FROM 24-29 JUNE 2017, WE ARE PROVIDING TWO SERVICES TO SAFEGUARD YOUR HEALTH AND SAFETY.

Health & Safety Center (HSC)
• VISIT THE HSC FOR HELP WITH:
  ◆ ILLNESS
  ◆ INJURY
  ◆ SECURITY INCIDENT
  ◆ EMERGENCY COMMUNICATION
  ◆ FIRE OR EVACUATION
  ◆ OTHER MEDICAL- OR SECURITY-RELATED ISSUE

Health & Safety Hotline
• PROGRAM THE FOLLOWING INTO YOUR PHONE:
  ◆ MAIN LINE: +1 424 488 6710 OR +27 72 617 6702 (INTERNATIONAL DIALING)
  ◆ LOCAL LINE: 072 617 6702 (FROM LOCAL PHONE)
  ◆ EMAIL: MEETING-ASSISTANCE@ICANN.ORG
• KEEP YOUR PHONE CHARGED AND ON AT ALL TIMES.

Other Key Phone Numbers
• SOUTH AFRICA COUNTRY CODE: +27
• LOCAL EMERGENCY: 112

Readiness
• DOWNLOAD THE INTERNATIONAL SOS AND RED CROSS FIRST AID MOBILE APPS.
• PACK A DAILY KIT:
  ◆ BOTTLED WATER AND SNACKS
  ◆ SPARE PHONE BATTERY
  ◆ FLASHLIGHT
• AT NIGHT:
  ◆ KEEP A FLASHLIGHT AND YOUR ROOM KEY ON YOUR NIGHTSTAND.
  ◆ CHARGE YOUR DEVICES.
  ◆ BE READY TO EVACUATE THE HOTEL IN CASE OF FIRE.

Other Key Phone Numbers
• SOUTH AFRICA COUNTRY CODE: +27
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24/7 ICANN Health & Safety Services
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Fire
• IF YOU HEAR A FIRE ALARM OR SMELL SMOKE:
  ◆ ASSESS THE SITUATION. FEEL THE DOOR - IF IT IS HOT, DO NOT EXIT. IF IT IS SAFE TO EXIT, TAKE ONLY YOUR ROOM KEY.
  ◆ STAY LOW (SMOKE AND TOXIC GASES RISE).
  ◆ WHEN YOU ARE MOVING, STAY CLOSE TO WALLS AND HANDRAILS.
  ◆ PROCEED TO THE NEAREST EMERGENCY EXIT (DO NOT USE ELEVATORS). IF YOU SEE SMOKE AHEAD, DO NOT PROCEED. LOOK FOR AN ALTERNATIVE EXIT.
  ◆ IF ALL PATHWAYS ARE BLOCKED, RETURN TO YOUR ROOM.
  ◆ IF POSSIBLE, TURN ON THE BATHROOM FAN AND OPEN THE WINDOW FOR VENTILATION, BUT BE ABLE TO CLOSE THE WINDOW IF NEEDED. AVOID BREAKING WINDOWS UNLESS YOU NEED TO.
  ◆ CALL THE FRONT DESK OR HEALTH & SAFETY LINE TO TELL THEM YOUR LOCATION.
  ◆ HANG BEDSHEETS OUT YOUR WINDOW TO ALERT FIREFIGHTERS.
  ◆ FILL THE BATHTUB. USE TRASH CANS TO BAIL WATER ONTO HOTEL DOORS OR HOT WALLS. WET TOWELS AND WEDGE THEM INTO CRACKS AROUND DOORS. TIE A TOWEL OVER YOUR NOSE AND MOUTH TO REDUCE SMOKE INHALATION.

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Medical Assistance

• ROUTINE FIRST AID:
  ◦ THE HEALTH & SAFETY CENTER (HSC) WILL COORDINATE ALL TREATMENT REQUIRING ACTION BEYOND ROUTINE FIRST AID.
  ◦ CONTACT HSC FOR ALL INCIDENTS.
  ◦ IF IMMEDIATE POLICE OR FIRE RESPONSE IS NEEDED, DIAL 112 ON A LOCAL PHONE.

First Aid Primer
1 CHECK THE SCENE TO ENSURE IT IS SAFE, AND CHECK THE VICTIM FOR UNCONSCIOUSNESS OR OTHER LIFE-THREATENING CONDITIONS.
2 CALL THE HEALTH & SAFETY LINE.
3 CARE IS IDEALLY GIVEN BY AN INDIVIDUAL TRAINED IN FIRST AID OR CPR. FOR ASSISTANCE, CONTACT THE HSC.

LEVEL 3
SKYWALK GALLERY

HEALTH & SAFETY CENTER

Major Incident Response

• YOUR PRIORITY SHOULD BE SAVING LIVES, THEN PREVENTING INJURIES.
• IF IT IS SAFE WHERE YOU ARE, STAY WHERE YOU ARE.
  ◦ ICANN PROCEDURES DO NOT OVERRULE VENUE OR HOTEL PROCEDURES. FOLLOW VENUE OR HOTEL EMERGENCY AND EVACUATION PROTOCOL.
• CALL THE HEALTH & SAFETY LINE.
  ◦ GIVE YOUR LOCATION, DESCRIBE YOUR SITUATION AND INDICATE WHAT SUPPLIES YOU MAY NEED (WATER, FOOD, BLANKETS).
• IF POSSIBLE, GROUP WITH OTHER STAFF/GUESTS.

Personal Security Tips

• BE AWARE OF YOUR SURROUNDINGS AND BE VIGILANT ABOUT SECURITY.
• KEEP A CLOSE EYE ON YOUR ELECTRONIC DEVICES.
• DRINK BOTTLED WATER WHEN TRAVELING TO REDUCE THE RISK OF SICKNESS.
• KEEP AWAY FROM CHAOTIC SITUATIONS LIKE PROTESTS.
• TRAVEL IN GROUPS, LIMIT MOVEMENTS AT NIGHT AND NEVER WALK ALONE AT NIGHT. THIS IS ESPECIALLY TRUE FOR SOLO FEMALE TRAVELERS, WHO CAN BE A SOURCE OF CURIOSITY IN SOME REGIONS.
• MAINTAIN A LOW PROFILE AND AVOID OUTWARD SIGNS OF WEALTH.
• OBSERVE AND RESPECT LOCAL CLOTHING CUSTOMS. DRESS MODESTLY TO AVOID DRAWING ATTENTION TO YOURSELF.
• USE ATM IN HOTELS AND BANKS ONLY, AND ONLY DURING BUSINESS HOURS.
• LOCK YOUR VALUABLES, INCLUDING CAMERAS AND LAPTOPS, IN YOUR HOTEL SAFE.
• IF APPROACHED BY A MUGGER OR ROBBER, DO NOT RESIST. COMPLY WITH ORDERS TO HAND OVER MONEY/PROPERTY.
• KEEP AN EYE ON DRINKS AND FOOD, ESPECIALLY AROUND NEW OR UNKNOWN PERSONS.
• ONLY TAKE TAXIS FROM ICANN-APPROVED HOTELS. DO NOT HAIL TAXIS ON THE STREET.