

Dis-Chem
PHARMACIES

**A partnership
that cares.**

**Saving lives
together.**



HATZOLAH
CARING FOR LIFE

Hatzolah Medical Rescue | Treatment Excellence | Unsurpassed Response Times

CONTENTS

2	Message from the chairman
3	Where we are in 2024
4	October 7th – tragedy on another level
8	RU OK? – emotional support line
12	Continuously striving for excellence
15	A moment in time
24	Shabbos sanctuary on wheels
25	The sanctity of Jewish life, the sanctity of Shabbos
27	Moments away – the Hatzolah story
30	Q & A
34	Hatzolah blood drive saves lives
36	Who makes the Pulse
46	Hatzolah: Caring for Life
48	Reflections of the past year...
53	Safeguarding patient confidentiality
54	Dear Hatzolah...
58	Bernard's review
60	We see you, mommy!
63	Frequently asked questions
66	Behind the scenes
68	Stay ready, save lives!
71	Our beats this year
73	Small Pulses

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MESSAGE FROM THE CHAIRMAN

“Our sages teach us that in times of darkness, we need to come together and be there for one another, k’ish echad b’lev echad, as one person, with one heart.”



Since October last year, Jews around the world have been under attack – emotionally and often physically – as antisemitism globally has reared its ugly head.

Our sages teach us that in times of darkness, we need to come together and be there for one another, *k’ish echad b’lev echad*, as one person, with one heart.

This ethos of service is the cornerstone of what we practise day in and day out at Hatzolah.

Twenty-five years ago, Hatzolah South Africa started out as an emergency medical response service (EMS). However, in an organisation with such a giant heart, it’s inevitable that other projects and services would be launched over the years where a need is perceived in our special Jewish community.

At the core of our operations still stands our world-class EMS – with dispatchers and responders dedicated to medical excellence – offered free of charge to our community.

Beyond EMS, we have in recent times introduced a number of projects and services to you, including our Medical Gemach (device/equipment), Hatzolah Assist, Oxygen Gemach, Crisis Response Unit, Teen Connect Line, Emotional Support Line, “RU OK?” initiative, Life2Life, Training Centre, Fall Prevention Programme, Caring about Moms and our Shabbos Mobile Home, among numerous other projects. You can read about these in more detail in this magazine, and as you do, you will read about a team that stands ready to serve you, *k’ish echad b’lev echad*.

You will notice that the theme of this edition of the magazine is Hatzolah standing at the heart of the community in so many ways!

Of course, none of this would be possible without your ongoing support, for which we are truly grateful!

May 5785 be the year that we are blessed to see the darkness lifted, and light and peace shine on the entire world!

With warm regards

Lance

WHERE WE ARE **IN 2024**



MEDICAL RESCUE

- Responders
- Dispatchers
- Hatzolah Assist
- Future @ Hatzolah



CARING FOR LIFE

- Medical Gemach
- Hatzolah Cares for Moms
- Crisis Response Unit
- Teen Connect Line
- Emotional Support Line
- RU OK? Campaign
- Fall Prevention Screening and Awareness Campaign
- Wellness Monitoring
- Shabbat Mobile Home



TRAINING FOR LIFE

- Training Centre
- Family and Friends CPR
- First Aid Essentials for Children
- First Aid Fundamentals
- BLS (Basic Life Support)
- Heartsaver First Aid - CPR and AED
- Hugo's Heroes
- Fire Prevention Course



INITIATIVES

- Life2Life
- Blood Drives
- Tap to Donate
- Hatzolah Mobile Home
- My QR Code
- Hospital Food Cabinets
- Aidcall 24/7
- AED Boxes
- Stop the Bleed Kits
- Fire Hydrant Project
- ECG Project



COMMUNITY AWARENESS

- Pulse magazine
- Don't text and drive
- Seizure first aid
- Buckle up
- Fire prevention
- Medi-education



EVENTS

- Hatzolah Cycle Tour
- Poker Evening
- Hatzolah Charity Golf Day

“The waves of wounded soldiers followed relentlessly, including truckloads of soldiers injured from the raids on nearby kibbutzim.”



OCTOBER 7TH – **TRAGEDY ON ANOTHER LEVEL**

Local emergency services organisations have the potential to shift the course of events during a time of tragedy.

Dr Jordan Moshe

“The booms woke me up first. They were loud enough to hear from Jerusalem, and I knew something was wrong, but I shrugged it off. Later I would know how bad it was.”

As a seasoned family physician and emergency responder with United Hatzalah, Dr Adam Ballin is no stranger to crisis. Yet little in his 21 years of experience could have prepared him for what was to come on October 7th, 2023.

“The call came from our dispatch centre,” Ballin recalled during an interview. “A responder was treating a casualty with a gunshot wound. He was out in the open, rockets were falling and there were terrorists on the loose. He had no equipment and no backup. The patient wasn’t responding. I had to tell him to leave the patient and take cover. It was hard.”

The situation escalated rapidly. “Rocket sirens were going off in Jerusalem, and we had to evacuate to the safe room. I had a conference with our management about how we should respond – we weren’t sure where the next hit would come, or if it would be in the north, the West Bank or Jerusalem. The uncertainty was terrifying. But one of our strengths is that we have responders all over Israel. We had to decide whether to send them out or keep them back. We chose to send them.

“One or two responders were killed, another one shot. About an hour later, we realised this was bad, it was on a big scale and people were dying.”

Ballin soon went South himself, but it wasn’t without a sense of gravity.

He explains: “I was in shul when the sirens went off again, during Birkat Kohanim. I went to Rabbi Binyamin Moskovits and asked him what I should do. He told me: ‘If you’re saving lives, you have to go.’ So I went. It was daunting, but I knew it was what I had to do.”

As he raced towards the scene, the roads were eerily empty. “It was surreal, like a ghost town,” he recalls. “I was wearing a bulletproof vest and helmet, but it still didn’t feel real – until I hit a massive police roadblock on the highway. Guns were pointed down the road. That’s when it hit me – this was real.”

Arriving in Heletz (a Moshav in southern Israel), Dr Ballin was thrust into action, overseeing medical supplies and setting up a triage hospital. “We split into groups, sent some out to scout, and some started unpacking logistics trucks. An improvised airfield was established, we worked out the landing zones and people went in.

“The first doctors who went out came back with only corpses. It was grim.” Then, the wounded began arriving.

“One of the first patients was a woman from the Nova festival,” recounts Ballin. “She and her friend had been shot while trying to flee. Her right shoulder was wounded and her arm was mangled. They’d waited six hours for help that never came. When they finally decided to make a run for it, they tore a strip off her dress to dress her wound and took a photo of the injury – I’m still amazed by her presence of mind under the circumstances.

“When she arrived, she looked at me and said: ‘I’m a personal trainer – if I lose my arm, I’m as good as dead. Please help me.’”

Dr Ballin immediately realised the urgency of her situation. “She needed surgery, fast, or she’d lose her arm.” The nearest hospitals were overwhelmed, so the decision was made to send her to Hadassah in Jerusalem.

“They saved her arm and she’s back to training now. It was a miracle.”

The waves of wounded soldiers followed relentlessly, including truckloads of soldiers injured from the raids on nearby kibbutzim. Ballin explains that one of the toughest moments was when he was presented with two soldiers in critical condition – one with a skull injury, part of his brain exposed, and another with a stomach wound, bleeding internally.

He says: “We had only one spot in the helicopter, and I had to decide who to send. I chose the soldier with the stomach wound – his odds were better. But then, just as we were preparing him to fly, we got word that a larger helicopter was on its way, big enough for both of them. It was another miracle – they’ve both recovered since, with the soldier with the head injury now in rehabilitation in the US.”

Reflecting on that day, Ballin says numerous lessons were learned. One of the most profound lessons was the importance of local emergency services. “Most communities don’t realise how much Hatzolah can do, not just in routine situations, but in life-and-death crises. They have your back always, and they need our support.” Organisations like Hatzolah have the potential to shift the course of events during a time of tragedy, he explains.

This includes Hatzolah South Africa, Ballin stresses. “I have enormous respect for the team in South Africa. Having visited there and taken a ride-along with responders on calls, I know how professional they are. The South African community is fantastic and very fortunate to have such an exceptional Hatzolah team.”

For Ballin, the recounting of his experience on October 7th has been a surreal opportunity that brings him back to his childhood in Sydney, Australia, where most of his classmates at Moriah College came from Holocaust survivor families.

“My family escaped before the Holocaust,” he says. “I remember Jewish history class, where I was one of the only students who didn’t have a survivor in the family and most students around me did.”



He continues: "When Steven Spielberg started the Shoah Foundation to take testimonies, he filmed many interviews at Moriah, and the survivors came to the school. Of course, I wasn't involved at all. But after October 7th, the same foundation contacted me to ask for my story.

"It was a real paradigm shift for me. It was never me before. I never thought that I would be on the other end of the camera. I never thought I would give my testimony."

Almost a year on, Ballin says it's difficult to believe what happened to the Jewish people on that day.

"It was a tragedy on a level we haven't seen since the Holocaust," he says. "I was honoured to do my little bit among many others. We all did our best to come together on the day, to do whatever we could."

It is this lesson in *achdut* (unity) that Ballin believes we have begun to learn as a people and from which we must continue to learn and draw inspiration.

He says: "During the 'three weeks', we recall the destruction of the second Beit Hamikdash, which Chazal teaches us was due to baseless hatred. If the Temple isn't rebuilt in our generation, it's as though we destroyed it. We still haven't fixed that."

He adds: "In the days after October 7th, we felt a sense of *achdut* I'd never felt before. It didn't matter if you were religious or not, Jewish or not. People greeted each other in the street. If we could take that strength of togetherness and always work together to improve *ahavat chinam* (unconditional love), maybe we will be the generation that rebuilds the Beit Hamikdash."

Ballin concludes: "I once heard Rabbi Shaw from Sandton Shul say that no one cares how much you know until they know how much you care. This encapsulates Hatzolah - they really do care. I feel that every day, and this time of crisis really proved it. Our guys were shot at, they drove down roads flanked with terrorists and gave it their all. Our responders overseas reached out to support us - we were all involved.

"Every cog did its job that day and potentially saved someone. We are an international brotherhood."





OCTOBER 7TH

Hatzolah South Africa acknowledges the first responders who saved lives, among them those who lost their own.

Connecting with those around us in a meaningful, supportive way.



Ronit Chaya Janet

Every once in a while, a simple question can spark a profound change. “Are you okay?” It’s a phrase we’ve all heard and likely asked without fully grasping its power. But imagine if we could transform this small gesture into a lifeline, weaving a fabric of support that binds our community together in times of joy, stress and sorrow. This is the essence of the RU OK? campaign, an emotional support initiative that is redefining how we connect with one another on a deeper, more meaningful level.

Perhaps you have heard the age-old wisdom: “A burden shared is a burden halved.” Maybe it is only when we face our own trials that we can truly understand the wisdom in these words. Life’s challenges, be they minor hiccups or overwhelming tides, become lighter when we share them. The RU OK? campaign embodies this timeless truth, encouraging us to reach out, listen and uplift each other.

October 7th may have been one of the greatest catalysts for the surge in mental health challenges. Suddenly, Jews around the world feel threatened in a way we haven’t felt since Europe in the 1930s. With the subsequent rise of worldwide antisemitism, South African Jewry experienced added fears about the future: financial stresses, rolling power cuts, water shortages and the recent national government elections. This was compounded by the weakened rand and feeling betrayed by our government when they launched the ICJ case. Everything seemed hopeless.

Then we heard tragic stories of suicides in our close community, and the presence of a mental health crisis became obvious. We needed help. We needed to help ourselves.

Together with various community organisations, Hatzolah South Africa wanted to find the best way to help. But what was the best way to do this?

During the Covid-19 pandemic, a campaign in Israel was launched to encourage people to check in on their neighbours after it was discovered that many people had no family or loved ones to check up on them. In this same manner, Hatzolah wanted to fill a specific gap. To do what we do best as the South African Jewish community. Not to ‘take them a meal’, but rather to make an ‘emotional meal’. To remind people that there is always hope.



What is the RU OK? campaign?

Hatzolah has a specific department, called Hatzolah Cares, which focuses on the mental health needs of the community. Under this umbrella, the campaign has launched a website and renewed focus on the emotional support health line that was initiated during the Covid era. Under the direction of Sheri Hanson, mental health co-ordinator, the campaign aims to achieve a number of goals, including destigmatising the taboo surrounding mental health challenges. This is done by sharing personal stories from those who have experienced or are currently experiencing mental health challenges.

Visit the website (hatzolahruok.co.za) to hear the story of 19-year-old Amit, just out of school, who shares his journey of his mental health struggles and his bipolar diagnosis in the hope that his story can impact even one person's life. Or listen as Jodie shares her experience of the tragic loss of her child to suicide. Jodie feels that if one family can learn from her sharing Adam's story, and one life can be saved, then her son's death may not be in vain. Hear from Nicolas, who fought back from alcoholism and suicidal thoughts, as he bravely shares his story of the extremely difficult years when he believed he was the only one experiencing a level of emotional pain that can't be adequately described. Each of these stories echo the same sentiment: Talk! Share! Open up!

Getting people to open up and talk about what they are going through is definitely not easy to do. The RU OK? campaign involves step-by-step guidelines that will help friends and family learn how to reach out to those in need. You don't need to be a therapist or a rabbi to listen to someone. By following four easy steps, which you will see on the website, you can encourage those in need to open up and share, and perhaps even find the courage to call and ask for help. Hanson reiterates that listening to someone might just be the only support they need in a time of crisis, and it can mobilise them to get the help they need. The campaign has identified three

groups to focus on for now: the elderly, teenagers and those affected by general stress. As the need arises, further resources will be developed and included in the campaign.

Friends, family and colleagues often won't reveal that they're struggling. They might feel ashamed, embarrassed or worried about burdening others. They may also fear being misunderstood or judged.

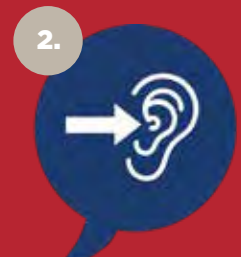
Making "RU OK?" a regular part of your interactions is crucial. Early conversations can help others to open up and seek the appropriate support sooner. This could include professional help, which, when sought early, can lead to small steps that prevent problems from becoming overwhelming.

The four conversation steps

If you notice someone you care about isn't acting like they normally do, if there's a change in what they are doing or saying or if they are going through something, trust your gut and ask if they are okay? There are many ways to have this conversation, but our four conversation steps – RU OK? – provide a helpful guide:



1. REACH OUT AND ASK



2. USE YOUR LISTENING SKILLS



3. OPPORTUNITY TO ENCOURAGE ACTION



4. KEEP ON CHECKING IN

Red flags

- ❑ If someone is in a difficult relationship or they have just ended a relationship.
- ❑ If they are experiencing high levels of stress at home or work.
- ❑ If they have recently experienced a loss (a loved one, job, income changes, a relationship or a pet).
- ❑ If they are dealing with health problems (physical and/or mental).
- ❑ If they have experienced a recent major disappointment (missed job opportunity, failed exam).
- ❑ If they have recently faced major life changes (children leaving home, divorce or separation, retirement, redundancy).
- ❑ If they have experienced a trauma (house fire, sexual assault, car accident, home invasion).
- ❑ Suicide of a family member, friend or public figure.

Other red flags

People may sound irrational and confused, they may be more self-critical and feel as if they can't cope or control things in their lives.

They may say things like:

- ❑ I can't do this anymore, I'm just so tired.
- ❑ I just feel so trapped in my life.
- ❑ I feel so out of control, I just can't cope.
- ❑ It would really just be better if I wasn't here.
- ❑ I wish it would all end.
- ❑ I'm so alone.

Changes in behaviour:

- ❑ Lack of interest in things that previously gave them pleasure.
- ❑ Not attending shul/sport/activities anymore when they used to attend regularly.
- ❑ Agitated.
- ❑ More aggressive.
- ❑ Loss of weight or weight gain.
- ❑ Loss of interest/obsessive interest in their appearance.
- ❑ Risky behaviours such as gambling, drinking, drugging or having an affair.

Hanson explains that we don't need to have all the answers or fix people's problems. Sometimes, we can just encourage people to get the help they need. The RU OK? website lists a number of resources within the community to turn to for help. And on every page, a small icon reminds readers of Hatzolah's emotional support line.

The line is manned by volunteers. Similar to the Teen Connect model, these volunteers have attended extensive training in basic counselling and skills development. They focus intensively on how to manage calls regarding suicide and for those in crisis. This training contains elements of self-awareness as well as crisis management and skills development. Each of the volunteers was referred to the campaign by people who felt they were suitable for this role and participated in an extensive interview process. The volunteers must be over 30 years old and fulfil the criteria of a member of Hatzolah.

The support line is toll free and open 24/7. It was launched recently, and it will naturally take time for the community to hear about it and for people in need to build up the confidence to make the call. Hatzolah's Teen Connect line took more than a year to gain traction, but it now receives more than 90 calls/messages a month. Having said this, the emotional support line has already received calls and its services have been put to use.

In our bustling community, where everyone is caught up in the whirlwind of daily life, it's easy to overlook the silent struggles of those around us. The RU OK? campaign aims to change that by promoting a culture of genuine enquiry and compassionate listening. It's not just about asking the question, but about being prepared to hear the answer and offer support. Stop. Listen. Care.

Visit the website for additional information:

hatzolahruok.co.za



**24/7 Emotional Support Line
Toll-Free 0800 233 711**

NEED TO TALK?

**SCAN AND CONNECT NOW—
HELP IS JUST A QR CODE AWAY**

Chat to our Hatzolah Connect counsellors on our secure and anonymous chat line. Whether it's trouble with school, at home or feeling down and lonely, let us help you sort things out. ***You are not alone.***



 **HATZOLAH**
Connect



Follow us on



@hatzolah_connect



<https://bit.ly/HatzolahConnectChat>



Talk to 44918

A Project of



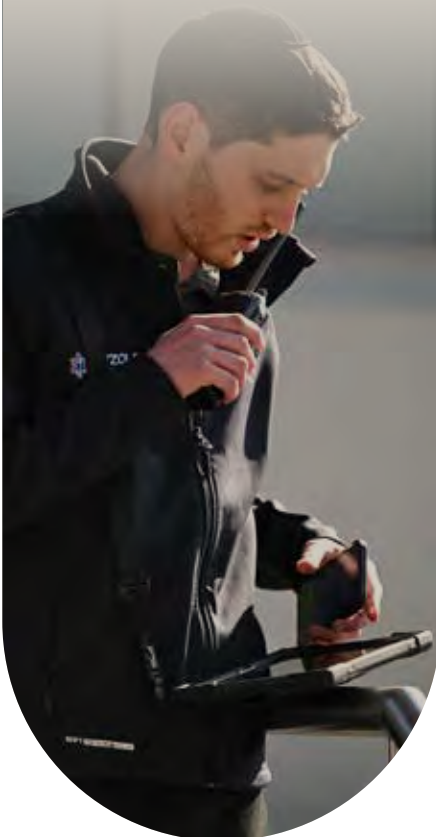
HATZOLAH
CARING FOR LIFE

www.hatzolah.co.za

CONTINUOUSLY STRIVING FOR EXCELLENCE



“When a medical emergency occurs, Hatzolah dispatchers are the crucial first point of contact, embodying grace, skill and precision.”



Consistent training is at the heart of Hatzolah South Africa.

Kara Gordon

Hatzolah South Africa is a dynamic emergency medical service dedicated to saving lives with unparalleled excellence. With around 2 500 emergency calls per year, the team is always ready to spring into action, delivering exceptional medical care with speed, precision and compassion. This readiness is due to the ongoing developments in training and skills building offered throughout the year.

Dispatchers: Orchestrating emergency response

When a medical emergency occurs, Hatzolah dispatchers are the crucial first point of contact, embodying grace, skill and precision. Under the guidance of Uriel Rosen, Advanced Life Support paramedic and operations manager, they undergo rigorous training, combining compassion, tough love and unmatched expertise. Rosen states: “Although perfection may be unattainable, our pursuit of it can lead us to achieve excellence.”

The 60-hour dispatch course emphasises selecting individuals with the right temperament and resilience, and preparing them to handle the intricacies of each situation with swift decision-making. Dispatchers navigate emergency calls with professionalism, guiding callers through critical moments until responders arrive. Rosen offers one-on-one refreshers, weekly full-time dispatcher sessions, monthly volunteer training and daily tips to ensure peak performance. Additionally, Rosen reviews every call recording, providing feedback for continuous growth.

Responders: The heroes on call

Hatzolah responders face all calls with a mission to offer compassionate medical assistance. They make personal sacrifices to ensure swift response times and deliver life-saving care. Continuously striving for treatment excellence, Hatzolah volunteers undergo rigorous training to maintain top-tier emergency medical knowledge. Full-time responders attend weekly training sessions, while volunteers participate in monthly sessions, continually adapting to evolving protocols and sharing insights.

Training includes workshops, scenario and simulation-based training, technology use, checklists and safe practice briefings. Specific training targets trauma, adult care, paediatrics, cardiovascular emergencies and other conditions. Yudi Singer, Advanced Life Support paramedic, says: “Some emergencies are low frequency but high severity. This requires

us to be prepared for any eventuality through continuous training and exposure.” This approach ensures Hatzolah responders are ready for common emergencies, such as drownings, burns and respiratory issues. The results are clear: improved confidence, clinical treatment and patient outcomes.

Assist Unit: Getting a leg up

The Assist Unit handles non-emergency calls. From helping an elderly person who has fallen to recognising greater medical concerns, the Assist Unit is always ready. Singer, who also trains the Assist Unit, highlights: “Providing non-emergency medical assistance promotes injury and emergency prevention, as well as access to medical intervention that improves acute and chronic care.”

The Assist Unit decreases ambulance and paramedic utilisation, increasing resource availability for true emergencies. Monthly training focuses on various tasks, scenarios, pathologies, activation procedures, ethics, professionalism and execution, ensuring volunteers are well-prepared.

Hugo’s Heroes: A legacy of care

Hugo’s Heroes, led by Hillel Reuben, provides additional support during emergencies at Jewish day schools. Reuben emphasises: “We use a variety of sources from top training centres to enhance our overall training and research, ensuring it best fits our volunteers’ needs.”

A significant aspect of the training involves Hatzolah responders, whose passion and expertise inspire the next generation. Their real-world experience and commitment to excellence provide invaluable lessons. By constantly evolving methods and incorporating the latest practices, Hugo’s Heroes stands as a model of effective and inspirational training.

MCI Team: Prepared for anything

Mass casualty incidents (MCIs) are scenarios we hope never to face, but at Hatzolah, we believe in being prepared. Yonah Emanuel leads the MCI training, focusing on preparedness without inciting fear. Monthly training sessions feature lectures, group discussions, tabletop exercises and practical drills, keeping the team updated on the latest developments. They also attend large-scale calls to learn from other services. Emanuel notes: “We are continually learning with every single session that we have, as there is no end to learning and developing our skills.”



Support beyond medical: CRU and Hatzolah Connect

Sheri Hanson leads Hatzolah’s Crisis Response Unit (CRU) and Hatzolah Connect initiatives, providing vital emotional support and trauma understanding training. These programmes equip the team with essential skills for navigating challenging situations. Hanson explains: “Continuous training is vital for our crisis response and teen helpline teams to stay sharp, prepared and effective in providing the best support when it matters most.”

Through targeted training sessions, team members develop their skills in emotional support, trauma response and ethical considerations. This comprehensive approach equips the teams to handle a wide range of situations with empathy and professionalism.

Driven by a passion for saving lives

At Hatzolah, excellence is a continuous journey. Hatzolah’s commitment to monthly training, continued education and quality assurance keeps the organisation at the forefront of emergency medical care. Whether it’s a responder honing medical techniques or a dispatcher mastering new communication strategies, we are always learning and improving.

The Hatzolah tagline: “Treatment excellence. Unsurpassed response times,” is our mission. Every member, from dispatchers to responders and beyond, embodies this commitment. We serve the community with skill and heart, ensuring every call for help is met with the best possible response. In a world where seconds matter, Hatzolah South Africa stands as a beacon of hope and excellence, always ready, always prepared and always there for the community.

2025

FUTURE



HATZOLAH
MEDICAL RESCUE

BECOME A QUALIFIED MEDIC EARN WHILE YOU LEARN

One-year full-time course to become a certified medic
Fully paid bursary to cover your training expenses
Monthly salary while you study
Opportunity to WORK alongside our medical team

REGISTER NOW

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Email: future@hatzolah.co.za

YOUR FUTURE IS NOW!

Be the person you always wanted to become,
make a difference and change lives



HATZOLAH ASSIST



HATZOLAH MEDICAL RESCUE



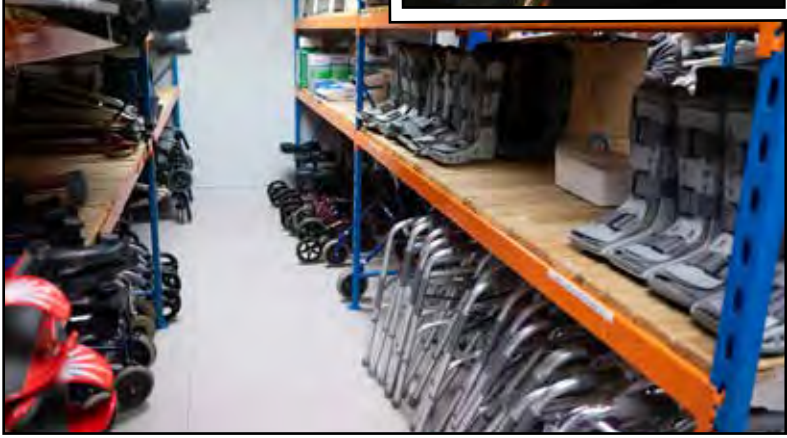
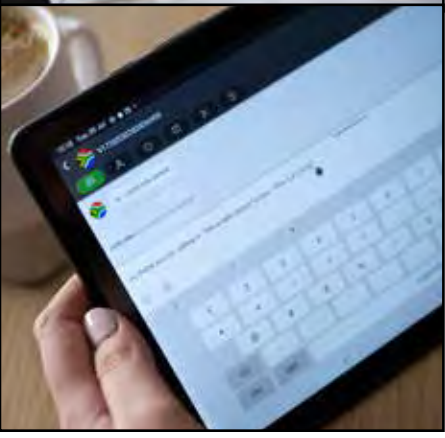
CONNECT



HUGO'S HEROES



THE MEDICAL GEMACH





 **HATZOLAH**
MEDICAL RESCUE

AT
07:55...



Ambulance on scene



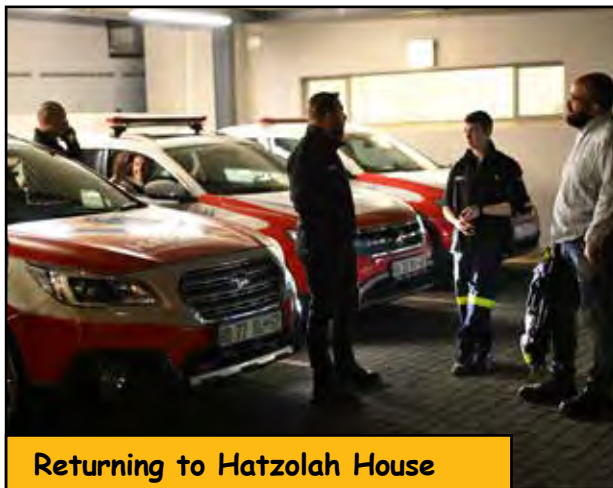
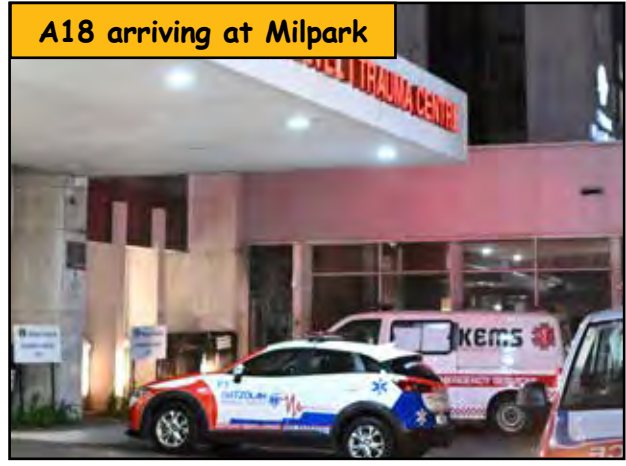


We have a male P1 patient with a suspected spinal injury - en route to Milpark.

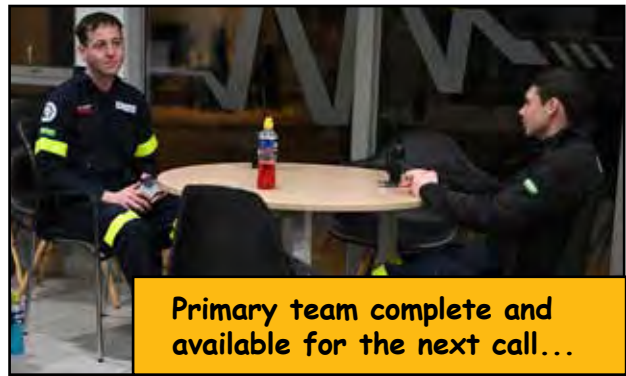
Treatment excellence



A18 arriving at Milpark



Returning to Hatzolah House



Primary team complete and available for the next call...

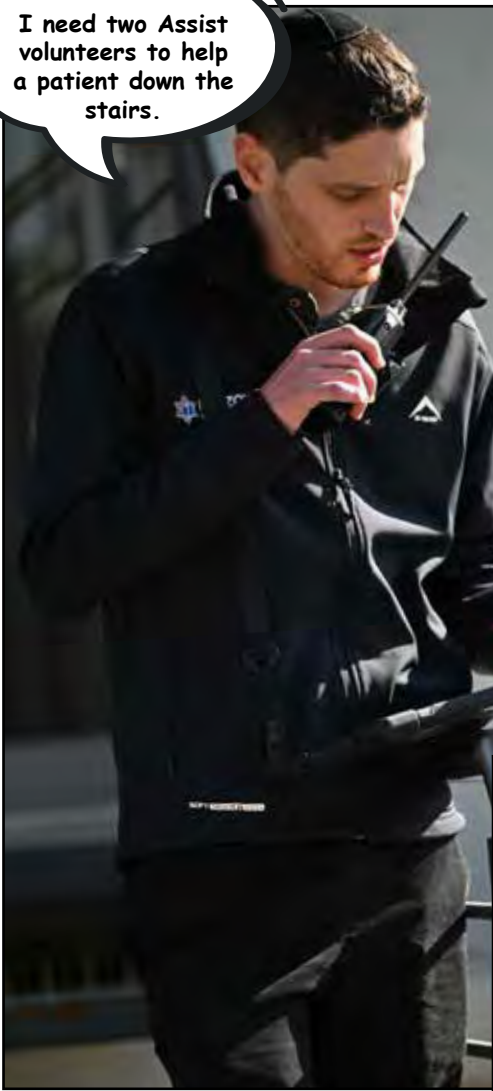
I need two Assist volunteers to help a patient down the stairs.



**HATZOLAH
ASSISTUNIT**



**ALSO AT
07:55...**





Stair chair to the rescue





MEDICAL GEMACH

ALSO AT 07:55...

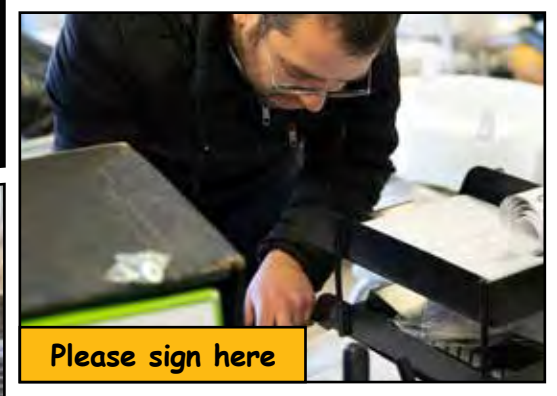


Hi, I need to borrow a walker.



We can certainly help.





HUGO'S HEROES

ALSO AT
07:55...



I need two Hugo's Heroes volunteers to go to the soccer field.

EINA

Hi My name is...
I'm a Hugo's Hero.
How can I help?

Does this
HURT?

Hi Hilly, I just
wanted to let
you know about
this call...

Let's move him
to a safe area
and wait for
Hartzolah!

1...2...3.. up



HUGO'S HEROES



Hatzolah South Africa's Hugo's Heroes project is a student-led initiative focused on training young people to become first aid responders in their schools and communities. Named in memory of Hugo Paluch zt"l, the project empowers students with essential life-saving skills, preparing them to act swiftly and effectively in emergency situations. By providing hands-on training and equipping students with the necessary first aid knowledge, Hugo's Heroes aims to create a network of young responders who can offer critical assistance when needed. This initiative not only enhances the safety of school environments, but also fosters a sense of responsibility and community involvement among the youth, ensuring they are prepared to make a positive impact in their surroundings. After eight successful years of training Grade 10 students, we are so proud of the legacy that Hugo's Heroes continue to leave.



SHABBOS SANCTUARY ON WHEELS

“The mobile home serves as a sanctuary, offering a sense of normalcy and peace amid the uncertainty of hospital visits.”

Bridging faith and family in times of need

When a family member is in hospital over Shabbos or Jewish holidays, walking the significant distances to visit them poses a challenge. Recognising this, Hatzolah acquired a mobile home to support Jewish families who have relatives in hospital. The vehicle can sleep up to six people, allowing families to be near their loved ones without compromising their religious observance.

The mobile home is parked either within or near the various hospital grounds, ensuring easy access for families. It includes separate sleeping areas, a kosher kitchen and a cosy living space. It is stocked with Shabbos essentials, so families have peace of mind spending Shabbos close to their relatives.

This initiative goes beyond providing a place to stay. The mobile home offers a sanctuary and a sense of normalcy and peace amid the uncertainty of hospital visits. It lets families maintain their religious practices, providing crucial emotional and spiritual support during difficult times.

Community members have expressed their gratitude for this resource, which eliminates the need to choose between religious obligations and being there for loved ones. The mobile home provides a much-needed solution, allowing families to fulfil the mitzvah of *bikkur cholim* (visiting the sick) over Shabbos.

Rebbetzin Wendy Hendler expressed her appreciation after she used the mobile home. “I was blown away by the Hatzolah mobile home, which I was privileged to use over a Shabbat. I arrived an hour before Shabbat and everything was in place for a stunningly comfortable stay. I didn’t have to do a thing. The aircon and Shabbos lamp were on. Grape juice, drinks and snacks were in abundance. Hatzolah thought of everything. From new toothbrushes, toothpaste and mouthwash to liquid soap... the list goes on. It was so poignant that I found a new Artscroll Siddur and Chumash, and other books, for learning. It made such a difference to have my own little home away from home for Shabbat. I’ve honestly never been the recipient of such unexpected and overwhelming *chessed*. Thank you, Hatzolah, from the bottom of my heart.”

This project illustrates the positive impact that thoughtful, compassionate solutions can have on people’s lives. By providing a vital resource for families with loved ones in hospital over Shabbos, families can be there for each other in times of need.

#Hatzolah caring for life





“I am not lenient regarding the laws of Yom Kippur; rather, I am stringent regarding the mitzvah to guard one’s life!”

– Rav Chaim Soleveitchik



THE SANCTITY OF JEWISH LIFE, THE SANCTITY OF SHABBOS

No work is done by Jews on Shabbos unless it involves saving lives.

Rabbi Yechezkel Auerbach

Hashem has given us the unique gift of Shabbos. One of the Ten Commandments is to work for six days and to cease from all creative work on the seventh day. The seventh day is therefore called Shabbos – which means to cease. This 25-hour cessation of our normal daily activities allows us to focus on deepening our relationship with G-d.

The Torah teaches us that we should do the mitzvos... “and live by them”. From here we learn that we are permitted to – no, indeed we must – violate a Torah law in order to save a life.

Shabbos is holy – but so is life. It is the Jew who fulfils the will of G-d and is given the noble task of revealing the existence and supremacy of Hashem in this world.

Our sages have taught: “Violate one Shabbos so that you may live to observe many more Shabbosim.”

Hatzolah carefully follows the laws of our precious Torah. No work is done by Jews on Shabbos unless it involves saving lives.

The famed Rav Chaim Soleveitchik, the rabbi of Brisk, appeared to be lenient in permitting people to eat on Yom Kippur when they were ill. He explained: “I am not lenient regarding the laws of Yom Kippur; rather, I am stringent regarding the mitzvah to guard one’s life!”

This is the motto of Hatzolah. We are all very careful to observe the laws of Shabbos. We should not be called on to respond to a situation that is not life-threatening.

However, when a life is at stake, the Torah is very clear: “You shall carry on living!”

On behalf of the entire community, we thank each and every member of Hatzolah for their incredible dedication and selfless efforts to save lives. We wish them all continued success in their wonderful work.



HATZOLAH
CARING FOR LIFE



**FALL PREVENTION
SCREENING & AWARENESS
CAMPAIGN.**

1 in 4 people 65 or older

has a fall each year.

DON'T BE ONE OF THEM !



STAY INDEPENDENT STAY ON YOUR FEET



We assess you and your home



Referrals are made based on our findings.
This will help improve your health/safety



Our trained professionals do the assessments



Follow-ups will be made to check on your progress

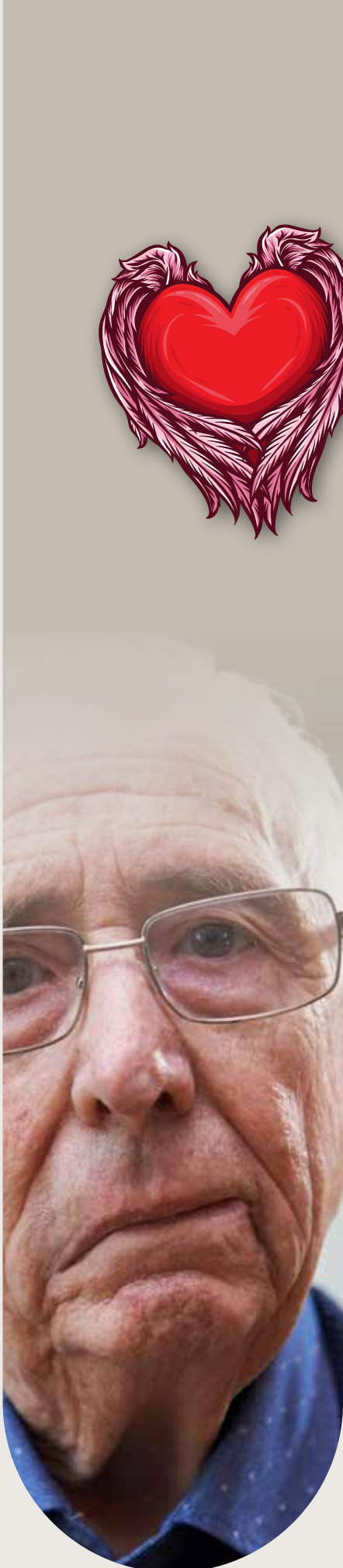
To find out more and register

fallprevention@hatzolah.co.za

Call 060 985 7030

AT NO CHARGE

We accept referrals from GPs and health professionals as well as the individual themselves and their friends or family members.



MOMENTS AWAY – THE HATZOLAH STORY

The World Stroke Organization (WSO) Emergency Medical Service (EMS) Angels Diamond Award was granted to Hatzolah on 29 August for the second quarter of 2024. This was the first time that the WSO has given this award to any organisation in Africa.

Reprinted with permission of the Angels Initiative

It's official. A community and faith-based medical rescue service with a small footprint and mostly staffed with volunteers has just won South Africa's first EMS Angels Diamond Award.

Imagine you're the CEO of a public company. You're addressing a board meeting when you are alerted, via the two-way radio clipped onto your belt, about a medical emergency in close vicinity to your office. You're backing your car out of the parking lot even before the dispatcher has ended the call. On this occasion, the emergency is such a short distance away that you find yourself walking into the premises while the caller is still on the phone.

You will spend approximately three to eight minutes on the scene, during which time you will provide basic emergency care using the equipment you carry in the boot of your car. Depending on the emergency, this may include checking the patient's vital signs, taking their history and inserting an IV line.

Once an ambulance arrives, the handover will be swift and seamless, and you will be back in the boardroom in a matter of minutes.

This is not a scene from a Netflix series but a real situation that could occur up to seven times a day, or 2 500 times in a year, for volunteer members of a small community and faith-based emergency service in South Africa's largest city, Johannesburg. Drawn from the ranks of plumbers and electricians, doctors and nurses, teachers and students and CEOs, the 62 trained and equipped volunteer emergency responders are one reason why Hatzolah Medical Rescue's response times measure between 30 seconds and five minutes. The other is that the service operates within a defined geographical area located to the northeast of the Johannesburg Metro in clusters of suburbs with substantial Jewish communities.

In addition to the volunteer responders, there are also three full-time Advanced Life Support (ALS) paramedics and six Intermediate Life Support medics to staff the three Hatzolah ambulances. There are three full-time dispatchers who take calls during normal business hours, and 23 volunteer dispatchers who man the phones after hours and on weekends.

And there is one feeling every member shares, says Uriel Rosen, who, as well as being operations manager and ALS paramedic, is also a volunteer. “We care for life. It is in our culture and our religion, expressed as the idea that ‘whoever saves a life has saved the entire world’. We live our lives by that, and our volunteers are driven and sustained by a shared goal and a selflessness that knows no bounds.

“Our objective is to help people, the best and fastest way we can.”



“Best” and “fastest” were what led to Hatzolah becoming the first emergency medical service in South Africa to receive an EMS Angels Diamond Award, a distinction they earned in quarter two of 2024. They’d been working on their stroke management for years, says Yudi Singer, medical manager, ALS paramedic and volunteer. This has included simulation training, propagating the idea

that time is brain throughout the system, selecting and pre-notifying the nearest stroke-ready hospital, using the Angels prehospital checklist so there’d be no delay in the transfer of information, and wherever possible, taking the patient directly to CT.

It was in Johannesburg hospitals that Angels consultant Wendy Mandindi first heard about the “amazing” work done by Hatzolah – not only hospitals in the private healthcare networks, but also in state facilities such as Charlotte Maxeke Academic Hospital near the city centre.

“But they didn’t realise how amazing they were,” Mandindi says. It was an uphill battle persuading Rosen and Singer that their organisation could be eligible for an award for which candidates must submit data for 30 consecutive stroke patients per quarter. When Rosen kept insisting they “didn’t have the numbers”, Mandindi called in reinforcements.

Not long afterwards, Rosen received a call from an emergency medicine specialist whose unit was also vying for an EMS Angels Award.

“Join RES-Q,” they urged. “Submit your data, we need competition!”

It took another phone call and finally an ambush for Rosen to change his mind.

On 18 March 2024, Mandindi and her co-conspirator turned up at Hatzolah’s headquarters, determined not to take no for an answer. Together with Rosen, they studied the quarter’s spreadsheets and by 4pm the verdict was in: Hatzolah was within striking distance of an EMS Angels Award and there was still another month to go before the quarter one deadline.

An admin oversight prevented them from winning a diamond award right away. In a couple of cases, the team had omitted to note down the name of the person they’d contacted for prenotification. But there wouldn’t be a single empty data field in quarter two.

Singer and Rosen, who are friends as well as colleagues, both heard the call of lights and sirens from early on.

Rosen’s mom tells him that he could identify ambulances by their sirens from the age of three. He eventually relayed a passion for medicine into emergency work and in 2007 moved from Israel to South Africa, where his goal was to join the Johannesburg chapter of Hatzolah.

Singer's father and grandfather were both physicians, but he knew, even before he reached high school, that he would follow an uncle into emergency medical care. He says: "I spent a lot of time 'chasing ambulances' while in high school. I did a first aid course as soon as I could and volunteered for the ambulance service, riding along on weekends; I found it exciting and stimulating."

He went into training straight after school and joined Hatzolah as soon as he could. He's always liked helping people, he says. "There's a lot that happens behind the scenes, as day after day we try to improve. It's not just about getting the patient from A to B, but about providing comfort, dignity and care to the patients, to the public."

There's a lot of learning behind the scenes too - training their team, educating the community, expanding their own knowledge.

Currently enrolled as a post-grad student in emergency care, Singer has noted that there's more emphasis on collaboration between the providers of prehospital and in-hospital care. Having a shared goal is "extremely necessary", he says.

The stories they share about cases that stand out have two things in common - they end happily, of course, and they reflect on the relationship between hospital and EMS. Singer recalls being a guest in the home of his parents-in-law when their domestic worker had a stroke. He instantly recognised the symptoms and drove her in his own car to "Joburg Gen", as Charlotte Maxeke Hospital was then known. The moment stands out for the outstanding treatment provided by an overcrowded state hospital. He says: "I cannot explain how impressed I was with their care."

In Rosen's story, the shoe is on the other foot. About three or four months ago, they rushed to take care of a patient whose only symptom was blurred vision on one side of an eye and whose only history was an as-yet-untreated clotting issue. En route to the hospital, they called ahead to let them know their patient had had a stroke.

A nurse in the emergency department scoffed at their diagnosis, but a doctor intervened, saying: "We trust you guys. If you say it's a stroke, we believe you." After treatment for stroke, the patient was discharged five days later, her vision completely restored.

Something else Rosen and Singer have in common is the way they relax, or rather... don't. To really unwind,

they have to travel to an area with no cellphone signal - because turning off their phones is simply not an option.

"We actually enjoy the work," Singer says. "We want to work, day in and day out, and find more ways to improve, ways to do things differently, more things we can do."

"Of course, time away is precious. But our work is precious too."



“The organisation consistently recognises and values their volunteers’ efforts, which is why Hatzolah has such a strong, dedicated and admirable workforce.”



Q&A WITH SPOUSES AND KIDS

Kayla Rosendorff – spouse of Meir Rosendorff (responder)



Q. How has your husband’s work as a volunteer paramedic influenced you?

A. It has taught me the true essence of selflessness – the willingness to help others without even knowing them. It has opened my eyes to genuine acts of *chesed* and introduced me to a community of incredible people who do good purely for the sake of doing good.

Q. What’s the most heart-warming or grateful response your husband has received from someone he’s helped as a paramedic, and how did it impact him?

A. My husband and I were at a party when a person came up to us and thanked him for saving his life. He turned to me, quite taken aback, and shared that often they just drop someone off at the hospital without ever knowing the outcome. He was so excited to see this person, whom he had last seen in critical condition, walking around happy and healthy. It made him realise the impact he makes on others and the long-lasting effect of a call.

Q. How do you balance supporting your husband’s passion for volunteering with the demands it places on your family’s time and energy?

A. My husband joined Hatzolah while we were still dating, before we got married, and it quickly became a passion of his. It has since become an integral part of our lives and routine. We make sure to plan in advance, and before saying yes to any Shabbos or Yom Tov meals, we have to check the roster and adjust accordingly. I am extremely proud of the work he does, and knowing that he is helping people makes it easy for me to support him.

CARING FOR
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DEVOTED
CRISIS RESPONSE
WELLNESS
PREVENTION
TREATMENT
EXCELLENCE
COMMUNITY

Susman children – children of Doron (responder) and Arielle (CRU)



Eliya - age 11

Q. What's the coolest thing about having a dad who is a paramedic and a mom who is a Hatzolah CRU member?

A. They're always helping others.

Q. What's the first thing your dad does when he gets home from a call?

A. He showers.

Q. If you could ride along with your dad, what call would you like to go on?

A. A shark attack.

Q. What is something your dad has taught you about staying safe and helping others?

A. That you must never give up on what you believe in.

Q. Do you have a favourite story about your parents' most exciting or bravest call?

A. No, unfortunately they don't tell us anything about the calls.

Q. How do you feel when your mom or dad go to an emergency and leave you behind?

A. I'm not worried because I know they are going to come back and I know they are helping others.

Netanel - age 3

Q. What's the coolest thing about having a dad who is a paramedic?

A. He goes in a Hatzolah car.

Q. If you could ride along with your dad, what call would you like to go on?

A. To catch sharks.

Q. What is something your dad has taught you about staying safe and helping others?

A. Stay safe.

Ezra - age 9

Q. What's the coolest thing about having a dad who is a paramedic and a mom who is a Hatzolah CRU member?

A. They save lives.

Q. What is something your dad has taught you about staying safe and helping others?

A. Wash your hands!

Q. Do you have a favourite story about your parents' most exciting or bravest call?

A. No, because they don't tell me about the calls!

Shai, Ariel and Yakira Bome (ages 14-19) - children of Jason (responder) and Heidi (CRU)



Q. How do you think your parents' work as volunteers has shaped your perspective on helping others or pursuing a career in healthcare?

A. Very strongly, as it has inspired us even more to help people, as we've witnessed first-hand the unbelievable care that they give to others. This has impacted us to get more involved with Hatzolah personally as well as to pursue careers in healthcare.

Q. What's the most intense or memorable story your parents have shared with you about a call they responded to?

A. There are many stories that our parents have told us over the years, without names or details, stories that are uplifting, which make us appreciate the things we have even more.

Q. How do you balance being proud of your parents' work with the stress or worry that comes with knowing they're putting themselves in harm's way?

A. Even though there is a great risk of danger, knowing that our parents are doing an extreme act of *chessed* puts us at ease. However, when our parents have not returned home for a long period of time, we start to worry that what was meant to be one call landed up being more than one. But we know they are being as safe as possible.

Q. If you could shadow your parent on a shift, what kind of call or situation would you want to observe?

A. A CPR call that results in a positive outcome. So we can witness the beautiful gift of life and someone receiving a second chance at life.

Q. What's something your parents have taught you about resilience, stress management or self-care that you've found helpful in your own life?

A. That no matter the situation, we must always stay calm, because when doing tasks under certain conditions, for example, a medical emergency situation, it becomes harder to resolve a certain issue as you don't think properly if you are not calm.

Q. Have you ever had to deal with people making assumptions or stereotypes about paramedics or emergency responders? How do you handle that?

A. When people say to us that Hatzolah will only help Jews and don't respond to calls that involve intoxication at parties. We explain to them that Hatzolah will help everyone and definitely responds to calls that involve party-goers. And on Shabbat, a Jew may break Shabbat to save another Jew's life.

We are also told by people that you have to be an elitist to be part of Hatzolah, which is not true. All members of Hatzolah are just regular people in the community who fly under the radar doing amazing work and do not expect anything in return, and for that, we are proud of the work our parents do.

Q. How do you think your parents' work has influenced your own goals or aspirations, whether in healthcare or other fields?

A. No matter where you are in the world, there is always place to give back to the community. Don't think you are "higher in society" or "better than others", that you are exempt from giving back. There is always someone in need, whether it be medical or love, or even a simple greeting to someone can make a person's day.

Jonathan Jacobs – husband of Kira (dispatcher)



Q. If you could switch roles with your wife for a day, what do you think would be the most challenging or eye-opening part of being a dispatcher?

A. I think the most challenging aspect would be following and remembering the specific protocols for each scenario. The need to juggle multiple tasks at once – managing several calls from concerned callers while simultaneously co-ordinating with responders over the radio – would be overwhelming. I'd probably need to up my dose of Ritalin just to keep up!

Q. What skills or attributes do you think are crucial for the role?

A. Compassion, patience, resilience and the ability to remain calm under pressure is how I would describe my wife, and this is remarkably similar to the attributes needed for a dispatcher. A dispatcher has to listen attentively, offer support in high-stress situations and make quick, thoughtful decisions that prioritise the well-being of others. These qualities aren't just essential in a marriage, they're invaluable in the life-saving work that dispatchers do.

Q. What aspects of the job do you think are underestimated or misunderstood?

A. One thing that's often underestimated or misunderstood about the role is the deep sense of empathy required. Every call is a person in crisis, often at their most vulnerable, and it's the dispatcher's job to stay composed and guide them through it. The emotional resilience needed to handle these situations, coupled with the ability to make fast, accurate decisions, is something that not everyone fully appreciates. A dispatcher's work is far more than just answering calls – it's about being the calm in the storm, providing clarity and comfort in moments of chaos.

Q. What's the most meaningful way your wife's work as a volunteer dispatcher has impacted your community?

A. My wife was the first caller for the Hatzolah Wellness line at the start of COVID. She began by tracking patient vitals in a simple Excel spreadsheet, which then evolved into a comprehensive online tracking system, ensuring that each infected community member – from children to the elderly – had a dedicated caller to check in on them. This initiative brought much-needed reassurance and care to those who were feeling uncertain during the pandemic. I also became a caller, checking in with my own set of patients.

Q. Can you share an example of a positive change or impact?

A. This all began with my wife spending hours on the phone with patients, providing reassurance and showing that the Hatzolah team and Wellness Programme were there to care. A light-hearted moment occurred when one of the gentlemen my wife had been calling during COVID recognised her voice while at a restaurant. He approached her, trying to figure out where he knew her from, and they both realised it was from the daily wellness check-ins she had been making during the pandemic.

Q. What's the biggest misconception people have about the work volunteer dispatchers do, and how do you wish they could understand it better?

A. They might assume these dedicated individuals are doctors or that their volunteer role doesn't come with significant personal sacrifices. My wife, for example, dispatches on Sundays – a day that many reserve for family time. While this does take away from our own quality time, she always reminds me that if she doesn't do it, someone else will have to step in. We've learned to incorporate her shifts into our Sunday plans, ensuring that we still make time for each other around her vital work.

Another common misunderstanding is thinking that dispatchers are doctors. While they're incredibly skilled in guiding callers through life-saving procedures like CPR or managing choking incidents, they are everyday community members volunteering their time to ensure the right resources are deployed for each call. Dispatchers are compassionate individuals who give up their personal time to be the calming, knowledgeable voice on the other end of the line when you're facing a medical emergency.

It's also important to understand that their role is to co-ordinate help, not to serve as a secondary opinion or to offer casual advice. The line should be reserved for genuine emergencies, not for checking

whether you should go to the hospital. If you think you should drive to the hospital, do so – don't just call for reassurance. Dispatchers are there to save lives, and respecting their role means recognising when and why to reach out.

Q. What's one thing you wish the broader community knew about the impact your spouse's work has on the families of volunteer dispatchers?

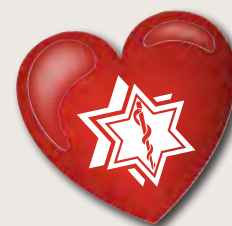
A. How a crisis can be turned into a co-ordinated, life-saving effort.

I'll never forget a beautiful Sunday morning that took a sudden turn when I had a jet ski accident at the Vaal. In that moment of chaos, my wife didn't just panic; she kicked into dispatch mode, transforming fear into focused action. She reached out to Uriel, one of the managers, who treated the situation as if it were his own family in danger. Uriel immediately dropped everything, rallying the team and staying on a video call with my wife and friends, guiding them on exactly what to do until professional help arrived.

Uriel even made sure to be at Milpark Hospital when the helicopter landed because he knew my wife and friends wouldn't be able to get there in time. The way my wife and Uriel worked together in those critical moments was nothing short of remarkable. It wasn't just about getting me the help I needed; it was about the reassurance that, no matter what, someone has our back.

That's the impact her work has on our family. It's a sense of security that comes from knowing that, in any emergency, we're not alone. We're part of a community that cares, responds and acts as if we're all one big family.

As a spouse of a Hatzolah member, I can confidently attest that Hatzolah takes exceptional care of their volunteers. They view each other as family and will go to great lengths – even to the ends of the earth, or the middle of the Vaal River – to assist a fellow member or their family. The organisation consistently recognises and values their volunteers' efforts, which is why Hatzolah has such a strong, dedicated and admirable workforce. It's an honour to support my wife as she serves this remarkable organisation. May Hatzolah continue to grow from strength to strength, and may Hashem bless all the families involved.





“This equates to more than 8 643 lives saved through the ongoing selfless contributions of the Hatzolah community.”

HATZOLAH COMMUNITY SAVES THOUSANDS OF LIVES

The community has contributed 2 881 units of blood across 17 blood drives and counting.

Dr Tanya Glatt Schmulian and Debbie Forster

The South African National Blood Service (SANBS) is the sole supplier of blood to patients in eight of the nine provinces in South Africa for both the public and private sectors. SANBS is a not-for-profit organisation, providing a vein-to-vein service: from collecting blood from blood donors to issuing the blood products to hospitalised patients and everything in between (the transport, testing, storing and processing). SANBS relies exclusively on non-remunerated blood donors to ensure patients in South Africa have access to life-saving blood: without our donors, we cannot supply blood to our patients.

Each unit of blood you donate can save three lives – the red cells are used for patients with bleeding disorders, bleeding due to birth complications and cancer; the plasma is used for patients with liver disease, severe burns and massive trauma; and platelets are used for patients with blood diseases and those receiving chemotherapy. You can donate blood every 56 days, saving up to 18 lives each year.

When COVID-19 hit South Africa, it had a detrimental impact on blood supply and access to our blood donors, putting immense pressure on blood inventory. Initially, the reduction in available blood donors – due to closure of our regular collection points including shopping centres, schools, universities and offices – offset the reduction in blood demand. Factors such as quarantine measures and alcohol bans resulted in cancellation of routine surgeries and a sharp decline in trauma-related blood requirements.

However, by late 2020, the demand-supply ratio began to swing negatively as hospital services resumed operating at pre-COVID levels, greatly increasing blood demands, but supply was still extremely restricted with school and university closures and work-from-home policies continuing. SANBS was in desperate need of blood.

It was then that Dr Tanya Glatt Schmulian contacted Uriel Rosen, operations manager at Hatzolah. Rosen and Warren Katz recognised this call to action and partnered with SANBS to implement routine blood drives at Hatzolah head office for the Johannesburg community. Since its inception in November 2020, the Hatzolah community has contributed 2 881 units of blood across 17 drives and counting. This equates to more than 8 643 lives saved through their ongoing selfless contributions. Although COVID-19 is no longer an active threat, the

legacy of the Hatzolah blood drives continues, with each new blood drive growing through a combination of committed regular donors and new donors, ensuring a continued supply of life-saving blood.

SANBS is grateful to the Hatzolah team for their invaluable efforts in organising blood drives and ensuring we reach as many community members as possible. This continuous commitment significantly contributes to our much-needed blood supplies. The power of a small but passionate community has made such a huge difference to the lives of so many. This partnership echoes the SANBS vision of being a cornerstone of healthcare services in South Africa, through the gift of life.

If you would like to find out more about becoming a blood donor, please visit Hatzolah.co.za.

Debbie Forster, head of donor relations at SANBS, embodies her mission of recruiting donors to meet the country's blood demand.

Dr Tanya Glatt Schmulian, a member of the Hatzolah community and a specialist haematologist at SANBS, passionately supports SANBS's purpose of being #TrustedToSaveLives.



Hatzolah
Blood Drive



WHO MAKES THE PULSE

Akiva Suttner
Hatzolah Assist, CPR Instructor



Albert Ndlovu
Logistics Assistant,
Shabbos Driver, Decontamination



Alon Fittinghoff
Volunteer Responder



Alon Joseph
CPR Instructor,
Volunteer Responder



Andi Bengis
CRU



Andy Feinblum
Hatzolah Assist



Andy Kaplan
Fundraising



Ari Kievman
CRU



Ariel Bender
Volunteer Responder



Ariel Yuter
Volunteer Responder



Arielle Susman
CRU



Asher Goldberg
CPR Instructor,
Volunteer Responder



Avi Joseph
CPR Instructor,
Volunteer Responder



Avi Smith
Volunteer Responder



Avigdor Hack
ALS Responder



Avrami Nossel
Volunteer Responder



Avril Joseph
Hatzolah Assist,
Fundraising Manager



Ben Smolowitz
Volunteer Responder



Bernard Segal
Full-time/Volunteer Responder,
Infection Control Manager,
Special Projects Manager



Dr Brian Jude
President



Calev Freeman
Hatzolah Assist



Carin Abramson
Volunteer Gemach



Caron Levy
CRU, Volunteer Dispatcher



Chaim Schneider
Volunteer Responder



Chavah Aberman
Hatzolah Assist



Claudia Ziman
Financial Manager



Clive Breger
HR Director



Craig Stollard
CPR Instructor,
Volunteer Responder



Dani Abramson
Volunteer Dispatcher



Dani Taback
Volunteer Responder



Daniel Forman
Volunteer Responder



Daniel Kruger
CPR Instructor,
Full-time/Volunteer Responder



Daniel Rakgedi
Shabbos Driver, Decontamination



Daniel Singer
Volunteer Responder



Darren Kahn
Executive General Manager



David Joffe
Volunteer Responder



David Ronthal
Volunteer Dispatcher



David Shapiro
Legal Director



Deena Gischen
Volunteer Dispatcher



Doron Defries
Volunteer Responder



Doron Susman
CPR Instructor, Full-time/Volunteer Responder, Operations Assistant



Doryn Myers
Volunteer Responder



Dovber Unterslak
Volunteer Dispatcher, Operations Director



Dovi Joel
Volunteer Responder



Eitan Ash
CRU



Eli Lewenstein
CPR Instructor, Volunteer Responder



Elimelech Gartner
CRU



Future Mncube
Shabbos Driver, Decontamination



Gabi Bender
Volunteer Responder



Gabi Chipkin
Volunteer Dispatcher



Gavin Tuch
Full-time/Volunteer Responder



Gila Levin
Full-time/Volunteer Dispatcher



Gilly Levy
Financial Director



Hilly Reuben
CPR Instructor, Full-time/Volunteer Responder, Hugo's Heroes Manager



Heidi Bome
CRU



Irvin Munzara
Shabbos Driver, Decontamination



Jade Singer
Neshama



Jason Bome
Volunteer Responder



Jared Landsman
Volunteer Responder



Jayde Ronthal
Hatzolah Assist



Jayden Wright
Volunteer Responder



Dr Josh Smith
Volunteer Responder



Josh Green
Volunteer Responder



Josh Victor
Volunteer Responder



Judd Baum
Volunteer Responder



Judd Greenhill
Hatzolah Assist, CPR Instructor



Judy Teperson
Admin



Julie Shill
CRU



Justin Friedman
Volunteer Responder



Kara Gordon
Full-time/Volunteer Dispatcher,
Marketing Assistant



Kiara Liebmann
Hatzolah Assist



Kira Jacobs
Volunteer Dispatcher



Kira Levy
Volunteer Dispatcher



Lance Abramson
Volunteer Responder, Chairman



Lauren Rubin
CPR Instructor,
Training Centre Admin



Lauren Smith
Volunteer Dispatcher



Lee-Anne Lewis
CRU



Leigh Goldin
Fundraising



Liav Cohen
Volunteer Responder



Lindsay Rosen
Neshama



Dr Lior Chernick
Volunteer Responder



Mabel Malegu
Admin



Marcelle Phillips
Fundraising



Mark Kruger
Volunteer Cycle Tour Manager



Meir Rosendorff
Volunteer Responder



Dr Menacham Hockman
Volunteer Responder



Mendy Orelowitz
Volunteer Responder



Micha Kaplan
CRU



Michael Wingrin
Volunteer Responder



Mike Lewis
Volunteer Responder



Moshe Amoils
Volunteer Responder



Moshe Smith
CRU



Moshe Unterslak
Volunteer Responder



Mpho Seleke
Shabbos Driver, Decontamination



Netanel Azizollahoff
Volunteer Responder



Netanel Levenstein
Hatzolah Assist



Natanya Palay
Volunteer Dispatcher



Nirelle Chernick
CRU



Petrus Manyane
Shabbos Driver, Decontamination



Philip Jacobson
Volunteer Fundraiser



Philipa Levitan
Full-time/Volunteer Dispatcher



Pinchas Shiel
CRU



Proud Hove
Shabbos Driver, Decontamination



Rabbi Auerbach
Hatzolah Rabbi



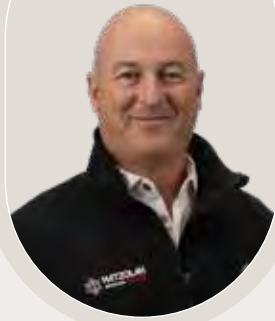
Racheli Suttner
Wellness Programmes Manager



Rael Jankelowitz
Volunteer Responder



Rael Super
Fundraising



Rafi Jude
Volunteer Responder



Raphi Druion
Volunteer Responder



Dr Reuven Jacks
Volunteer Responder,
Medical Director



Robyn Kahlberg
CRU, Volunteer Dispatcher



Robyn Shapiro
Volunteer Dispatcher



Robyn Smookler
CRU



Romy Greenberg
Volunteer Dispatcher



Ronit Janet
CPR Instructor,
Volunteer Dispatcher



Ronit Kalmek
Volunteer Dispatcher



Ryan Krawchuk
Volunteer Responder,
Logistics & Technical Manager



Samuel Golo
Shabbos Driver, Decontamination



Sarit Witz
Hatzolah Assist



Saul Jassinowsky
Volunteer Responder



Saul Joseph
Hatzolah Assist



Serene Kaplan
CRU



Shai Weil
Hatzolah Assist



Sharon Newfield
Events Manager



Shelley Cohen
Bookkeeper



Shereen Sacks
CRU



Dr Sheri Hanson
CRU, Mental Health Co-ordinator



Shevi Jassinowsky
Volunteer Dispatcher



Simon Sibanda
Shabbos Driver, Decontamination



Simone Weil
Hatzolah Assist



Sisqo Buthelezi
Shabbos Driver, Decontamination



Solly Nameko
Decontamination



Stacey Uria
Hatzolah Assist



Steven Greenstein
Volunteer Fundraiser



Taida Shuro
Shabbos Driver, Decontamination



Tali Atie
CPR Instructor



Tali Chemel
Volunteer Dispatcher



Tali Nathan
Training Centre Instructor



Talia Ogus
Volunteer Dispatcher



Tamara Lee
Hatzolah Assist



Tanya Joselowsky
CRU, Volunteer Dispatcher



Tehilla Goodman
Hatzolah Assist, CPR Instructor



Tracey Ribeiro
Volunteer Dispatcher



Uriel Rosen
CPR Instructor, Full-time/Volunteer
Responder, Operations Manager



Vanessa Zwelibanzi
Admin



Warren Bome
Volunteer Responder



Yaakov Sussman
Volunteer Responder



Yakov Drutman
Hatzolah Assist



Yehuda Sevitz
Volunteer Responder



Yonah Emanuel
Volunteer Responder,
MCI Team Manager



Yoni Lew
Hatzolah Assist



Yoni Mindel
Volunteer Responder



Yoni Moffson
Volunteer Responder

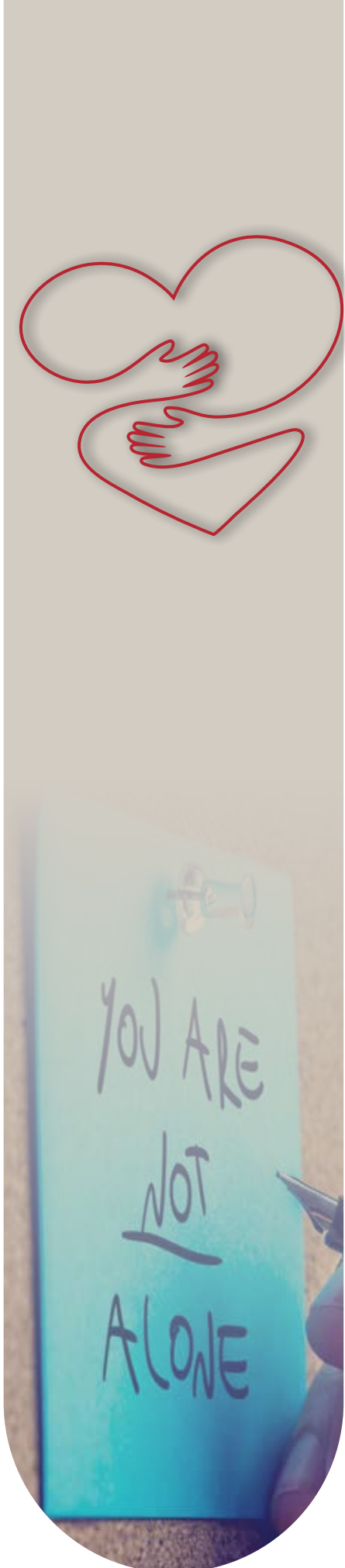


Yossie Levin
Full-time/Volunteer Responder



Yudi Singer
CPR Instructor, Full-time/Volunteer
Responder, Medical Manager,
Training Centre Manager

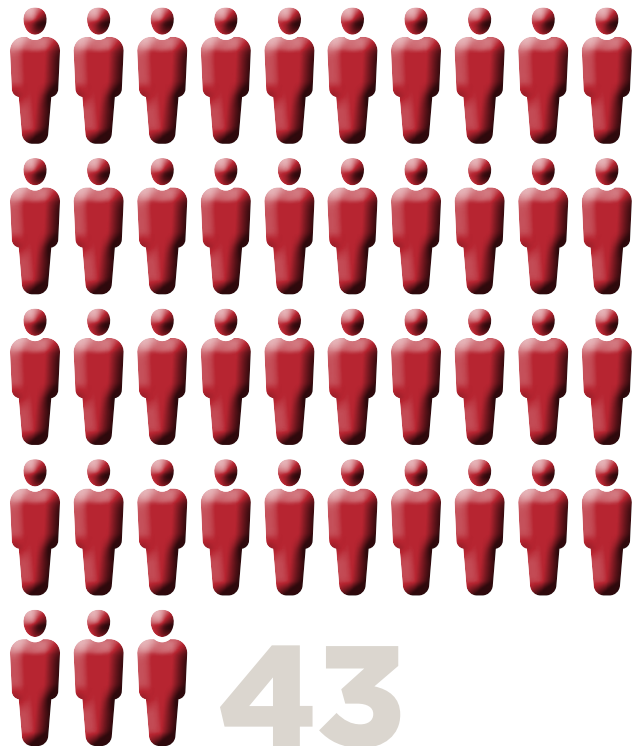




Thank you to our dedicated volunteers who remain anonymous and work tirelessly 24/7 365 days a year to assist in promoting the good mental health of our community.



HATZOLAH CONNECT
COUNSELLORS





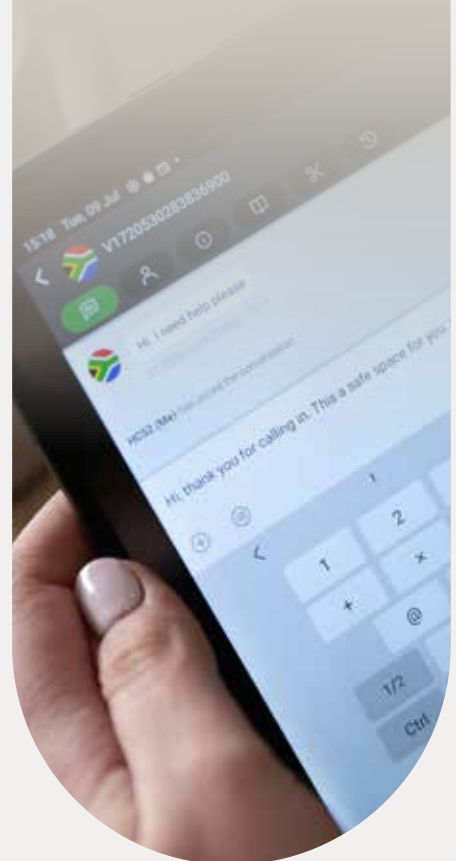
EMOTIONAL SUPPORT LINE
COUNSELLORS



HATZOLAH CARES FOR MOMS
CALLERS



CONNECT AND SUPPORT LINE
SUPERVISORS





“In these challenging times, our care and concern for the community has focused on the many psychological concerns our community is experiencing.”



REFLECTIONS OF THE PAST YEAR

Always learning, always growing.

Darren Kahn

Since joining Hatzolah five years ago, I have been privileged to be part of the continued growth and development of this amazing organisation.

Emergency medical services remains our core function, responding to calls day in and day out throughout the entire year; but we now service many other important projects and initiatives falling under our Caring for Life and Training for Life banners. Our team has grown from 120 to over 220 volunteers and full-timers in the time I have been here.

Our Assist team, which was launched only 18 months ago, has been really busy, servicing non-emergency calls in conjunction with Hatzolah Lift, which assists those in need of non-ambulance transports.

Our training centre is occupied regularly during the day and is at capacity on most weekday nights with various forms of training. Please send your family, colleagues and friends to attend one of these lifesaving courses.

If you are in need of any medical equipment, please give us a call – we have a fully stocked gemach to assist you, so you don't have to purchase your own equipment.

In these challenging times, our care and concern for the community has focused on the many psychological concerns our community is experiencing. Our teen chat line, Hatzolah Connect, has been extremely active over the past 18 months, being serviced by our 35 trained and skilled counsellors. Our postpartum programme too has seen a significant rise in participants. Recognising the many mental wellness and suicide challenges in our community, we launched two new projects – our RU OK? campaign in conjunction with opening a 24/7 emotional support line – to assist people in need of help. Our fall prevention screening and awareness programme has already assisted many of our elderly, ensuring their home environments are safe to live in.

How you can help support us

We have various events that you can participate in to ensure we can continue servicing our special community.

On 19 November 2023, we had our 10th Poker Evening, hosted at Investec. Our immense gratitude goes out to our title sponsor, Investec. The Hatzolah Poker Evening has become a calendar highlight for our participants. Once again, this evening was a huge success. The energy and excitement was felt by all. It was so heartening to see how over 350 participants arrived in good spirits – with the intention purely to assist Hatzolah in ensuring we continue saving countless lives. We thank our table and prize sponsors and, of course, to everyone who purchased tables and gave so generously.



In February, our cyclists hopped onto their bikes for our tenth annual cycle tour, sponsored by 36ONE. We saw people from all walks of life – from different countries, people of different ages – brought together by the love they have for cycling and the desire to support our organisation. It's just amazing to see how a group of gentlemen came together, not knowing each other, and left united as good friends after experiencing five difficult days on the bike. The sense of comradeship is really something to witness. If you'd like to participate in next year's tour, email sharon@hatzolah.co.za.



Thanks to Sasfin, the main sponsor of our *mishloach manot* drive, we packed over 1 800 ambulance boxes with unique goodies enjoyed by all over Purim.



Our 2024 Golf Day was held in September. Thank you to our headline sponsor, Discovery, to all the other hole sponsors and, of course, a special thank you to all the players, admin and support teams for making the day such fun and an incredible success.



None of these community events would have happened without our very own event manager, Sharon Newfield, whose meticulous planning and eye for detail ensure that each gathering runs smoothly and seamlessly. With a flair for organisation and a passion for creating memorable experiences, Sharon turns each Hatzolah gathering into cherished memories.

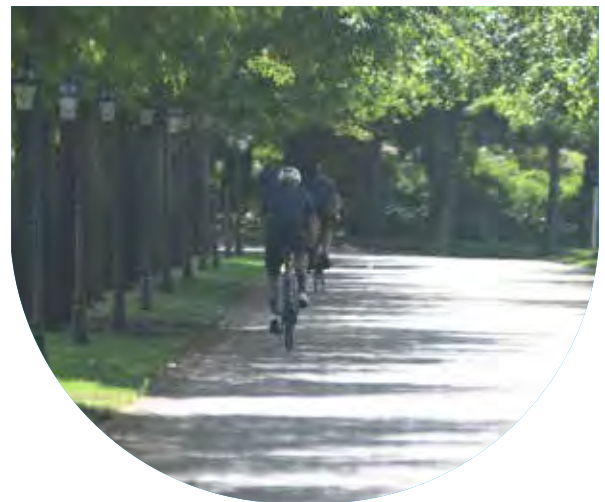
All these events contribute to our running costs, but the majority of our operating expenses are raised by you, our amazing community.

We thank you all for the continuous generosity and support and wish you all a year filled with happiness, health and success.

POKER EVENING



CYCLE TOUR




MISHLOACH MANOT



GOLF DAY





Be the reason a story continues

Your choice to donate can change the course of someone's life, transforming what seems like a definitive end into a comma – a pause, a moment of hope, and a future filled with possibilities.

Life2Life is dedicated to facilitating blood, organ and bone marrow donation within the South African Jewish community.

Life2Life connects potential donors with top medical providers to ensure a safe and meaningful experience. Give blood. Give marrow. Give life. Be the reason a story continues. Register as an organ donor with Life2Life today.

www.life2life.org.za



SAFEGUARDING **PATIENT CONFIDENTIALITY**



Hatzolah has a zero-tolerance policy when it comes to breaches of patient confidentiality.

David Shapiro, Legal Director

Hatzolah has always been committed to safeguarding patient confidentiality, even before data protection law became a part of South African and international legislation.

Beyond our legal duties, we respect and aggressively guard the rights of patients and their families to receive care with dignity, privacy and respect. We understand that reaching out to Hatzolah can often be a challenging or even traumatic experience, and the last thing any patient or their loved ones should have to worry about is whether the details of their medical emergency might become known to others or compromised in any other way.

At Hatzolah, we prioritise the dignity of our patients, fiercely protecting their rights to privacy and confidentiality. This responsibility starts with our dispatchers and transfers seamlessly to the responders on scene, the Crisis Response Unit or Hatzolah Assist team (if appropriate) as well as the administrative staff managing sensitive personal information – all done while maintaining the highest standards of medical care.

Our dedicated team of trained dispatchers, responders and support staff maintain a strict zero-tolerance policy when it comes to breaches of patient confidentiality.

When we receive requests for medical information – typically made for reasons such as claims to the Road Accident Fund or other necessary purposes – we ensure that these requests are carefully reviewed by our legal

“We prioritise the dignity of our patients, fiercely protecting their rights to privacy and confidentiality.”



team. No patient information is released unless we are completely satisfied that the request is legitimate, properly authorised by the patient when required, and compliant with the law.

This meticulous approach not only upholds our commitment to the highest legal standards, but also reinforces our medical practice. We want our patients and their families to feel confident that they can call us at any time for any medical emergency, assured that their personal information will always be protected.

It's important to remember that our community is small, and many of us know each other well. This makes our commitment to maintaining patient confidentiality even more critical.

Hatzolah has developed various protocols for handling sensitive medical situations. While maintaining our standards of medical excellence is essential, we also strive to make our patients and their families feel comfortable, safeguarding their privacy and personal situations. Our team is devoted to ensuring this standard is met.

There are indeed situations where information requests may sit in the grey area. Sometimes, legal barriers prevent us from sharing information, which can understandably frustrate families. Each case is thoughtfully evaluated, and we're proud that, almost always, we find ways to offer assistance without compromising the patient or the family.

Our fundamental objective is to ensure that anyone in need of emergency medical assistance or any of our services should never hesitate to reach out to Hatzolah because of fears regarding confidentiality.

These are further examples of how Hatzolah cares, how we integrate our founding principles and constitutional entrenchments into the emergency medical services and other care that we provide, together with the community who continues to support our every endeavour and without whom we could not provide these essential services.



DEAR HATZOLAH...

Community members share their gratitude with the team.

As always, I message you to say how inspiring your journey is for so many other people and, as always, I thank you for being there when my heart attack happened and for being a member of the Hatzolah team involved in saving my life.

I tell you the same thing every year because I am truly grateful to you - and probably next year I will message the same because of the respect I have for you and the gratitude that you deserve.

I'm not sure how to get hold of the 'Hatzolah Assist' guys, but please can you convey this message. In December, my husband fell 18 times at all hours of the day and night. These guys were incredible, selfless and so kind in picking him up each time. My husband was fighting two fatal diseases with no cure - MSA and cancer - which spread to the brain in December. Unfortunately, he passed away three weeks ago after a brave and courageous battle. I would like to thank each one of them for coming out to help us when we needed it. Hatzolah is an incredible organisation with absolute angels working there. May you continue to do the amazing work that you do and know just how much we, the community, appreciate it.

With heartfelt gratitude and sincerity.

In my case, special reference to the medical team that was sent out to fetch me from Orange Grove yesterday at about 7am. I was, unfortunately, not aware of my health situation at that time and confused.

One of the nearby team members was closest to me while I lay in bed, and then they tried to establish my cognitive ability... but I was very surprised and confused. They had, according to my wife (who called Hatzolah), done an ECG, etc...

I awoke to find four medical personnel surrounding my bed, and I was totally confused...

Then off to Edenvale Hospital, another overburdened public hospital. Evidently, as happened, I'd suffered another possible seizure... A BIG thank you to your overstressed and overworked medical team... life-savers!



Baruch Hashem for Hatzolah and the amazing people who work with them and save lives. On a Thursday evening in February, we were having an engagement party for my daughter at our house in Glenhazel.

About an hour into the party, we noticed that my 80-year-old dad was acting strangely and seemed very confused. Yudi Singer happened to be a guest at the party, thank G-d, and attended to my dad right away and made the call to Hatzolah to come take my dad to hospital right away. The team that took my dad to hospital included Daniel Forman and Josh Green. My mom and brother followed to the hospital, as I had to stay at the party with the guests.

After being attended to in the ER, it was concluded that my dad had had a stroke. The following day, while speaking to the neurosurgeon, she told me that if it weren't for Yudi reacting so quickly and for Hatzolah getting my dad to hospital so quickly, it would have been much worse. My dad was admitted to ICU and had an operation on his carotid artery in the neck. He has, thank G-d, recovered very well. Yudi was amazing and instrumental in saving my dad's life and we will be forever grateful to him.

My mom said the Hatzolah team kept her and my brother informed the whole time about what was happening in the ER and my dad told me afterwards that they were amazing to him in the ambulance as well. There are no words to describe our appreciation and gratitude for Hatzolah and the amazing people who work with them: Gabi Chipkin, Josh Green, Yudi Singer and Daniel Forman.

I'd like to take the opportunity to express my thanks to you all for the kindness and love shown after the sudden passing of my sister at the beginning of this year.

In particular, I'd like to publicly acknowledge and express deep gratitude to Uriel Rosen, Daniel Forman and Akiva Suttner.

Uriel and Daniel played important roles, and stood by me throughout the day, to ensure that my sister was brought back to Johannesburg as soon as possible. Together with Akiva, they then escorted her from the airport to the cemetery to ensure a timely burial. Our entire family is deeply grateful. PG may we only know simchas.

A huge thank you to your wonderful team who came to help my husband on Tuesday evening. Your team were here in less than 5 minutes (absolutely amazing). They were kind, efficient and helpful. You are a group of dedicated angels and we are beyond blessed to have you in our community.

May Hashem shine his blessings on you always.





I have just been in ICU for three months on a ventilator and then went to a step-down facility for 2 weeks. I have been home for 2.5 weeks and, on Saturday, I had a high temperature, my oxygen levels were low and I was coughing. As you can imagine the panic with my recent health history, my kids called Hatzolah.

These 2 literal angels arrived to assist me. These angels were Chaim Schneider and Jayden Wright. All I can say is 'wow'. They treated me with such compassion and care and were so patient with me. They were just brilliant.

Thank you from the bottom of my heart for assisting me when I needed you the most. I will forever be grateful to these angels and Hatzolah!



Thank you for your incredible professionalism and service to our community always. Your very presence is comforting in our areas. This week, I was involved in an accident in a shopping centre parking lot, and wasn't sure how to manoeuvre the situation. My first call to Hatzolah gave me helpful advice. When the situation escalated, I called again (not wanting to waste Hatzolah resources) and 4 angels arrived to assess, help and advise, and made the world of difference to a stressful situation.

Thank you to Kara Gordon, Doron Susman, Yudi Singer, Dan Kruger and Tali Nathan. Your presence and advice was hugely calming and helpful, and Doron stayed on a bit to advise me and gave me extra support and guidance.



My absolute thanks and gratitude are impossible to articulate in words. I can only say that X and I are truly appreciative of the life-saving assistance, moral support and care from Hatzolah, in particular Hilly and Yudi, after X was in an accident a few weeks ago. THANK YOU! We as a community are truly blessed to have an organisation like Hatzolah within our midst. Special thank you to all who held our hands through this trauma. X is doing well and is on the long road, hopefully to a full recovery.



On behalf of my wife, I wish to take this opportunity to thank Hatzolah, the call centre operator and the responders who were all involved in assisting her with a medical emergency in April 2024.

In addition, to convey my appreciation and that of the family to all concerned for helping her in her time of need.

My wife is now well on her way to recovery. The turnaround did take some time, hence the late accolade, but thank G-d, "all is well that ends well".

The professional care, manner and treatment rendered by the Hatzolah team was most welcome and respected. The response time too must be commended. Hatzolah definitely renders an amazing service. Keep up the good work.



I would like to make mention of the phenomenal dispatcher who I had the pleasure of dealing with a few nights ago. She was calm and informative and assisted us in performing CPR on my nanny. While my nanny did not unfortunately make it and sadly passed away the next day, the dispatcher's assistance and guidance enabled us to do our best to give her one more day. Ultimately, it was the brilliant service of the medics who arrived on the property who assisted in getting her pulse back; however, if it wasn't for the telephonic dispatcher and her guidance, I don't even think my nanny would have made it through to see your team.

There are no words to describe an organisation like Hatzolah and there are certainly not enough 'thank yous' we could give to cement our appreciation.

As you guys have heard many, many times, you are superheroes. It was humbling to be the people reaching out for help in a very dark hour and knowing with full certainty that help was coming, no matter what. Both professional and caring beyond words. Please forward our gratitude on to your team.

On behalf of the entire XX team, I just want to express our sincere thanks to the response team for the amazing service provided by Hatzolah this morning on the call-out we initiated.

It is not the first time we have requested the assistance of Hatzolah, and as always, they were fast, professional and dedicated, and I am not sure what we would have done without their assistance.

The guys had correctly assessed the situation within a minute of arriving, and dealt with it professionally and efficiently.

Please extend our thanks to everyone who responded, and invite them to pop in for a coffee anytime they are available. I will chat to management to see how we can assist Hatzolah in the future. Thanks again for the vital services that you provide and the way in which you provide them.

I just have to let you know how amazing, helpful and wonderful the two teams were who came to my assistance at 1am on Tuesday morning. My sister is here from Israel, she fell out of bed and we could not get her up. The teams were kind, caring and gentle with her. She had to be admitted to the Linksfield Hospital. Hatzolah helped us all the way through the process. Thank you. *Kol Hakavod. Yeshakyach.*



MOVIE NIGHT ▶



“Stop the Bleed programmes can save patients from life-threatening exsanguinating bleeding, which is normally fatal before an ambulance can get to the scene.”



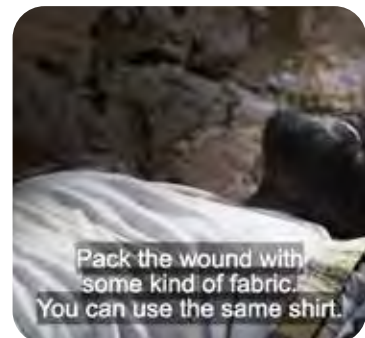
BERNARD'S REVIEW

Sometimes (but only sometimes) the popular medical TV shows get it right.

Bernard Segal, full-time responder

In Grey's Anatomy, Season 20, Episode 8, titled: "Blood, Sweat and Tears", the Stop the Bleed (STB) programme is highlighted through a dramatic and impactful storyline. This episode showcases the STB programme's life-saving potential and underscores its importance in emergency situations.

In the episode, Dr Owen Hunt faces a critical situation where he needs to stop a life-threatening bleed. The scene is intense. Owen and Dr Teddy Altman are enjoying a casual hike when they come across a father and daughter in trouble. The daughter, Rosie, has fallen into a crater and then the father falls in as well. This reminds us that the first step when approaching a scene is safety. We need to ensure that those around the scene are safe, to avoid a second emergency.



Owen's experience and quick thinking are put to the test; he hears that the father has a severe bleed - it's "gushing" - so time is of the essence. Owen, with his usual calm but authoritative demeanour, instructs the bystander (Rosie) to apply pressure to the wound. This pressure can stop the bleeding in many situations. He guides Rosie, step by step, ensuring she knows exactly how to press down firmly but carefully to slow the blood flow. Rosie holds pressure, "packing the wound with her own shirt". Here, it is important to remember that using sanitary equipment is essential to ensure infection control. However, that is not always available in a crisis.



This moment highlights Owen's ability not only to perform under pressure, but also to empower those around him to take action in life-or-death situations. The bystander's involvement underscores the importance of teamwork and trust, even in unexpected and dire circumstances.



The same way that bystander CPR can save lives and start the treatment process before an ambulance arrives, this scene demonstrates how STB programmes can save patients from life-threatening bleeding, which can be fatal before an ambulance can get to the scene.

As Owen works, he communicates clearly and reassures the bystander, keeping her focused on the task at hand. The young daughter, though initially nervous, follows Owen's instructions precisely, her hands steady under Owen's guidance. Owen advises Rosie to use her belt bag to create a tourniquet. He tells her to wrap it around the leg above the wound and tie it as tightly as she can. Owen then asks her to find a stick, and to tie it into the knot and twist it in order to tighten the strap. This slows the bleeding, and then sirens can be heard in the background.

In 2017, I looked at the rise in mass school shootings in the USA and decided it was essential to have an STB Kit in every place Jews congregate. I undertook the process to create, source and install the kits in schools, shuls, halls and large meeting areas around Johannesburg.



Next to every blue AED Box, one can find a red STB Kit - Hatzolah has placed more than 80 STB Kits in the community. In the STB Kit are essential tools, including tourniquets, which bystanders can use to stop the bleed.



This scene from Grey's Anatomy vividly illustrates the positive impact of the STB programme in:

- 1. Empowerment of bystanders:** The programme equips ordinary people with the knowledge and skills to act swiftly in emergencies.
- 2. Increased survival rates:** By controlling severe bleeding, the programme significantly increases the chances of survival for trauma victims.
- 3. Community resilience:** Training more individuals in bleeding control fosters a sense of community preparedness and resilience. It ensures that more people are capable of responding to emergencies, potentially reducing the burden on emergency services.
- 4. Educational outreach:** The inclusion of the STB programme in a popular TV show like Grey's Anatomy raises awareness and encourages viewers to seek out training.



Watch out for Hatzolah's own in-house Stop the Bleed courses to be launched shortly through our Training Centre.



“It takes a village to raise a child, but not everyone has a village to lighten the load.”



WE SEE YOU, **HATZOLAH** *Cares* ABOUT MOMS **MOMMY!**

Hatzolah Cares for Moms provides support to new mothers during their journey to motherhood and beyond.

Welcoming a new baby into the world is an extraordinary experience, filled with joy, love and its fair share of challenges. As any parent can attest, the early days with a newborn can be overwhelming, especially for mothers adjusting to their new roles.

And so Hatzolah Cares for Moms was born – a thoughtful project aimed at offering extra support to new mothers during this transformative time.

In the first few weeks of caring for a newborn, moms may experience a whole jumble of feelings. They may feel elated, sad, happy and anxious. In fact, the first year can be a real roller-coaster of emotions. Moms are so busy attending to their babies that they often neglect themselves, and having a baby is an enormous transition – physically and emotionally.

It is often said that it takes a village to raise a child, but not everyone has a village to lighten the load. So Hatzolah Cares for Moms offers a support group – for moms, by moms – volunteers who have been in their shoes and can assist in normalising the new mom experience.

With intensive training in counselling specifically focusing on recognising early signs of postnatal anxiety and depression, these volunteers create a safe space – through a simple phone call – for mothers to know that someone cares and they are not alone. This form of preventative support is key in early PND intervention – so the wave of postnatal depression does not roll out of control.

Each new mom also receives a gift bag – carefully curated with both practical and pampering items. Essentials like baby products are included to help with the immediate needs of caring for a newborn. But the bags also contain items specifically for mom – a travel mug, self-care products like lotions and lip balm and an information pack. Practical necessities are included, like adaptors for chargers – so useful and often forgotten when rushing to the hospital.

Those who sign up for the Hatzolah Cares for Moms programme will also benefit from a nurse visit once a week, when moms come home from the hospital, to assist them in managing with the new baby and other needs they may have.

These thoughtful touches remind new mothers that they are not alone and their well-being is just as important as their baby's.

Hatzolah Cares for Mothers takes extra care of those whose little ones need extra attention. Having a baby in the neonatal ICU brings even more uncertainty and overwhelming emotions, so moms are sent a parcel that includes a Tehillim book and a specially-made knitted octopus for babies who are premature, to provide them with some sensory benefits.

And just in case new dads think they've been forgotten, Hatzolah cares for dads too! Support for new fathers comes in the form of phone check-ins from the CRU team, as well as referrals where necessary.

Who should sign up?

Anyone who is pregnant: If you are an expecting mom, sign up and receive a Hatzolah Cares for Moms pack. A little bit of help goes a long way.

Anyone who has had a baby in the past 12 months and would like to be monitored: Continuous support during the first year can be invaluable.

Anyone who has already been monitored but is now experiencing difficulty in the first year of parenting: Even if you've received support before, it's important to seek help if challenges arise.





YOUR LIFELINE

FOR MEDICAL EMERGENCIES CALL

083

222

1818

Don't waste time, seconds save lives.

HELP IS ON THE WAY

Hatzolah Medical Rescue • Treatment Excellence • Unsurpassed Response Times

FREQUENTLY ASKED QUESTIONS

Did you know?

Knowing when and how to call emergency services can make a big difference in quickly getting the help that you need.

Here's a handy guide to help use our vital resources effectively.



1. Be accurate with information

When you do call emergency services, it's crucial to provide information clearly and accurately. Be clear about what the patient is feeling. Share as many details as you can. What you may think is irrelevant, may be critical. This can help the dispatcher understand the situation immediately and allocate resources efficiently. The more precise you are, the faster help can be directed to where it's needed most.

Remember to tell the dispatcher:

- **Street address**
- **Closest cross-street (corner)**
- **Contact number for a person on the scene**
- **Name**
- **What symptoms you are observing and how long they have been presenting**

While it feels like the dispatchers are asking many questions, this will only help ensuring that we get the right resources to you as quickly as possible.

2. Reserve emergency services for emergencies

Did you know that Hatzolah responders are trained to handle crises? Non-emergencies divert valuable resources away from those who need urgent care. If the situation does not need an ambulance, call your GP or take the patient to your closest Casualty.

If the patient has a minor injury and needs to be seen in the Casualty, transport the injured or ill person privately. Calling Hatzolah won't speed up your time in the Casualty.

At other times, situations are better managed by your general practitioner (GP). Your GP is familiar with your medical history and can provide more personalised care. At these times they can help you more effectively than a responder who meets you for the first time.









3. Unsure if it's an emergency? Call Hatzolah

If you're unsure whether your situation constitutes an emergency, it's best to call for advice. Inform the dispatcher that you're seeking guidance. Our well-trained dispatchers will help you determine if an emergency response is needed or alternatively advise you to take the patient by car to your GP or to the closest, most appropriate, Casualty.










4. Our specialty is emergency care

Did you know that emergency services are our specialty? We're here to handle critical situations and provide swift, world-class EMS care. By reserving these services for true emergencies, you help us focus on what we do best - saving lives by addressing life-threatening emergencies.

By keeping these tips in mind, you'll ensure that emergency resources are used effectively, and you'll get the right care at the right time.

CONDITION	CALL AN AMBULANCE IF...	GO TO A GP/CASUALTY IF...
BURNS 	The burn is large, deep, or on the face, or caused by electricity or chemicals.	The burn is small, not deep, and can be treated with basic first aid before being seen by a doctor.
ALLERGIC REACTION 	An allergic reaction with symptoms in addition to itching or a rash (such as difficulty breathing, dizziness, swelling of the face and throat, fast heartbeat, diarrhoea and abdominal pain).	The reaction is mild, like a small rash or mild itching.
BLEEDING 	The bleeding is heavy or won't stop with pressure.	Light bleeding which stops with pressure.
DISLOCATION 	A big joint (like the shoulder or knee) looks out of place, or the person is in a lot of pain.	A small joint (like a finger) looks out of place but isn't causing severe pain.
NOSEBLEED 	The nosebleed doesn't stop after 20 minutes with pinching nostrils.	The nosebleed stops after a few minutes and isn't a lot of blood.
BICYCLE ACCIDENT 	The person hit their head, is unconscious or can't move a part of their body.	The person has minor scrapes or bruises and is otherwise okay.
FRACTURE (BROKEN BONES) 	The limb is deformed or it sticks out and you can't move because of the pain.	It is a small bone (like a finger/wrist), the pain is manageable and you can move.
NAUSEA & VOMITING 	The person can't stop vomiting, is very weak or dehydrated, or there's blood in the vomit.	The nausea or vomiting is mild and stops on its own.



CONDITION	CALL AN AMBULANCE IF...	GO TO A GP/CASUALTY IF...
ALCOHOL OVERDOSE 	The person is unconscious and cannot be woken up, can't breathe properly, or is having seizures.	The person is awake, breathing normally, and can be watched over by someone at home.
CHEST PAIN 	Sudden onset of pain in the chest, lower face or left arm.	Usual mild muscle and joint pain from routine activity or mild illness such as cold/flu.
HEADACHE 	Severe headache that is not like your usual headaches and won't go away, or a headache that is associated with weakness of your face or limbs.	A mild headache that is not persistent (ie, intermittent).
ABDOMINAL PAIN 	The pain is sudden and severe, or if it's accompanied by chest pain, trouble breathing, or vomiting blood.	The pain is mild or ongoing but not severe, or if you have other symptoms like bloating or indigestion.
ANIMAL BITE 	The bite is deep and bleeding a lot.	The bite is small, but you're worried about infection or need a tetanus shot.
BACK PAIN 	The pain is sudden and severe, especially if you can't move, or if you lose control of your bladder/bowels.	The pain has been bothering you for a while, but isn't too severe, or it's related to a muscle strain.
INFECTION 	There are signs of a serious infection, like confusion, severe pain or if you feel extremely unwell and are getting worse quickly.	The infection is mild (eg, skin infection, cold or flu) but isn't getting better with home care.
SEVERE PAIN 	The pain is unbearable, comes on suddenly or you can't find relief, especially if you're feeling dizzy, confused or faint.	The pain is moderate and has been going on for a while, and isn't getting better with home remedies.
UNWELL 	You or someone else feels extremely unwell, is confused or symptoms are getting worse quickly.	You're feeling unwell, but the symptoms are mild and not getting worse quickly.





BEHIND THE SCENES OF HATZOLAH

Maintaining a seamless operation at Hatzolah is crucial not only for business efficiency, but also for saving lives.

Kara Gordon

At the heart of Hatzolah South Africa's life-saving operations lies a dedicated group of individuals whose tireless efforts often go unnoticed. This is the logistics team, the backbone of the organisation, ensuring everything runs smoothly behind the scenes. We shine a spotlight on three key members: Ryan Krawchuk, Albert Ndlovu and Judy Teperson. Their roles are crucial to Hatzolah's success, and without them our operations would simply not function.

The head of logistics

Ryan Krawchuk, head of logistics and technical manager, has been a vital part of Hatzolah for 10 years, starting in 2013. His responsibilities are extensive, covering the management of storage, stock, the gemach and all operational equipment. Krawchuk also volunteers as a responder, adding another layer to his already comprehensive role. He ensures the upkeep of ambulances and the management of medical supplies, making certain everything is in perfect order for emergencies.

Krawchuk's dedication to Hatzolah is evident in his work. "This is so much more than just a job - it's about helping responders save lives effectively." The organisation's unceasing drive to improve and support the community is something he values immensely. "There's a profound sense of honour that comes with being part of an organisation that continually strives to make a difference," he says.

The right-hand man

Albert Ndlovu, Krawchuk's right-hand man, has been with Hatzolah for 15 years, starting as a Shabbos driver in 2009 and becoming a full-time logistics assistant in 2013. Ndlovu handles everything from managing stock and equipment to transportation needs. His unwavering commitment is reflected in his readiness to tackle any task with enthusiasm.

Ndlovu's compassionate spirit is exemplified by a recent act of kindness. Noticing a man in the street who had fallen while walking on Shabbos, Ndlovu fetched a wheelchair from Hatzolah and personally transported the man home, ensuring his safety and comfort. This act highlights his genuine passion for his work and his deep connection to the community.



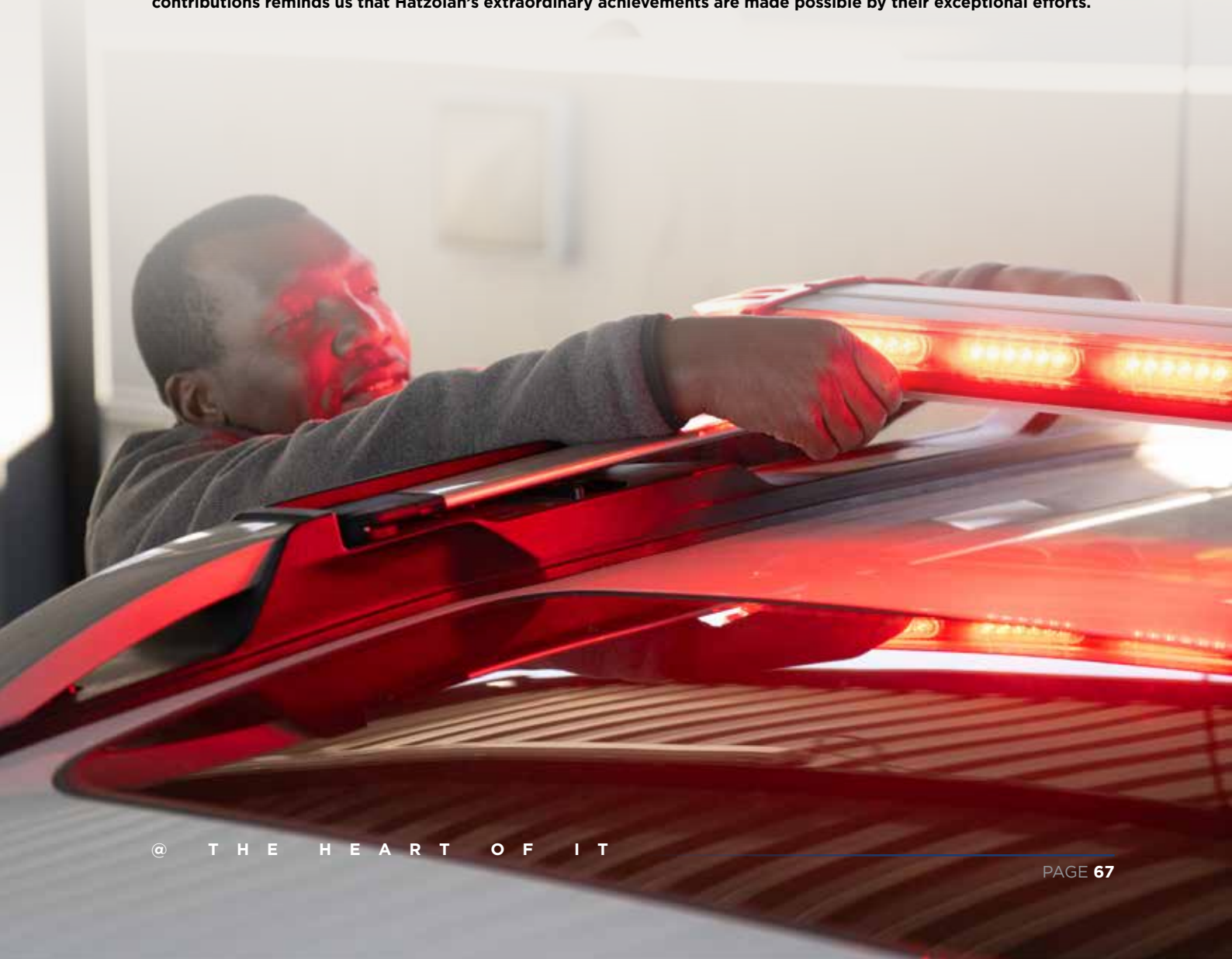
The unsung hero

Judy Teperson is the glue that holds the office and team together. She began at Hatzolah in 2010, initially assisting with a radiothon, and became a full-time member in 2011. Managing the office line and handling visitors to the office, she is a familiar and comforting presence at Hatzolah. Often the first to arrive and the last to leave, she takes exceptional care of Hatzolah members.

Over her 14 years at Hatzolah, Teperson has become a beloved figure. She enjoys her work and finds fulfilment in helping others, ensuring that dispatchers and responders are well cared for. “I enjoy helping other people and making sure we are all taken care of,” Teperson says. Her meticulous attention to detail ensures that all aspects of Hatzolah’s operations are handled seamlessly. She is not just a colleague but a friend, always ready to offer support and assistance. Her ability to notice and cater to the unique needs of team members embodies the spirit of dedication that Hatzolah stands for.



The logistics team at Hatzolah may operate behind the scenes, but their impact is felt in every aspect of the organisation’s operations. Ryan Krawchuk, Albert Ndlovu and Judy Teperson are the unseen heroes whose dedication and hard work ensure that Hatzolah can continue its life-saving mission. Their stories of commitment, passion and steadfast support are a testament to the strength and resilience of Hatzolah South Africa. Recognising their invaluable contributions reminds us that Hatzolah’s extraordinary achievements are made possible by their exceptional efforts.



STAY READY, SAVE LIVES



The importance of retraining in CPR every two years.

Yudi Singer

In a bustling world filled with unexpected moments, being prepared for emergencies is more crucial than ever. Among the essential skills everyone should possess, CPR stands out as a life-saver. Yet, it's not enough to learn it just once; retraining in CPR every two years is vital. Here's why:

Empowering communities through preparedness

While organisations like Hatzolah are committed to rapid emergency response, there's often a crucial gap between the onset of an emergency and professional help arriving. This is where the power of the community comes into play. By equipping ourselves with up-to-date CPR training, we can bridge this gap and potentially save lives.

The life-saving impact of bystander intervention

Strong evidence supports that immediate bystander CPR, haemorrhage control and other life-saving interventions significantly improve patient outcomes. When emergencies strike, the initial moments are often the most critical. Properly trained bystanders can make the difference between life and death.

Facing emergencies with confidence

Emergencies are inherently stressful and can leave us feeling helpless. However, regular emergency action drills and training build muscle memory and instil a clear action plan in our minds. This preparation transforms panic into purposeful action.

Here are some compelling reasons to prioritise CPR retraining every two years:

- **Prevention and safety improvement:** Training promotes safer environments at home, work and in public spaces.
- **Skill retention:** Practising regularly counteracts the natural decay of memory and skills over time.
- **Increased confidence:** Those trained are more likely to assist effectively in emergencies.
- **Updated knowledge:** Medical equipment, protocols, technology, techniques and algorithms constantly evolve.
- **Enhanced situational awareness:** Preparedness improves our ability to react appropriately.
- **Workplace compliance:** Many industries require regular safety training.

“When emergencies strike, the initial moments are often the most critical.”

- **Community preparedness:** Fostering a culture of safety benefits everyone.
- **Effective communication:** Training improves team dynamics during crises.
- **Moral and ethical responsibility:** Especially for those in public-facing roles, maintaining safety standards is crucial.

As Jews, we can never forget the value we place on saving a life. As we learn in Gemorah Sanhedrin 37a: *“Whoever saves a single life is considered by scripture to have saved a whole world.”*

Continuous learning for continuous safety

Ongoing training empowers us to act swiftly and effectively. It ensures we're ready to provide life-saving interventions, such as:

- Rapid recognition and activation of emergency services
- Early CPR and defibrillation
- Haemorrhage control
- Choking management

Promoting a safe environment

By committing to regular CPR retraining, we not only enhance our personal skills, but also contribute to a safer, healthier community. Preventative measures reduce the risk of fatalities from fire, bleeding, drowning, cardiac arrest and other emergencies. Together, we can create an environment where safety and preparedness are second nature.

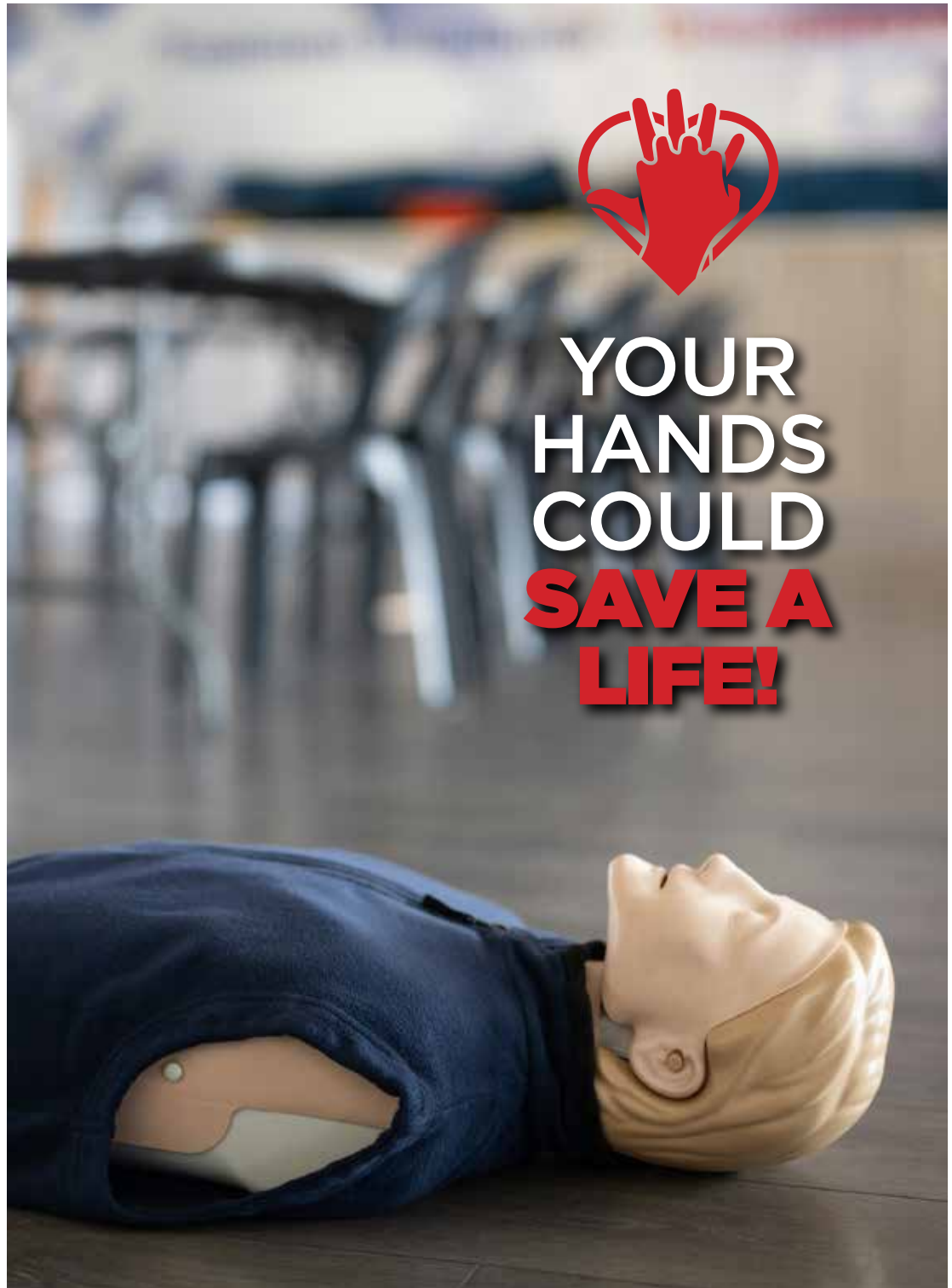
The importance of retraining in CPR every two years cannot be overstated. It's a small commitment with an immeasurable impact, ensuring that we're always ready to act when every second counts. Let's take this proactive step to safeguard our communities and be the difference-makers in times of crisis.

For further information on how you can extend your life-saving skills, contact our training centre on **0860 100 101** or email **training@hatzolah.co.za**.

Real life story

Picture it. It's the school holidays and you're sitting with your family by the pool in Umhlanga, overlooking the beach. A drink in hand, book to read, kids splashing in the pool. But that sense of serenity is broken when 11-year-old Kayla comes running out of the pool carrying the body of a 6-year-old child, frothing at the mouth, seemingly lifeless. The training that the family had just received at Hatzolah's training centre kicks in. The words of the training video echo through the mom's mind: Push hard. Allow for recoil. Breathe for 1 second. Watch for chest rise. Call an ambulance. Someone comes to help as the crowd circles around, watching helplessly. "Forty-five minutes later, the ambulance arrives, and the child survived," says the mom. "We had literally just done the training as a family a week before we came on holiday. Myself, my husband and children. Even my mother and mother-in-law were included. This empowered Kayla to notice when the child was in trouble and get help. It gave me the skills to save this little girl's life. I certainly will be repeating this course again in two years' time."





**YOUR
HANDS
COULD
SAVE A
LIFE!**

Anytime, anywhere, somebody may need your help.
You can make the difference and help save a life.

Be prepared and learn CPR



HATZOLAH
TRAINING FOR LIFE

FAMILY & FRIENDS CPR • CPR FOR EVERYONE • BLS (BASIC LIFE SUPPORT) PROVIDER
CPR FOR PROFESSIONALS • FIRST AID ESSENTIALS FOR CHILDREN
HEARTSAVER FIRST AID, CPR AND AED • ACLS - ADVANCED CARDIOVASCULAR LIFE SUPPORT
PALS - PAEDIATRIC ADVANCED LIFE SUPPORT

CALL 0860-100-101 OR EMAIL TRAINING@HATZOLAH.CO.ZA to book your course.

OUR BEATS THIS YEAR

*Treatment
excellence;
unsurpassed
response times.*



7 690

Calls received on
the emergency line



2 378

Emergencies
dispatched



186

Hatzolah Assist calls



129

Packs for moms
delivered

62

Moms on
programme



56

Fall prevention
sign-ups



937

Connect line chats



24

Crisis Response Unit
(CRU) call-outs



48

Students trained



178

CPR courses

1 375

Participants



5

Future@Hatzolah
students



904

Medical equipment
loans



740

Blood donations



5

Blood drives

HATZOLAH MEDICAL EQUIPMENT GEMACH

HATZOLAH MEDICAL GEMACH NUMBER

0860 004 666

For the short-term loan of medical equipment.

IN LOVING MEMORY OF ROBERT KROPMAN



Hatzolah maintains a gemach for the **free lending of medical equipment. Our inventory includes:**

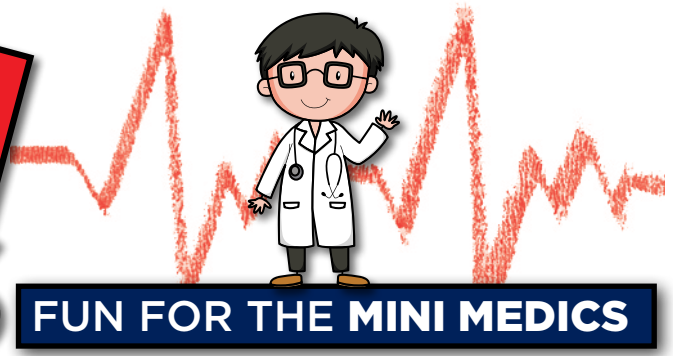
- Motorised Shabbos Scooters
- Moonboots
- Commodes
- Wheelchairs
- Walkers
- Canes
- Crutches
- Bathroom equipment, and more.

Oxygen concentrators available

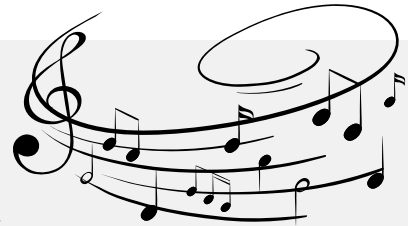
For individuals requiring prescribed oxygen who lack medical aid coverage or are awaiting claims approval.



Small PULSES



SING-A-LONG



I am a Doctor

Sung to: "My Bonnie Lies Over the Ocean"

I'm happy that I am a doctor
I can help to make people feel well
I'm happy that I am a doctor
It makes me feel just swell
I'm a doctor, a doctor
I help to make people feel well, well, well
I'm a doctor, a doctor
I can help to make people feel well!

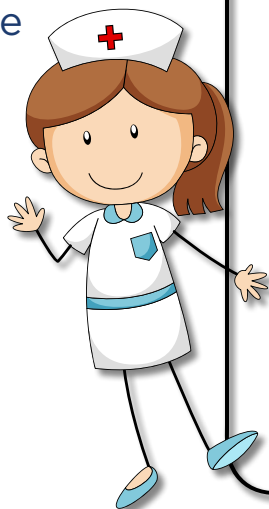
Miss Polly

Miss Polly had a dolly that was sick, sick, sick
So she called for the doctor to come quick, quick, quick
The doctor came with her bag and her hat
And she knocked on the door with a rat-a-tat-tat
She looked at the dolly and she shook her head
She said, "Miss Polly, put her straight to bed!"
She wrote on a paper for a pill, pill, pill
"I'll be back in the morning with my bill, bill, bill."



FIRST AID KIT

Draw or stick
pictures of what
you think should
be inside



COLOUR BY NUMBERS



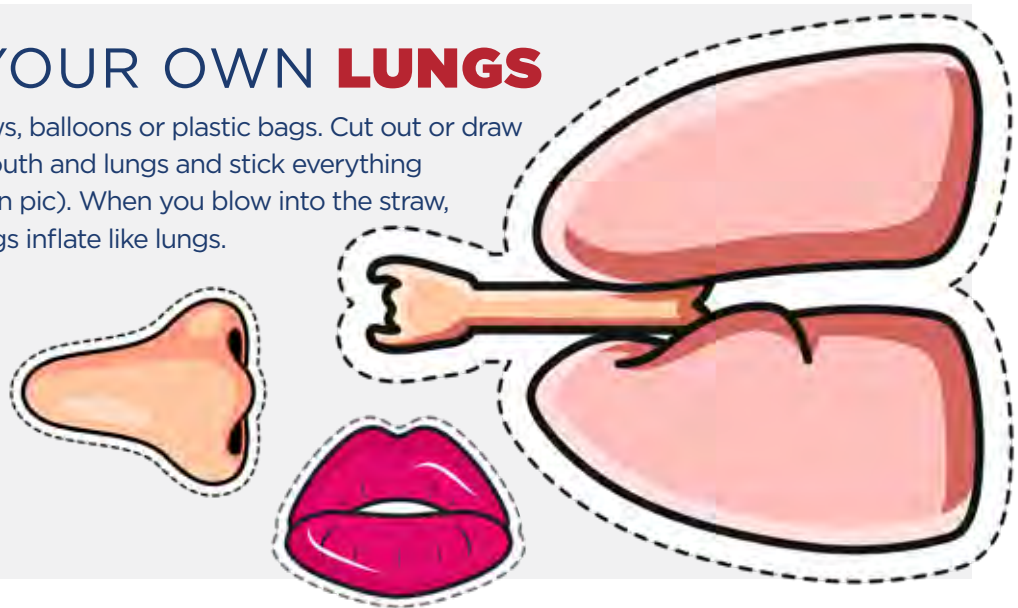
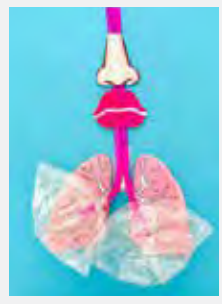
- 5 BLACK
- 8 RED
- 2 GREY
- 4 GREEN
- 9 BEIGE
- 1 BROWN
- 3 WHITE



DOCTOR

MAKE YOUR OWN LUNGS

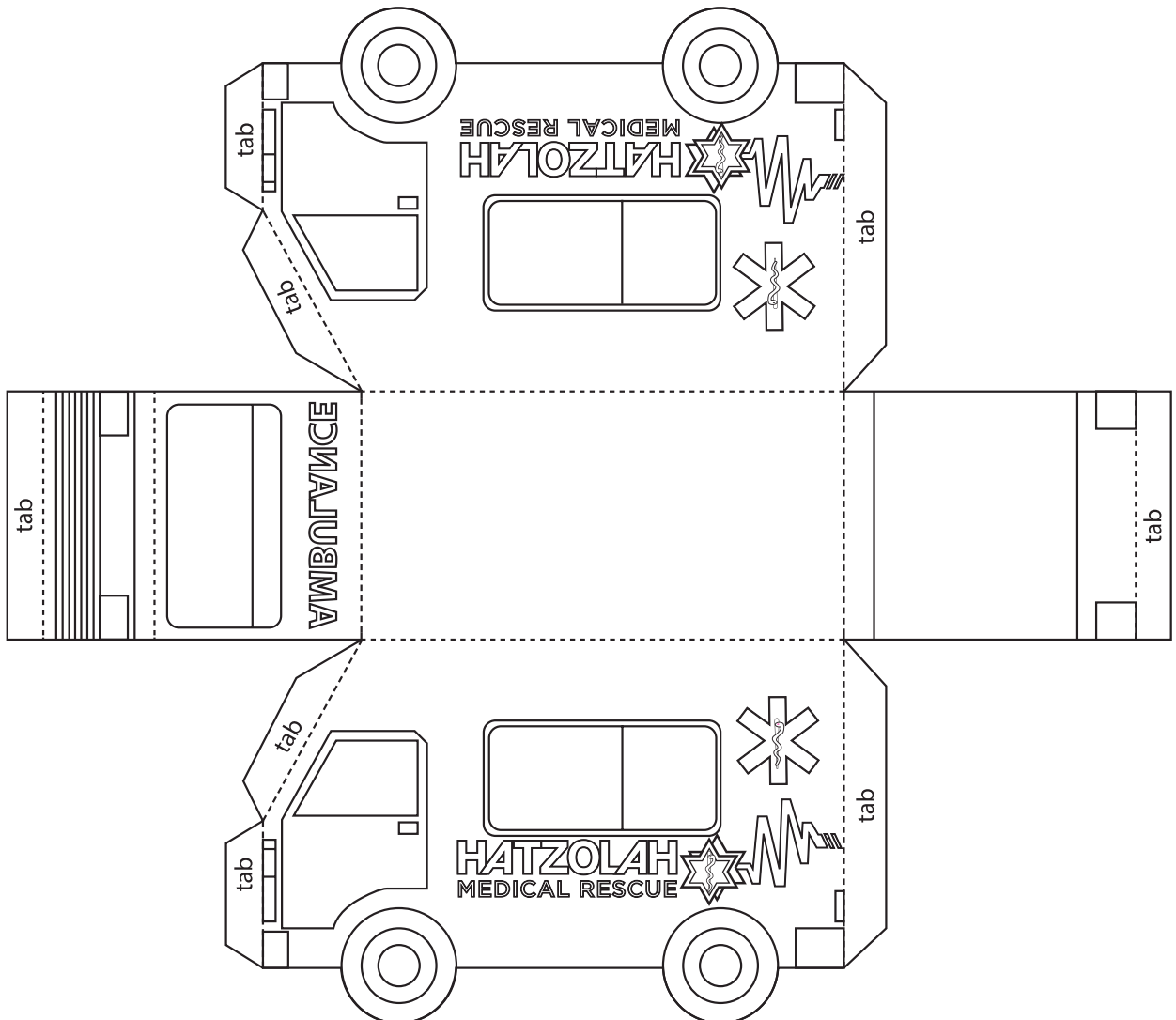
You will need straws, balloons or plastic bags. Cut out or draw your own nose, mouth and lungs and stick everything together (as seen in pic). When you blow into the straw, the balloons or bags inflate like lungs.



CIRCLE WHAT THE
PARAMEDIC USES
IN THE AMBULANCE



COLOUR IN, CUT OUT AND **BUILD YOUR AMBULANCE**





**24/7 Emotional
Support Line**

Toll-Free 0800 233 711

A conversation can change a life

Whenever you notice that someone you care about isn't themselves, if there's a change in what they are doing or saying or if they are going through something, trust your gut and ask if they are ok?

If you or someone you know is going through a hard time, we are here to listen. You are not alone.




Call us on **0800 233 711**, our confidential toll-free line, which is open 24/7, or visit our website on www.hatzolahruok.co.za for more information on how to reach out to someone you're worried about.



A Project of  **HATZOLAH**
CARING FOR LIFE

29 Durham Street, Raedene. Tel (Office): 0860 100 101 Email: info@hatzolah.co.za

Emergency Medical Response : 083 222 1818

 HatzolahSA  @hatzolahsa  www.hatzolah.co.za

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AT THE CORE OF HATZOLAH WE'RE ALL HEART



**“NEW.
FASTER. EASIER.
SECURE.”**



**DONATE IN 2 SECONDS
WITH ONE TAP
TO HELP
SAVE A LIFE**

**USE OUR NEW ELECTRONIC
TZEDAKAH BOXES AT
SELECTED KOSHER
OUTLETS**



HATZOLAH
MEDICAL RESCUE

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SEND AN E-CARD WWW.HATZOLAH.CO.ZA

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