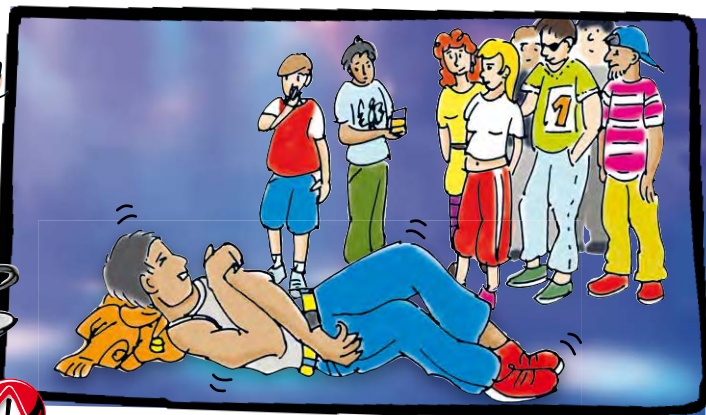
Suddenly, he falls to the floor and starts twitching. His friend Chris is on hand immediately, thinking back to the first-aid course he completed with The Johanniter, and remembers what to do in an emergency:



Chris has noticed Ben **twitching on the floor** after the fall.



He asks the dancers to create some space, then clears away a barstool. That way, Ben can't injure himself as he convulses.



Chris **doesn't hold Ben still**. Otherwise he could injure himself or Ben. But he places a soft jacket under Ben's head as protection.

Until Ben stops convulsing, he needs to be **left on the dance floor**.





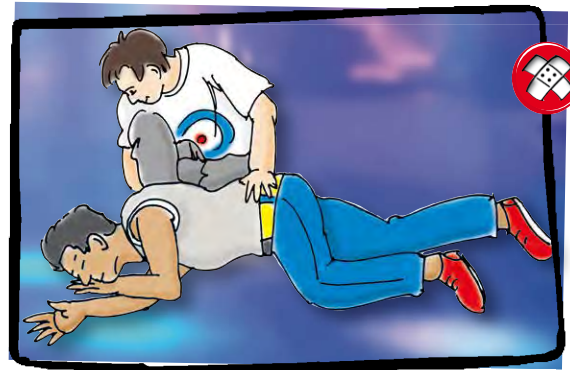
Chris watches the seizures and **waits until they cease.**



In the meantime, he asks the bartender to call 112.

A calm, friendly voice comes on the phone. The bartender describes what has happened.

The seizures finally stop. Chris immediately checks for breathing and lays the unconscious Ben **stably on his side.**



Chris then thinks about what other **PACKAGE** measures can be taken. The bartender brings **a blanket**, and Chris places this on top of and under Ben's body.

A little while later, Ben slowly comes to. He's very groggy. The ambulance then arrives too. Chris accompanies his friend to the hospital. Ben is finally able to keep his eyes open.



Chris tells him what happened, then slaps him on the shoulder and says 'Mate, that was one scorcher of a performance. You were the star of the club tonight!' Ben can't help but laugh.



# Info: How to help when someone 'won't wake up' (seizures)

View

Protect

Save

Check

Call

Help

... and the PACKAGE



## At first glance

What I see at first glance:  
The victim twitching after falling to the ground.



## Protecting oneself and others

- I create space around the victim.
- I don't hold him down, otherwise someone could get injured.
- I put padding behind their head.
- I turn off loud music and flashing lights.



## Rescuing someone from a danger zone

The victim and others are **not** at risk where they are.



## How to make an emergency call

I call **112!**  
or ask another first aider to do so. I answer the **5 basic questions.**



## Check

I wait for the victim to stop convulsing, then I check the vital functions:

- I talk to the victim and gently shake them by the shoulders.
- I check their breathing, tilting their head.

The verdict here:

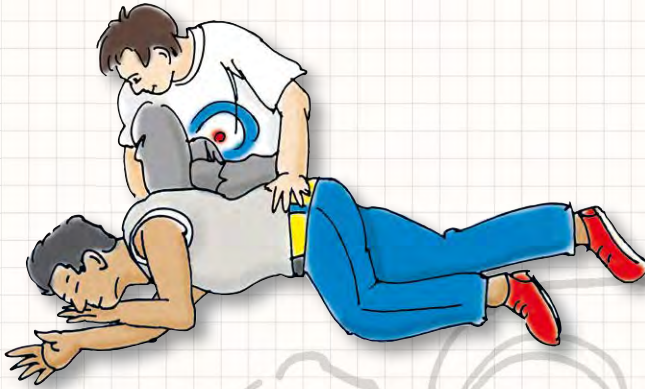
The victim is breathing. He is unconscious.





## Helping

I lay the unconscious victim stably on his side.



## and the PACKAGE

The PACKAGE contains four steps that are always the right thing to do when giving first aid:

1. **I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition.
2. **Emergency call:** Already made?!
3. **I keep the victim warm:** A rescue blanket warms them and makes them feel safe. I place the rescue blanket on top of and under the victim.
4. **I comfort and look after the victim:** Even if they're unconscious!

View

Protect

Save

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... and the PACKAGE



### How to help someone who 'won't wake up': (seizures)

Severe seizures consist of three phases:

Phase 1: The victim convulses.

Phase 2: The victim lies still and is unconscious/  
cannot be woken.

Phase 3: The victim wakes up.



### How to help during phase 1:

- I protect the victim from further injury: I clear away hazardous objects. I place padding under their head.
- I don't hold the victim still while they convulse.

### How to help during phase 2:

- I lay the victim stably on their side.
- ... and the PACKAGE.

### How to help during phase 3:

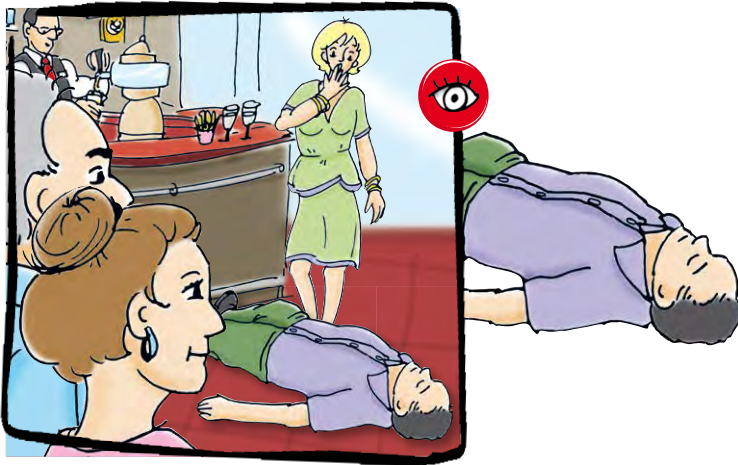
- I shield the victim so he can lie in peace.
- ... and the PACKAGE.

# Strong performance

## or: How to help when someone is 'not breathing'

Mr and Mrs Goddard have been really looking forward to tonight. They're going to see a cabaret performance. They're currently at the bar clinking their glasses of champagne in a toast.

Suddenly, they hear a woman scream. A man next to her has slumped to the ground. The couple immediately think back to the first-aid course they completed with The Johanniter, and remember what to do in an emergency:



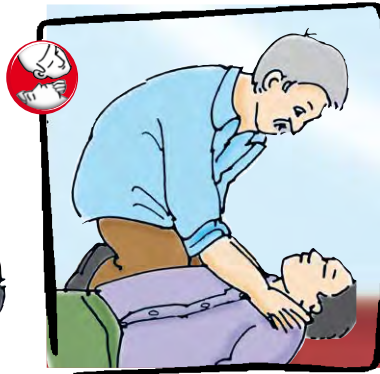
They both **immediately see** a man lying motionless on the ground.



There is no risk to the man or others.



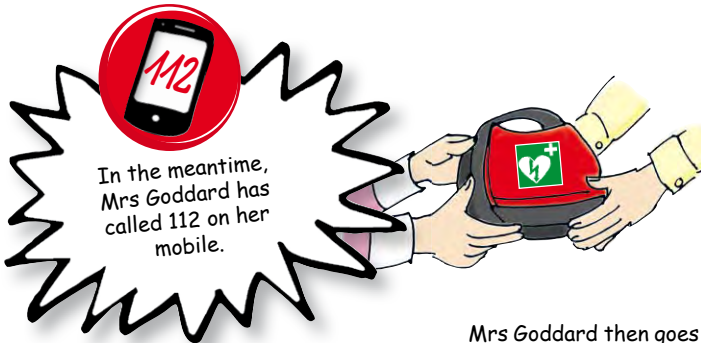
So they can leave the man where he is. They **now attend to him.**



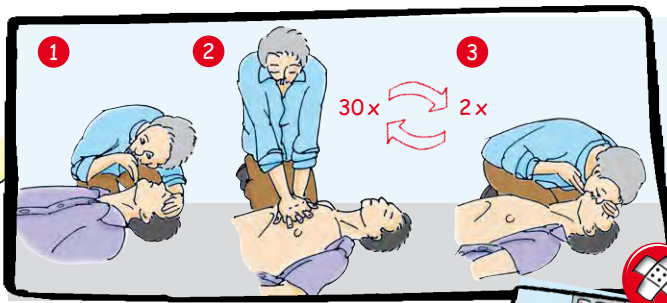
Mr Goddard speaks to the victim and gently shakes him by the shoulders. He checks his breathing: The victim **doesn't wake up**. And he's not breathing either.

Mr Goddard knows he has to perform CPR, and commences this immediately. He asks his wife to find an automated external defibrillator (AED). Many public buildings have these.



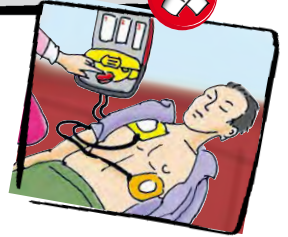


In the meantime, Mrs Goddard has called 112 on her mobile.



She's seen what her husband has ascertained.  
A calm, friendly voice comes on the phone. Mrs Goddard describes what has happened.

Mrs Goddard then goes to the cloakroom, where she asks a woman for an automated external defibrillator (AED). The woman takes the defibrillator off its wall bracket and hands it to Mrs Goddard. Mrs Goddard then races back to her husband. Mrs Goddard turns on the automated external defibrillator (AED). The defibrillator provides clear instructions, so Mr and Mrs Goddard know exactly what they need to do. The defibrillator triggers an initial shock soon after. Mr Goddard then resumes CPR.



The pair think about what other PACKAGE measures can be applied.



The ambulance and emergency physician finally arrive, and the paramedics resume CPR using their equipment. Soon after, pulses can be seen on the ECG screen. One of the paramedics smiles at Mr and Mrs Goddard giving them the thumbs up. The cabaret artist stands alongside the couple and pats them on the back, saying 'That was a strong performance!'





# Info: How to help when someone is 'not breathing'

View

Protect

Save

Check

Call

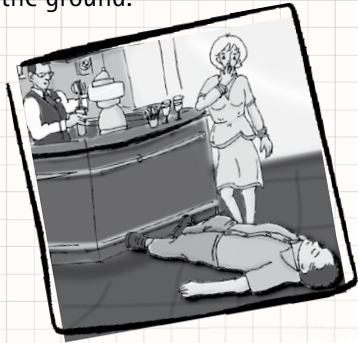
Help

... and the PACKAGE



## At first glance

What I see at first glance:  
The man lying motionless  
on the ground.



## Protecting oneself and others

The victim and others are **not** at risk  
where they are.



## Rescuing someone from a danger zone

The victim and others are **not** at risk  
where they are.







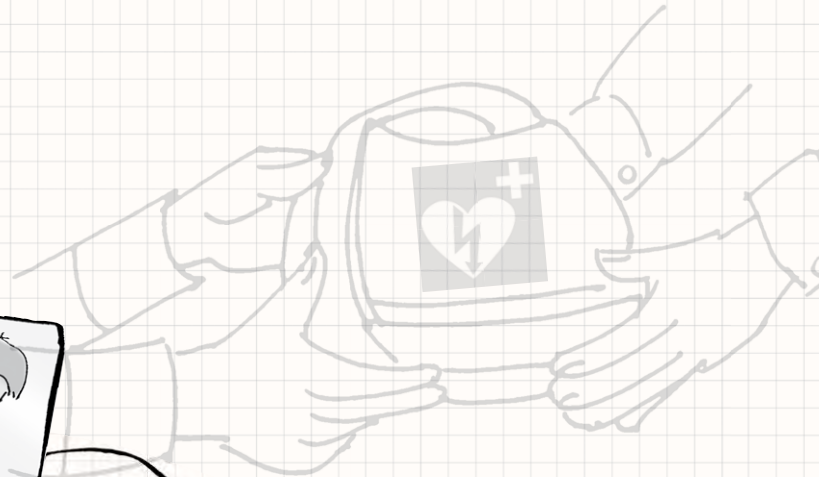
## Check

I check the vital functions:

- I talk to the victim and gently shake them by the shoulders.
- I check their breathing.

The verdict here:

The victim is not breathing (normally).



**NB:** Is there an automated external defibrillator (AED) nearby? If so: I start CPR and immediately ask another first aider to bring the AED.



## How to make an emergency call

I call **112!**  
Or ask another first aider to do so. I answer the 5 **basic questions.**

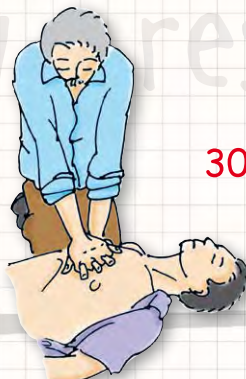




1



2



30x  2x

3



## Cardiopulmonary resuscitation

### How to perform CPR:

#### Pressing down on the victim's chest:

- The victim is lying on their back on a hard surface.
- I kneel alongside them.
- I remove the clothing from around their chest.
- I place one hand on the middle of their chest.
- I place my second hand on top.
- I lengthen my arms. I press down deep (6 cm) and quickly (100-120/min).
- I count to 30 as I press.

#### Giving mouth-to-mouth resuscitation:

- I tilt the victim's head up.
- I close their nostrils.
- I give two lots of mouth-to-mouth.
- I count to 2 while doing so each time.
- Then I resume pressing the chest.
- I don't stop pressing and ventilating until a paramedic takes over. But I can take turns with another first aider.
- Or: If the victim starts breathing again, I stop pressing and ventilating. Then I must lay them stably on their side and keep looking after them.

View

Protect

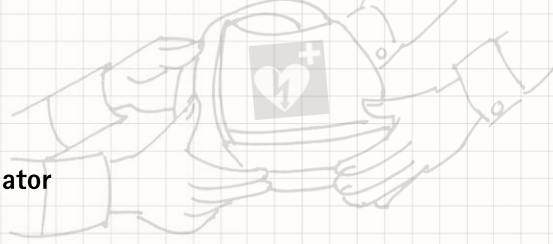
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Check

Call

Help

... and the  
PACKAGE



## Using the automated external defibrillator (AED):

This defibrillator helps with CPR. It operates electrically.

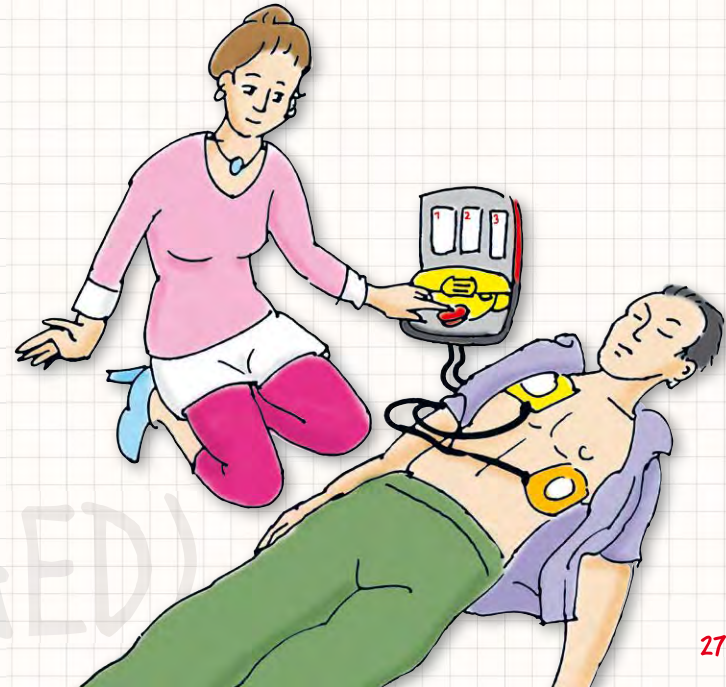
- I turn the defibrillator on.
- The defibrillator talks to me.
- I listen and do what it tells me. For example: Stay calm. Follow these instructions. Call 112 immediately. Expose the patient's upper body. Remove or cut away their clothing...

... stick the electrodes onto the patient's upper body as shown...

Analysis in progress: During this time, the AED checks whether the heart is acting normally or has a problem...

... Triggering shock ... Do not touch the patient.  
Start CPR in 3, 2, 1...

- After two minutes, the device will perform another check and provide further instructions.



Automated external  
defibrillator (AED)



View

Protect

Save

Check

Call

Help

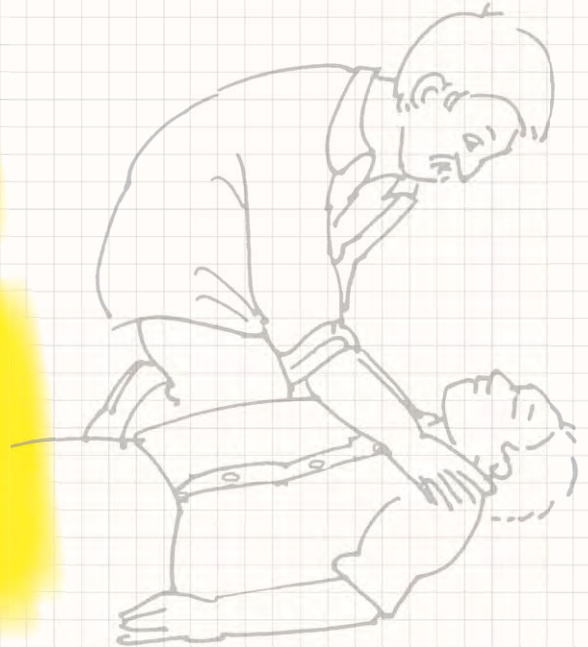
... and the PACKAGE



## and the PACKAGE

The PACKAGE contains four steps that are always the right thing to do when giving first aid:

- 1. I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition. I do this after successfully performing CPR.
- 2. Emergency call:** Already made?!
- 3. I keep the victim warm:** During CPR, the second first aider can only cover the victim's underside.
- 4. I comfort and look after the victim:** This is not possible during CPR. Only once the victim is breathing again themselves do I lay them stably on their side and keep looking after them. I also attend to family members or other people who have witnessed the emergency.



# Things to note during accidents involving electric currents

## What can happen?

- The heart beats too fast or too slowly.
- The heart stops beating.

## The important question: Is the current a danger to me and others?

### Yes, the electric current is a danger to me and others:



Signs provide warnings about high voltage.

The high voltage is dangerous even when some distance away.

- I call 112.
- I wait for the ambulance crew.

### No, the electric current is no longer a danger to me or others:

In the case of household electricity, the fuse can be removed. This will stop the power supply, meaning the current is no longer a danger to me or others.

- I call 112.
- I perform CPR.

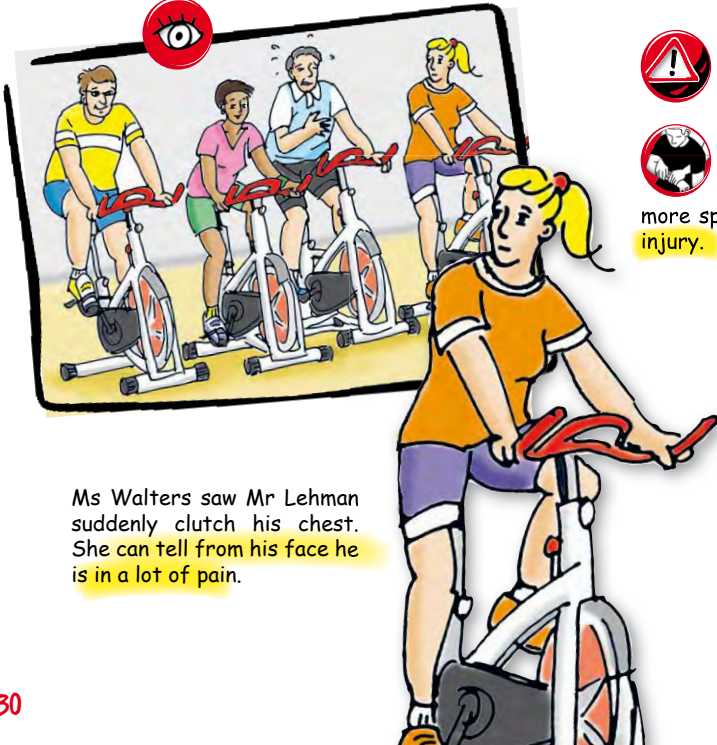


# Spinning with heart

## or: How to help when someone has 'chest problems'

Summer is approaching, and Mr Lehman wants to hit the gym to work off some of his winter flab so he can look better in his swimming trunks. Perhaps some of the women at the lido might appreciate it too, he thinks. He's been sweating

for quite some time now on his spin bike, and the instructor is urging the class on through a mountain stage when Mr Lehman suddenly slides off his bike onto the floor. Ms Walters from the bike next to him attends to him immediately.



Ms Walters saw Mr Lehman suddenly clutch his chest. She can tell from his face he is in a lot of pain.



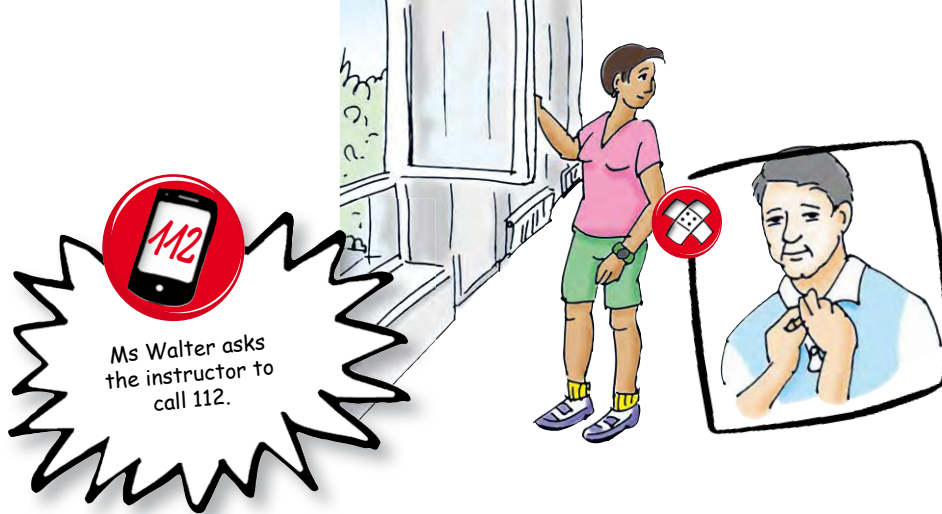
There's not a lot of room between the bikes.



So she and two other participants help Mr Lehman to the wall where there's more space and air. And no risk of injury.



Ms Walters asks Mr Lehman how he's feeling. He replies: 'I have bad pain in my chest, extending into my left arm. The pain is making it difficult for me to breathe. It's as if I have a boulder on my chest.' Ms Walter can see he's very pale. His skin is cold and clammy.



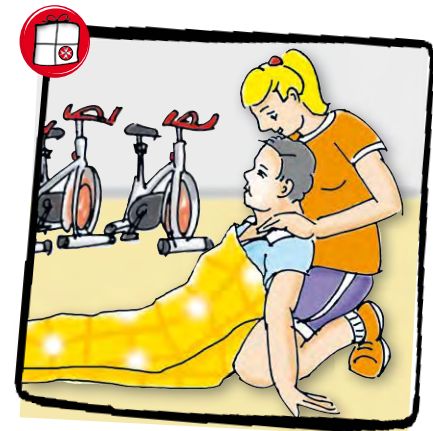
Ms Walter asks the instructor to call 112.

The instructor has heard Ms Walter's summary of the situation. A calm, friendly voice comes on the phone. The instructor describes what happened.

Ms Walters kneels behind Mr Lehman and says: 'Lean back and relax onto me. This will keep your upper body elevated, allowing you to breathe.'

She undoes the buttons of his polo shirt to ensure his breathing is not constricted.

She then calms Mr Lehman: 'Now we're getting some fresh air in here too. This will make it even easier for you to breathe.'



Ms Walters thinks about what other PACKAGE measures can be applied.

For example, she distracts Mr Lehman from his pain. His breathing is too shallow and fast, so she demonstrates doing a slow, deep breath. She makes him aware of the slow pace by placing her hands on his shoulders.

The ambulance and emergency physician soon arrive. Using an ECG, the medical experts check the heart activity, before tending to Mr Lehman's pain.

The next day, Ms Walters visits Mr Lehman in hospital. He already looks a lot better. Appealing to his

conscience, she tells him: 'Next time, don't overdo the training. A few extra pounds don't matter. A man's got to have something to him.' She winks at Mr Lehman, and he laughs: 'I'll take you at your word then. I'm Harry by the way.' Spinning is indeed a matter of the heart.



# Info: How to help when someone has 'chest problems'

View

Protect

Save

Check

Call

Help

... and the PACKAGE



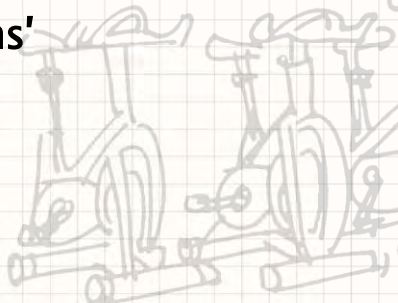
## At first glance

What I see at first glance:  
The victim suddenly has bad chest pain.



## Protecting oneself and others

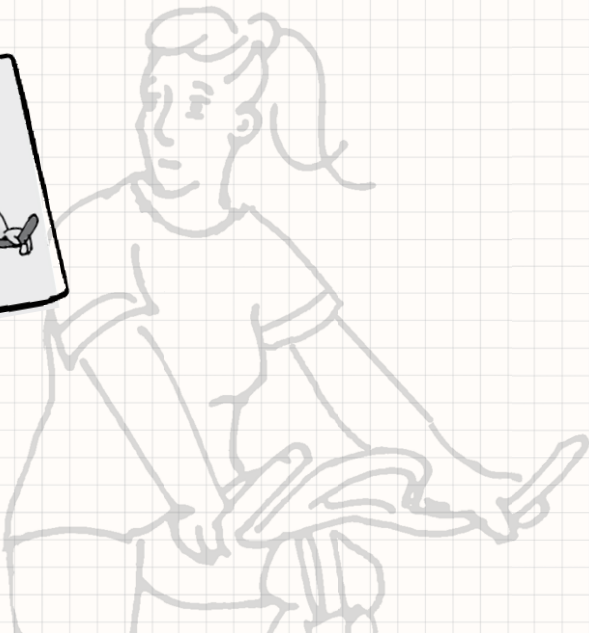
The lack of space between furniture or other objects is a problem.



## Rescuing someone from a danger zone

So I and other first aiders carry the victim to a suitable nearby location with enough space for

- the victim to sit comfortably,
- the first aiders and paramedics to work properly.







## Check

I ask questions and check the victim for any problems. I see that:

The victim

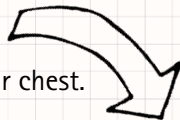
- has chest pain extending into his left arm,
  - has pale, cold, clammy skin,
  - has (possibly) blue lips,
  - is breathing quickly and shallowly.
- He's having difficulty breathing,
- is restless and anxious,
  - may become unconscious.





## Helping

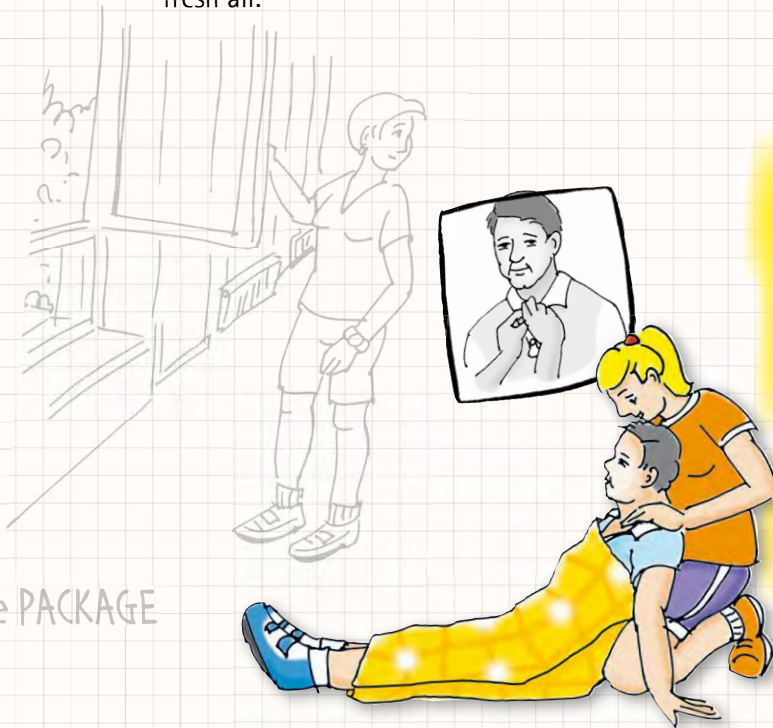
- I sit the victim down so they can breathe freely.
- I undo any tight clothing around their chest.
- I open a window to get the victim some fresh air.



## and the PACKAGE

The PACKAGE contains four steps that are always the right thing to do when giving first aid:

1. **I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition.
2. **Emergency call:** Already made?!
3. **I keep the victim warm:** A rescue blanket warms them and makes them feel safe. I place the rescue blanket on top of and under the victim.
4. **I comfort and look after the victim:** This is particularly important here! I calm the victim and stay by their side. I distract them from their pain. If the victim's breathing is too shallow and quick, I demonstrate how to breathe slowly and deeply. I make them aware of the slow pace by placing my hands on their shoulders.



View

Protect

Save

Check

Call

Help

... and the PACKAGE

**How to help when someone has chest problems:**

Chest problems may be caused by the heart, circulatory system or breathing.

**How to identify chest problems:**

The victim

- has chest pain.
- has pale, cold, clammy skin.
- may have blue lips.
- breathes quickly and shallowly.
- may have loud inhales and heavy exhales.
- is restless and anxious.

**How to help whenever someone has chest pain:**

- I make sure the emergency call is 'swift'.
- I sit the victim down so they can breathe freely.
- I undo any tight clothing around the chest.
- I open a window to get the victim some fresh air.
- ... **and the PACKAGE:** In these cases, it is especially important to calm the victim. My aim is to get the victim breathing calmly and deeply.

**Information for specific chest problems:****How to help someone in the event of a heart attack or heart failure:**

I perform the same actions as I would for any chest problem. I can also do the following: Doctors often prescribe a nitro drug for use in cardiac emergencies. This is usually in the form of a spray. If the victim has this on them, I can give it to them if they wish.

**How to help in the event of an asthma attack:**

Asthma attacks can usually be identified through unusual breathing noises:  
Rattles • Deep growling • High-pitched whistling

I perform the same actions as I would for any chest problem. I also advise the victim to exhale slowly through pursed lips. This 'pursed-lip breathing' makes the exhale easier. Doctors often prescribe an asthma spray for this type of respiratory problem. If the victim has this on them, I can give it to them if they wish.

# It's a promise

## or: How to help when someone has 'chest problems' (foreign matter in airways)

It's the Hunters' fifth wedding anniversary. Stephen and Diane are as much in love as they were on day one. And they want to celebrate this as a couple. Tonight they're fine-dining at a fancy restaurant. They chat by candle-

light, enjoying the delicious food. Suddenly, Stephen starts coughing, clutching at his throat. Diane instantly thinks back to the first-aid course she completed with The Johanner, and remembers what to do in an emergency:



Diane noticed her husband **choking**.

She quickly pushes all cutlery and glass **a safe distance** away.



She then helps her husband up, **moving away** from the table and chairs.

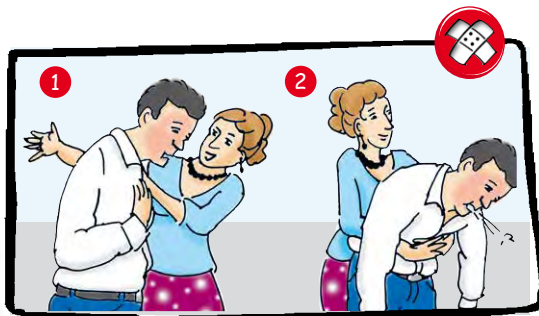


Diane sees her husband is struggling to cough. He can hardly breathe in, and his lips are turning blue. It becomes clear her husband has **foreign matter** in his airways.

A mouthful of food has probably ended up in his wind-pipe.



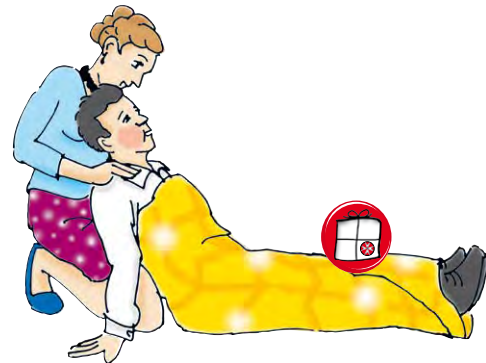
She clearly explains to him what she has ascertained. A calm, friendly voice comes on the phone, and the waiter describes what has happened.



Diane tells her husband: 'Bend forward. I'll tap you between the shoulder blades.' She then uses the palm of her hand to tap him between his shoulder blades. She does this five times.

When this doesn't help, she knows she now needs to try the **abdominal thrust**. It's successful on the second attempt. The pressure prizes out the foreign matter, and Stephen can breathe freely again.

Diane now asks her husband: 'Sit on the ground and I'll kneel behind you. You can lean back onto me. **Just breathe calmly.**'



Diane thinks about what other **PACKAGE** measures she can apply. A waiter passes her **a blanket**, and she places this around Stephen to warm and protect him.

She also makes sure her husband is breathing in a calm, relaxed manner. She makes him aware of the slow pace by placing her hands on his shoulders.

Stephen and Diane breathe a sigh of relief. The ambulance and emergency physician arrive soon after. Even though Stephen is now breathing freely again, he is taken to hospital for observation. In the ambulance, Stephen



holds his wife's hand and grins: 'We won't forget this anniversary in a hurry!' Diane smiles and shakes her head: 'Today we tried out an ambulance adventure. Exciting indeed. But next anniversary we can just go for dinner. Nice and low-key.' 'It's a promise!'



# Info: How to help when someone has 'chest problems' (foreign matter in airways)

View

Protect

Save

Check

Call

Help

... and the PACKAGE



## At first glance

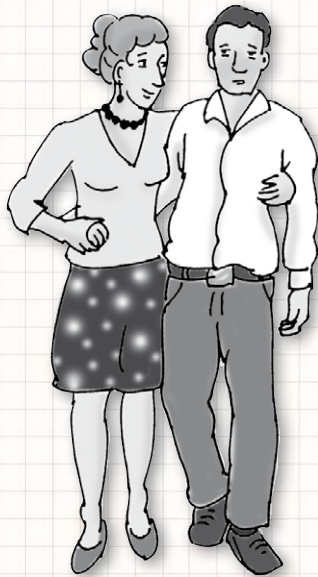
What I see at first glance:  
The victim is choking on their food.



## Protecting oneself and others

I keep any dangerous objects well away.





## Check

I ask questions and check the victim for any problems. I see that:

The victim

- is struggling to cough.
- has blue lips and a red face.
- all the other signs that occur during chest problems.



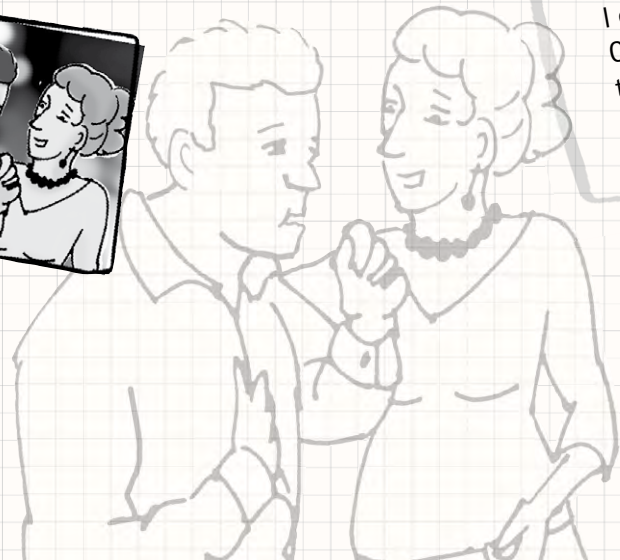
## How to make an emergency call

I call **112!**  
Or ask another first aider to do so. I answer the **5 basic questions.**



## Rescuing someone from a danger zone

I help the victim up, and accompany them to an open space where the subsequent actions can be taken.





## Helping

**1st attempt** to remove the foreign matter from the airways:

- I tell the victim to 'bend forward!'
- I use the palm of my hand to tap them a few times between the shoulder blades.

**2nd attempt:**

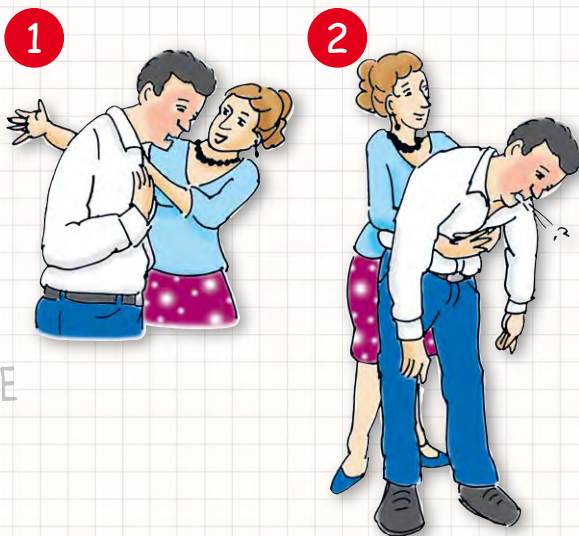
- The abdominal thrust (see later)

I then perform the same measures applicable to all other chest problems.



## and the PACKAGE

The PACKAGE contains four steps that are always the right thing to do when giving first aid:



- 1. I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition.
- 2. Emergency call:** Already made?
- 3. I keep the victim warm:** If the airways have been cleared, I can place a rescue blanket around the victim. This warms them and makes them feel safe.
- 4. I comfort and look after the victim:** I calm the victim and stay by their side. I make sure they are breathing in a calm, relaxed manner. I make them aware of the slow pace by placing my hands on their shoulders.

View

Protect

Save

Check

Call

Help

... and the PACKAGE





### How to help when someone has chest problems (foreign matter in airways):

The foreign matter first needs to be cleared from the airways:

- This requires the victim to cough vigorously.
- If this doesn't help, I ask the victim to bend right over. I then use the palm of my hand to tap them between the shoulder blades. I do this five times.
- If this doesn't help, I get behind the victim, and place a fist under the end of their breastbone, at the centre of the rib cage. I keep my fist steady with my other hand. I then pull the fist back and up. I do this a maximum of five times. This is known as the 'abdominal thrust'.
- If the victim falls unconscious, I start CPR.

If the airways have been cleared, I perform the same measures applicable to all other chest problems:

- I sit the victim down so they can breathe freely.
- I undo any tight clothing around the chest.
- I open a window to get the victim some fresh air.
- ... and the **PACKAGE**:

In these cases, it is especially important to calm the victim. My aim is to get the victim breathing calmly and deeply.



# The cutting edge

## or: How to help when someone gets 'injured' (wounds)

Jason wants to spend the weekend at home building a bookshelf. He's bought wood and other material from the DIY store. His girlfriend Christine laughs: 'You're all fingers and thumbs when it comes to DIY stuff', to which Jason growls 'You'll be surprised!'

He starts sawing planks. Suddenly, he lets out a cry. He's cut himself.

Christine instantly thinks back to the first-aid course she completed with The Johanniter, and remembers what to do in an emergency:



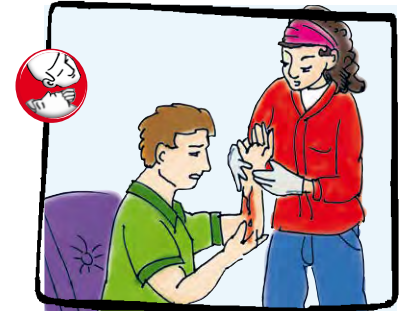
Christine sees that Jason has cut himself badly on his arm. It's bleeding heavily. She tells Jason to hold his arm up. He rips a piece of paper towel off the kitchen roll and presses it onto the wound.



Christine moves the sharp saw a **safe distance away**. She notices the teetering pile of planks.



And she helps Jason **away from it**.



She assesses what exactly has happened, **keeping Jason's arm up**. This slows down heavy bleeding.

The bleeding is profuse, and doesn't stop on its own. Jason looks pale. He's feeling ill. Christine knows Jason is haemorrhaging. He may even suffer a **shock**.

She calms him. 'I'll quickly call 112 now. And I'll get the **first-aid kit** from the bathroom. Don't worry! I'll be right back!'



She hurries back to Jason, and takes two compression bandages out of **the first-aid kit**. She applies a pressure dressing on the wound.

She then lays Jason on the ground, **stacking several cushions under his legs. This elevates the legs above the head, which helps combat shock.**

Christine thinks about what other **PACKAGE** measures she can apply.

She wraps Jason in a **rescue blanket**, which not only warms him, but also makes him feel safe. To ensure Jason remains calm, Christine distracts him from the injury, and starts telling him about where she wants to go on her next holiday.



On the way to getting the first-aid kit, Christine calls 112.

A calm, friendly voice comes on the phone. **Christine describes what's happened.**

The ambulance soon arrives. The paramedics help Jason, insert an IV, and take him to hospital, where the doctors tend to the wound. Jason is now sitting in A&E with a thick bandage. He takes Christine's hand and says:

'That's what I call cutting edge!' Christine laughs: 'You're pretty sharp yourself. But perhaps next time try sport instead!'





# Info: How to help when someone gets 'injured' (wounds)

View  
Protect  
Save  
Check  
Call  
Help  
... and the PACKAGE



## At first glance

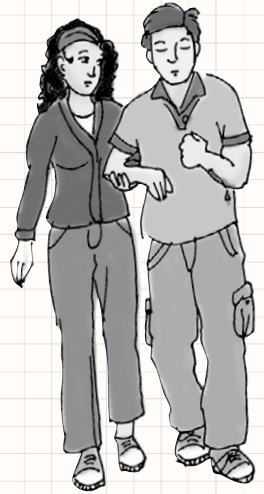
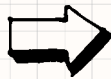
At first glance, I see an injury that's bleeding profusely.

- I tell the victim to hold the injured arm up.
- I press a clean cloth onto the wound.



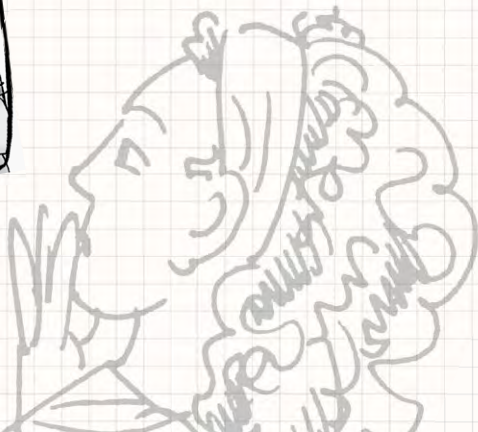
## Protecting oneself and others

I move dangerous objects far away.



## Rescuing someone from a danger zone

I sit the victim down in a safe, open place where subsequent measures can be taken.



First Aid

Wear disposable gloves for protection



### Check

I ask questions and check the victim for any problems. In the event of heavy bleeding, I raise the arm immediately.

I see that:

The victim

- is bleeding profusely,
- is pale.



### How to make an emergency call

I call **112!**  
Or ask another first aider to do so. I answer the **5 basic questions.**

**NB:** Heavy bleeding results in the risk of shock!





## Helping

### How to help in the case of heavy bleeding:

- A bandage is applied to the wound even in cases of heavy bleeding.
- I hold the limb up.
- Pressure is applied to the wound to stop the heavy bleeding. I do this using a **compression bandage**.



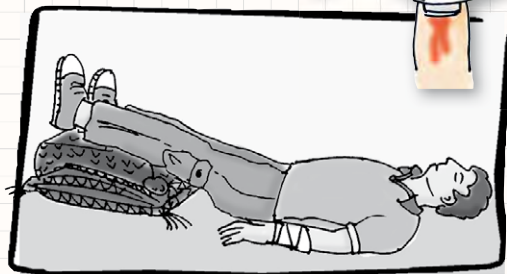
## and the PACKAGE

The PACKAGE contains four steps that are always the right thing to do when giving first aid:

1. **I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition.
2. **Emergency call:** Already made?!
3. **I keep the victim warm:** A rescue blanket warms the victim and makes them feel safe. I place the blanket on top of and under the victim.
4. **I comfort and look after the victim:** I calm the victim and stay by their side. I distract them from their injury.

### How to help in the event of shock:

- I consider the risk of shock if large quantities of blood have been lost.
- If possible, I lay the victim in the **shock position**.



View

Protect

Save

Check

Call

Help

... and the PACKAGE



### How to help when someone is bleeding heavily:

- A bandage is applied to the wound even in cases of heavy bleeding.
- I hold the limb up.
- Pressure is applied to the wound to stop the heavy bleeding.
- I do this using a **pressure dressing**. This requires a sterile dressing, pressure padding and a fastener.

I can use the following materials from the first-aid kit for this:

1. Compression bandage + soft pressure padding (e.g. a second, unopened compression bandage) = pressure dressing
  2. Compress + soft pressure padding (e.g. an unopened compression bandage) + triangular bandage = pressure dressing
- I press the dressing firmly onto the wound, then place the pressure padding on top.

Finally, I fasten the pressure padding to its spot. I don't pull too hard on the fastener. It's designed to stop the bleeding, but not constrict the arm.

### How to help with other wounds:

- Wounds injure the skin. This means the skin in this area is unable to protect the body from external pathogens. For example, wounds can bleed or, in the case of burns, 'weep'.




### Important things to remember for all wounds:

- I avoid further pain: I don't put my fingers into the wound! I don't try and pick any bits of cloth out of a wound! I pad the wound using a dressing from the first-aid kit!
- I stop the bleeding: I find the right bandage to suit the heaviness of the bleeding.
- I protect the wound from pathogens: I cover the wound with a sterile dressing.





## The right way to treat various wounds

Wound with <b>minor</b> bleeding 	For example: Sticking plaster
Wound with <b>moderate</b> bleeding 	For example: Bandage consisting of a compress and adhesive tape strips or a compression bandage
Wound with <b>heavy</b> bleeding 	Pressure dressing/shock position (see above)
Nosebleed	<ul style="list-style-type: none"><li>• I tell the victim to bend the head forward</li><li>• They should pinch their nostrils together firmly for 5-10 minutes.</li><li>• I cool their forehead and neck using damp cloths or instant cold compresses I have wrapped in a cloth beforehand.</li></ul>
Foreign matter: Small, not deep-set	<ul style="list-style-type: none"><li>• I carefully remove these, e.g. using tweezers.</li><li>• After removing the foreign matter, I proceed as per the instructions for a 'wound with minor bleeding' or 'wound with moderate bleeding'. If problems occur during removal, I follow the instructions for 'larger, firmly lodged foreign matter'.</li></ul>
Foreign matter: Larger, deep-set	<ul style="list-style-type: none"><li>• I leave the foreign matter where it is.</li><li>• I use padding to prevent it from moving inside the wound.</li></ul>

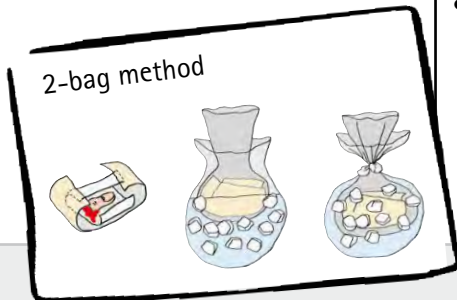


Foreign matter: in the eye

- I only remove small foreign matter, such as insects or dust particles. Other foreign matter should only be removed by an eye specialist.  
I bandage both eyes.
- Foreign matter under the lower lid:  
The victim should look up.  
I carefully pull out the lower lid.  
Using a compress, I swab out the inner side of the lid towards the nose.
- Foreign matter under the upper lid:  
The victim should blink intensely. I carefully pull the upper lid down over the lower lid, then let it go. This enables foreign matter to wipe off onto the lower lid.

Severed body part

- I stop the wound bleeding.
- shock position
- I wrap the severed body part in a sterile dressing, keeping it as dry and cool as possible.





### Burns/Scalds

- I cool minor burns, e.g. on the finger, for two minutes. I don't cool larger burns due to the risk of hypothermia.
- I cover the burn with a sterile gauze.
- I take care not to apply pressure to the wound.



### Chemical burns from acids or bases

- I rinse the wound with lots of water.
- The water should flow off the body via the shortest possible route so as to prevent injuring more skin.

### For all aforementioned injuries: ... and the PACKAGE:

- I keep **checking the vital functions** (consciousness, breathing) and examine the victim's condition!
- **Emergency call:** Already made?!
- **I keep the victim warm:** A rescue blanket warms the victim and makes them feel safe. I place the blanket on top of and under the victim.
- **I comfort and look after the victim:** I calm the victim and stay by their side.

### How to help in the event of shock:

- I consider the risk of shock if large quantities of blood have been lost, for example.

### How to tell if someone is in shock:

The victim

- has pale, cold, clammy skin,
- has (possibly) blue lips,
- is breathing quickly and shallowly,
- is restless and anxious,
- has a rapid, weak pulse.

### How to help when someone is in shock:

- I get the victim to adopt the shock position, with their legs elevated above their body. This enables better blood flow to the heart, which is important for the vital heart, lung and brain functions.



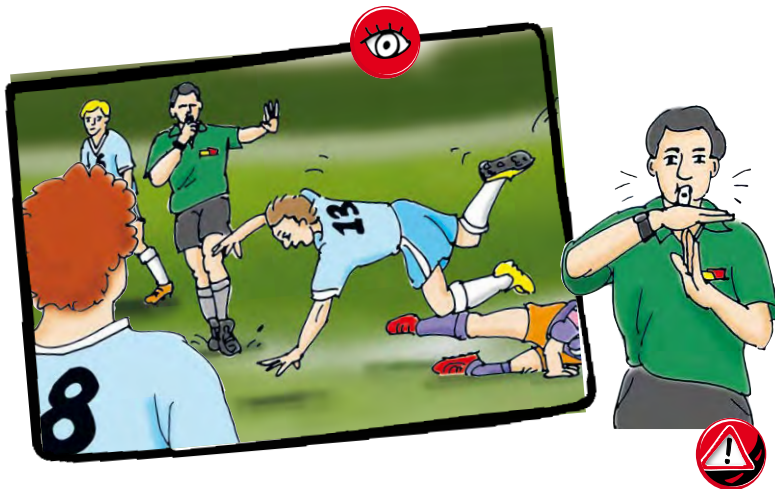
**NB:** In the case of serious injuries to the leg, such as broken bones, the legs cannot be elevated for the shock position.

# A foul with consequences

## or: How to help when someone gets 'injured' (bones, joints and muscles)

It's Sunday afternoon and pouring with rain. But the football game is still going ahead. The Backtown Blues want to finally score victory over the Frontyard Fighters, and everyone is trying as hard as they can. Too hard, it seems!

Striker Leon soon falls to the ground screaming. He's been fouled by an opponent. His teammate William instantly thinks back to the first-aid course he completed with The Johanniter, and remembers what to do in an emergency:



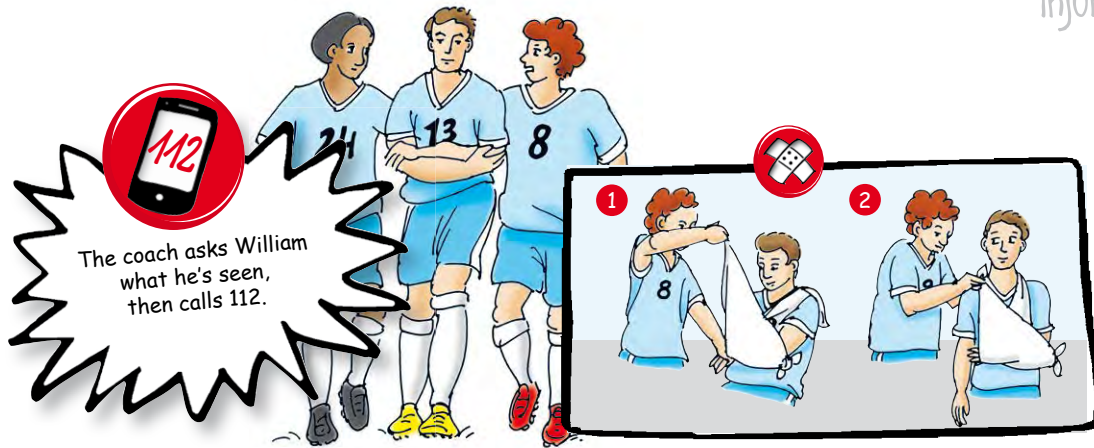
William has seen one of the players go down in a one-on-one. Leon has fallen over. He tried to break his fall with his arm.

A time-out has been called.



This allows William to attend to his friend Leon on the pitch.

He takes a closer look. Leon has pain in his forearm. He holds the injured arm firmly with his other arm to prevent further pain. William sees an abnormal 'bump' on the arm, which is starting to swell.



A calm, friendly voice comes on the phone. The coach describes what's happened.



William carefully pats his friend on the shoulder: 'Support your arm like this so it doesn't hurt as much. Let's go to the clubhouse.' William and another player accompany Leon to the locker room. William keeps an eye on how Leon's feeling.

In the clubhouse, William takes two triangular bandages out of the first-aid kit and creates a sling. This keeps the injured arm still and stops it from hurting so much. He then cools the swollen area with a damp, cold cloth.



William thinks about what other PACKAGE measures he can take. He wraps the seated Leon in a blanket.

He then distracts Leon from his injury, complaining instead about the other team's players. Leon's all ears!

The ambulance soon arrives, and Leon is attended to quickly at the hospital too. While there, he receives an SMS from his coach. They won 1:0! That night, Leon attends the victory celebrations. His teammates all admire the plaster on his arm. They have a surprise for him: The foul



had resulted in a penalty, which their striker Lucas was able to convert for the 1:0. The Backtown Blues defenders then shut everything down, eventually beating the Frontyard Fighters for the first time ever. Leon is pleased: 'So some good did come of my broken arm.' Everyone then signs the cast as a souvenir of their big day.



# Info: How to help when someone gets 'injured' (bones, joints and muscles)

View

Protect

Save

Check

Call

Help

... and the PACKAGE



## At first glance

At first glance:

- The fall/accident etc.
- Perhaps also a 'protective posture':  
The victim holding onto their injured arm.



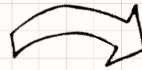
## Protecting oneself and others

The victim and others are **not** at risk where they are.



## Rescuing someone from a danger zone

The victim and others are **not** at risk where they are.



## Check

I ask questions and check the victim for any problems.

I see that:

The victim

- is holding their arm in the **protective posture** to prevent further pain.
- has a 'bump', i.e. an **abnormal bump**, on their injured arm.



## How to make an emergency call

I call **112!**  
Or ask another first aider to do so. I answer the **5 basic questions.**





## Helping

I keep the arm still to prevent further pain.  
To do this, I create a sling using triangular bandages.

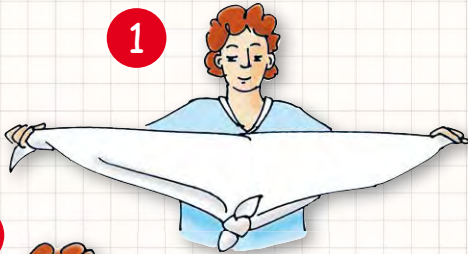


## and the PACKAGE

The PACKAGE contains four steps that are always the right thing to do when giving first aid:

1. **I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition.
2. **Emergency call:** Already made?!
3. **I keep the victim warm:** I place a rescue blanket around the victim.
4. **I comfort and look after the victim:** I calm the victim and stay by their side. I distract them from their injury.

1



2



3



I cool the swelling.

View

Protect

Save

Check

Call

Help

... and the PACKAGE





### How to help when someone suffers an injury to their bones, joints or muscles:

Closed injuries are identifiable by

- Pain,
- Swelling at the site,
- Altered mobility: Either hindered or abnormal movement.

Open injuries are additionally identifiable by a wound.

Part of the broken bone may be visible.

### How I can help:

- I avoid moving the affected site.
- I keep the affected site still. This includes the joints on both sides.
  - In the case of a broken arm, a sling can help.
  - In the case of a broken leg, the victim should lie down. I support both sides of the leg, e.g. with a rolled-up blanket.
- I cool the affected body parts, e.g. with a cold pack. This helps fight swelling.
- ... and the **PACKAGE**.

### How to create a sling:

The victim holds the injured arm firmly with their other arm (protective posture). I use a triangular bandage.

- I tie a knot at the end of the short side.
- I slide the cloth under the injured arm up to the knot.
- I pull the back part up under the shoulders of the 'affected side'.
- I pull the front part up to meet it. I tighten the cloth enough for it to hold the arm still.
- I knot both ends of the cloth at the neck.

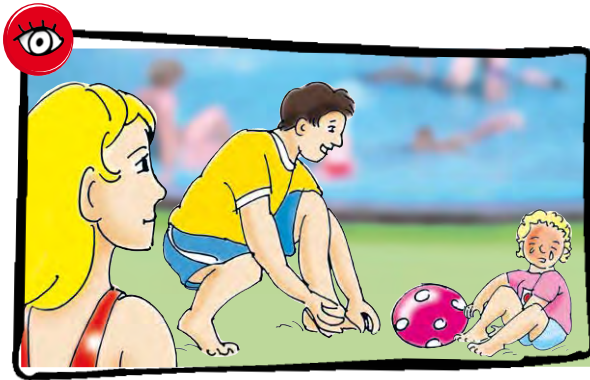


# When the sun bites

## or: How to help when someone has 'head problems'

The sun is blazing. It's lovely and warm. The Miller family is spending the day at the lido. Their daughter Jessie is two years old. She can't get enough of the baby pool. Between paddles, she plays with a ball in the sun.

Then she goes completely still and starts crying. Her parents instantly think back to the first-aid course they completed with The Johanniter, and remember what to do in an emergency:



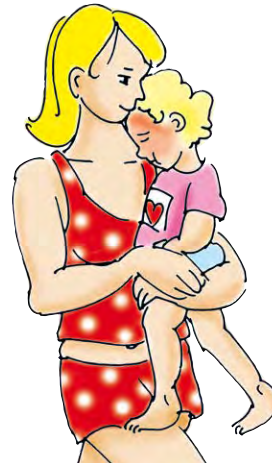
Jessie's mother notices Jessie's face is bright red.



So she goes to protect Jessie from the sun.



She picks Jessie up and carries her to a shady spot under a tree.



She now takes a closer look at Jessie. Jessie's face is red and hot. Mrs Miller asks Jessie if her head is sore. Jessie nods and starts crying.

Mrs Miller then talks to Jessie from the side. Jessie turns to face her with her whole body. She can't turn her head properly. It seems to cause her pain.

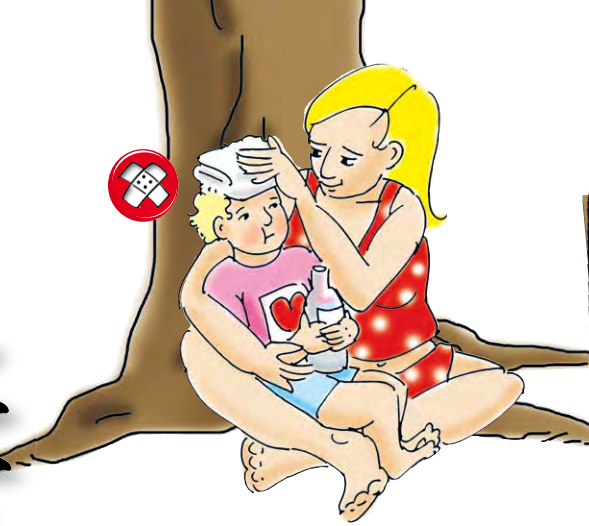
That's when Mrs Miller knows Jessie has sunstroke.



The father thinks to himself:  
'Today's Sunday, so I can't call  
our paediatrician.'



So he uses his  
mobile to call 112.



A calm, friendly voice comes on  
the phone. Mr Miller **describes**  
**what's happened.**

In the meantime, Mrs Miller has sat  
Jessie in the shade by the tree. She  
knows Jessie's head needs to be higher  
than her legs. She cools Jessie's head  
with water and a cloth.

Mr and Mrs Miller think about what other  
PACKAGE measures they can take. The  
best way to **comfort** Jessie is with her  
favourite fluffy toy. She instantly feels  
better holding Toto the little elephant.

The ambulance soon arrives. The doctor also examines Jessie closely at the hospital. Thankfully it's nothing serious. The doctor gives Jessie's parents some good tips for future reference.

After the scare, the whole family enjoy a delicious ice cream, which even gets Jessie laughing again.





# Info: How to help when someone has 'head problems'

View

Protect

Save

Check

Call

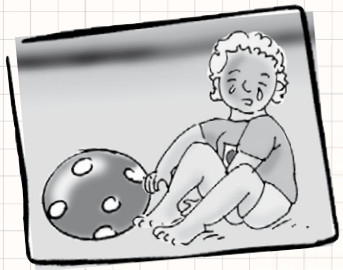
Help

... and the PACKAGE



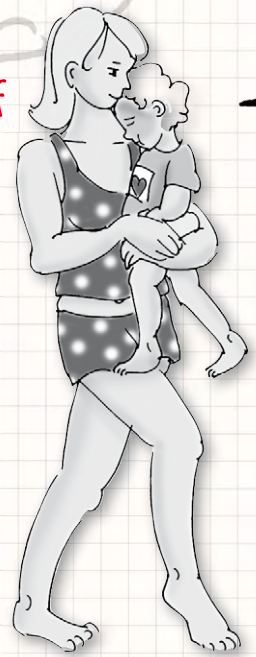
## At first glance

At first glance, I see the victim's face is bright red.



## Protecting oneself and others

I protect the victim from the sun.



## Rescuing someone from a danger zone

I take the victim to a shady spot.

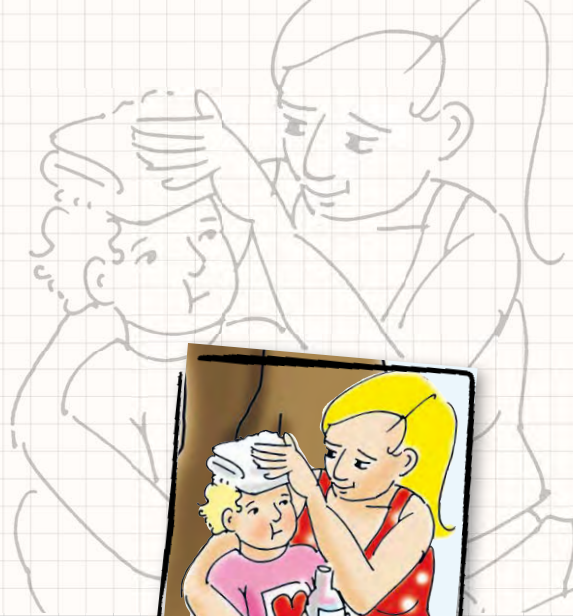


## Check

I ask questions and check the victim for any problems.  
I see that:

The victim

- has a hot, red face,
  - has a headache,
  - can only turn their head by turning their whole body, and cannot bend it forward.
- This is due to 'neck stiffness'.

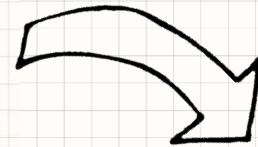


## Helping

I support the victim:

- Their head must be higher than their legs
- Their neck should be 'straight', not 'bent'.

I cool the victim's head, e.g. with water and a cloth.



## How to make an emergency call

I call **112!**  
Or ask another first aider to do so. I answer the **5 basic questions.**





View

Protect

Save

Check

Call

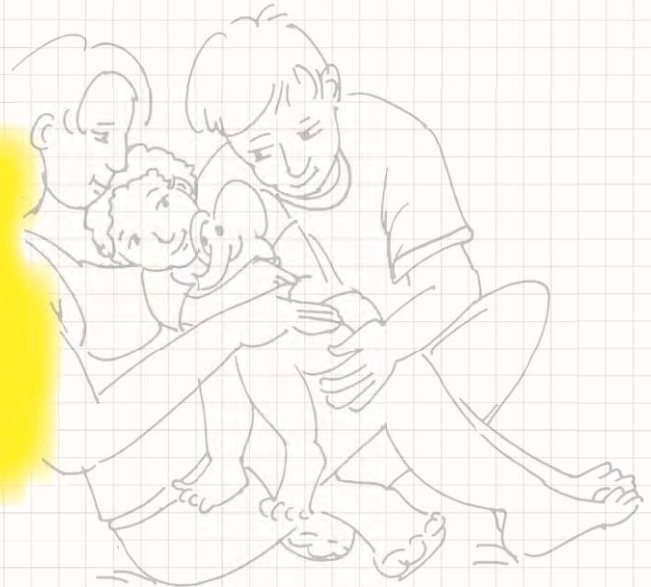
Help



## and the PACKAGE

The PACKAGE contains four steps that are always the right thing to do when giving first aid:

1. **I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition.
2. **Emergency call:** Already made?!
3. **I keep the victim warm:** I place a rescue blanket loosely around the victim.
4. **I comfort and look after the victim:** I calm the victim and stay by their side.



... and the PACKAGE

**How to help when someone has head problems:**

There are different types of 'head problems', such as:

- Sunstroke • Heatstroke • Stroke

**What's happened?**

- The sun has been beating down on the head for a long time, causing sunstroke.
- Heat rises in the body, causing heatstroke.
- There is bleeding in the brain, causing a stroke.
- Blood doesn't flow to all parts of the brain, causing a stroke.

**How to identify sunstroke:**

The victim

- has a red head
- has a hot head
- has a headache
- can't turn their head to the side or bend it forward
- feels sick and dizzy

**How to identify heatstroke:**

The victim

- has a red head and body
- has a hot head and body. Their skin is dry
- may later turn pale
- feels sick and dizzy

**How to identify a stroke:**

The victim

- can't move one side/half of their body
- can't talk properly
- can't see properly
- feels sick and dizzy

**How to help with any head problems:**

- Support: I place the head higher than the legs. To do this, I put padding under the upper body. I make sure the neck is 'straight' and not 'bent'.
- I cool the head and feet if they're hot.
- ... and the **PACKAGE**.

# The good ones go into the pot, the bad ones...

## or: How to help when someone has 'stomach problems'

It's autumn and therefore mushroom season. So the Nassar family has head out on an excursion to the nearby woods, where they collect lots of mushrooms. That night, the mother uses these to cook a nice meal. She's very hungry and

tries a bit of the food as she's preparing it. Later on, she has terrible stomach pain. Her husband instantly thinks back to the first-aid course he completed with The Johanner, and remembers what to do in an emergency:



Mr Nassar saw his wife try some of the food. She's now in pain, doubled over and holding her stomach.



As a precaution, he warns everyone in the family not to eat any of the food. He turns off the stove.



There are no other risks to his wife or family, so Mr Nassar can now immediately attend to his wife.



He asks her how she's feeling, and she replies: 'I've got bad stomach pain. I feel sick. I think I'm going to throw up.'

Mr Nassar knows his wife has probably been poisoned by the mushrooms.







Mr Nassar asks his older daughter to call 112.

The daughter heard her father's assessment of the situation. A calm, friendly voice comes on the phone. The daughter describes what's happened.



The father lays his wife on the sofa. He wants to help her with her stomach pain, so he places a cushion under her head and knees. This relaxes the stomach. He gets a bucket. He lovingly strokes his wife as she throws up.

He asks his daughter to put some of the food in a jar. He wants to hand it in at the hospital. That way, the doctors will know what has poisoned his wife.



Mr Nassar thinks about what other PACKAGE measures he can take.

He covers his wife with a blanket, remaining by her side and holding her hand comfortingly. She smiles at him gratefully.

The daughter waits for the ambulance at the front door. She accompanies the paramedics into the house. Ms Nassar soon recovers at a special hospital. She returns home a few days later.



Her husband presses a book into her hand: 'This will teach us everything we need to know about mushrooms. That way, we can enjoy both collecting and eating them.' They're relieved they were so lucky.



# Info: How to help when someone has 'stomach problems'



View



## At first glance

At first glance, I see:

- The victim has eaten mushrooms.
- She's in pain, is doubled over and holding her stomach.

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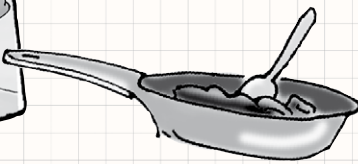
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Check

Call

Help

... and the PACKAGE



## Protecting oneself and others

I warn others of the risk – in this case, poisonous mushrooms.



## Rescuing someone from a danger zone

Apart from that, there are no further risks to the victim or the others.



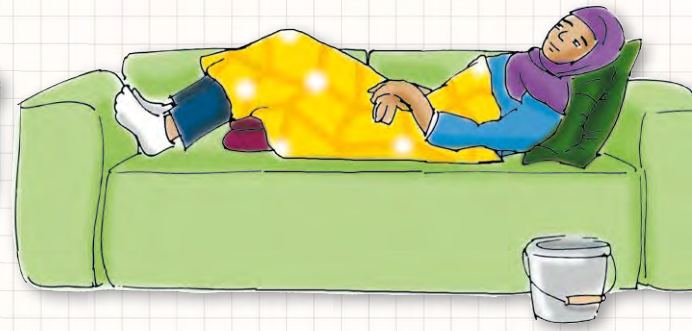
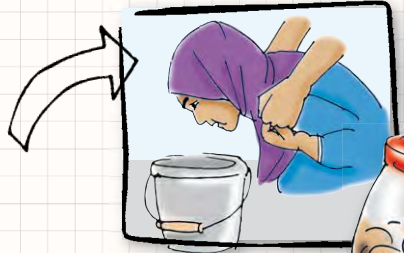


### Check

I ask questions and check the victim for any problems. I see that:

The victim

- has bad stomach pain
- needs to throw up



### Helping

I support the victim:

- I put padding under their head and knees to relax the stomach.
- I support the victim as they throw up.
- I store the 'poison' and hand it in at the hospital.



### How to make an emergency call

I call **112!**  
Or ask another first aider to do so. I answer the **5 basic questions.**





View

Protect

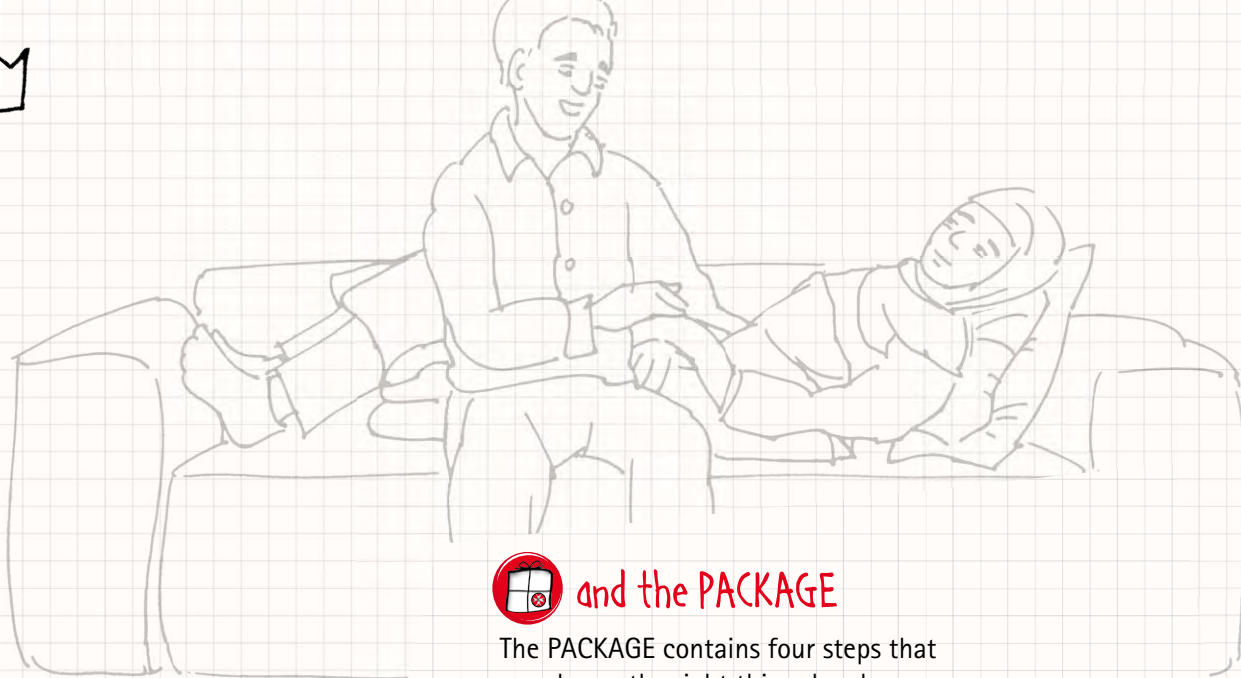
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Call

Help

... and the PACKAGE



## and the PACKAGE

The PACKAGE contains four steps that are always the right thing to do when giving first aid:

1. **I keep checking the vital functions** (consciousness, breathing) and examine the victim's condition.
2. **Emergency call:** Already made?!
3. **I keep the victim warm:** I cover the victim with a (rescue) blanket.
4. **I comfort and look after the victim:** I calm the victim and stay by their side. I distract them from their pain.



### How to help when someone has stomach problems:

Stomach problems can be due to various causes, such as:

- Poisoning
- Injuries

### How to identify stomach problems:

The victim

- has stomach pain
- feels sick
- needs to vomit
- is behaving abnormally
- may have a wound resulting from injury

### How to help with any stomach problems:

- Support: I place the head higher than the stomach. I bend the knees, and place padding under the head and knees. This relaxes the stomach. Or the victim lies down however is most comfortable for them.
- I set the poison to one side.
- I hand the poison in at the hospital.
- I help the victim if they need to throw up.
- If there is a visible injury: Follow the instructions for 'Injuries: Wounds'
- ... and the **PACKAGE**.



This first-aid brochure is recognised by the First Aid quality-assurance authority (DGUV) as per DGUV principle 304-001.

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**Further information and materials:**

[www.johanniter.de/erstehilfe](http://www.johanniter.de/erstehilfe)

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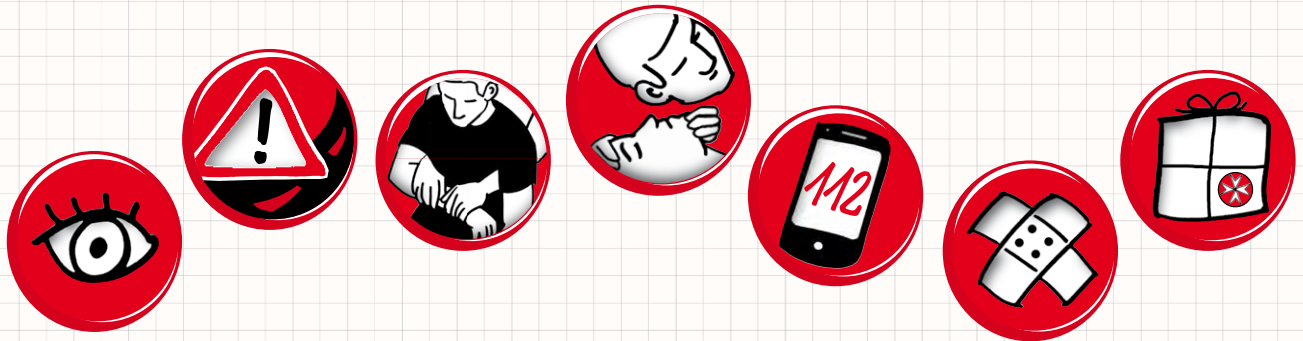
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Check

Call

Help

... and the PACKAGE



## Becoming skilled in first aid ...

... is really easy, as shown by these ten how-to stories from everyday life. The associated info sections follow the first-aid measures for each story step-by-step, demonstrating things like how to lay someone stably on their side. It will inspire readers to revisit first aid in action as part of a course.

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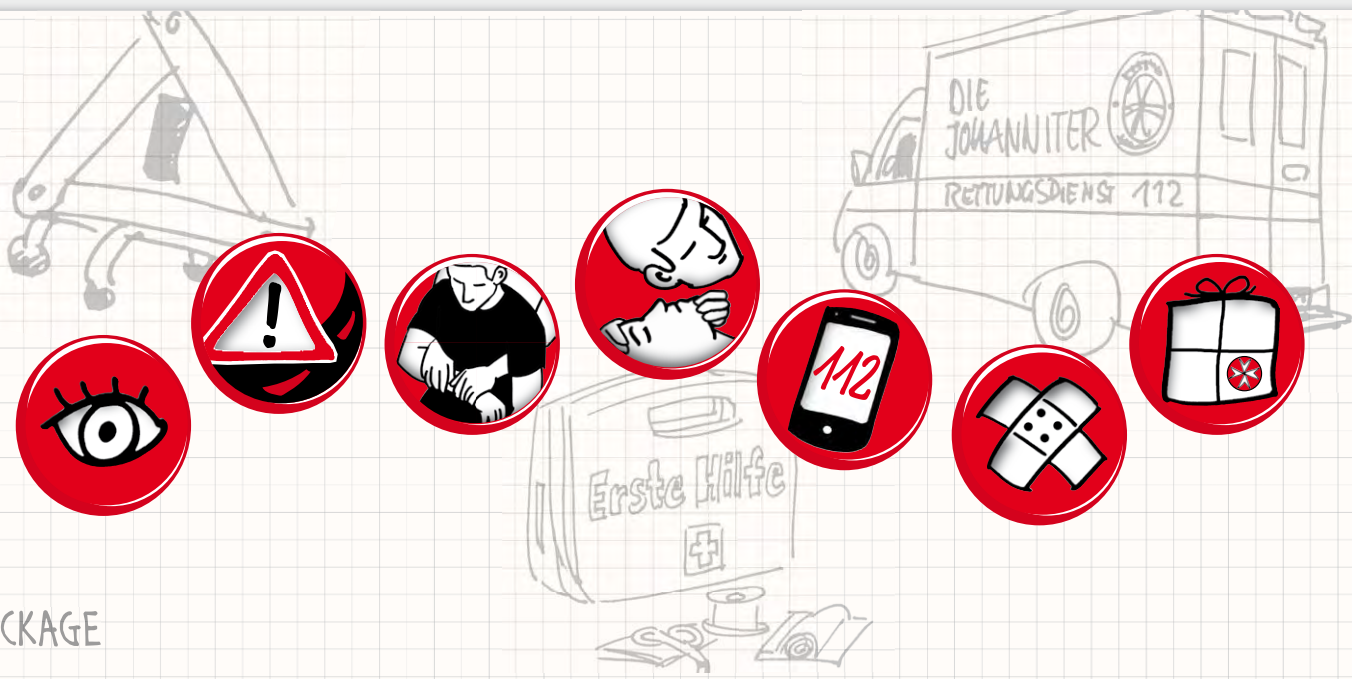
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Call

Help

... and the PACKAGE



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Aus Liebe zum Leben