

the Radschligger

an american woman's life in düsseldorf

AIWCD



summer 2019



SAND

take a trip to israel

SUN

explore the city while its warm

SURF

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A NOTE FROM THE EDITOR

Well friends, here we are again! We have made it through the drearier months and have a bit of sunshine to spare. Summer is always my favorite time in Düsseldorf because the city becomes so lively as all its residents rush to the outdoors to soak in the long days and the warmth. Though I am usually away for most of the summer visiting family and travelling, I hope to have a week or two here to enjoy the weather!

Megan Morris
MEGAN MORRIS
co-editor

The summer months usually bring some downtime for our club as many of our members travel, but there are still plenty of wonderful events happening for those who will be in the city. There are cooking classes scheduled, show time events, and our luncheon and dinner clubs are still going strong.

I hope that you and your family have a relaxing and enjoyable summer wherever you might find yourself. Make time for your friends (AIWCD and otherwise) and family, find some time to read a good book, drink a margarita or two. May we all be able to reach the same level of relaxation as I have attained in my photo, floating around in the Dead Sea in Israel during the Easter holidays (see page 29). Here's to another beautiful summer! Cheers!

STUFF WE PUT IN EVERY ISSUE

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BE RAD!

are you interested in writing, editing, or graphic design?

If so, please come to our Radschläger Writer's Circle meetings. We would love to hear your ideas and input on our magazine. If you have a story to tell, please come and see us – we would love to meet you!

QUESTIONS? Contact us at radschlaeger@aiewcduesseldorf.org.

Don't forget – all content for the next issue must be submitted by AUGUST 5.

Any content received after this date may not be included in the magazine, at the discretion of the editing team. It takes time to organize and edit the articles, and to design the magazine. We appreciate your understanding!

ask a german

SOMEBODY DIAL 911 – OR MAYBE NOT

NICOLA HAASTERT

Ask a German has returned by popular demand, with Nicola Haastert taking over the reigns. The Rad team is happy to have this important feature back in our magazine. If you ever have any questions that you think a German could help you to answer, please send us an email and let us know.

I am confused about what to do in an emergency in Germany. What number should I call? What is the procedure? PLEASE HELP!

To be honest right in the beginning... I am a German, but also I learned quite a few things while doing research for this article... and sorry to say... emergencies in Germany are not as easy to handle as in the States. Instead of 911 you have to differentiate between the kind of emergency first in order to reach the right person immediately.

First thing you have to decide on is:

DO YOU HAVE A CRIMINAL INCIDENT
OR DO YOU HAVE ANY OTHER KIND
OF EMERGENCY?

criminal incidents – 110

If you need to report or need help regarding any kind of crime or hazardous situation where police assistance is needed you dial 110, which is the nearest police station. Even when you are on the Autobahn, the 110 will automatically connect with the nearest highway patrol.

emergencies – 112

For any other emergency you dial 112. This number connects you to the call center of the nearest fire station which also provides emergency medical devices. The 112 number works all over Europe by the way. So if you are on holiday and anything happens, dial 112.



ABOUT THE AUTHOR

Nicola Haastert was born and raised in Jülich, Germany. While attending gymnasium, she spent eleventh grade studying abroad at Osseo Senior High School in Minnesota. She returned home to study economics and then worked as a certified public auditor for PricewaterhouseCoopers. In 2012, after deciding that her life needed a change, she became a natural healer and started her own practice. Nicola currently lives in the south of Duisburg with her 14-year-old daughter, Lillian, and their cats.

what to say – the five w's

Whoever you call, be sure to provide the following information, either in German or please – even when you are completely upset about the situation – SPEAK SLOWLY IN ENGLISH. There are five W-questions in German that need to be memorized for the quickest possible help:

WO: "Where" did the emergency happen?
Provide address and possible additional information necessary.

WAS: "What" exactly happened?
At this point, also indicate if children are involved.

WIE VIELE: "How many" injured people are there?
To indicate how many paramedics are needed.

WELCHE ART: "What kind" of injuries occurred?
To indicate the need of specialists such as emergency doctors, poison specialists or special equipment. You don't have to have doctors knowledge... Just keep in mind that e.g. heart pain, unconsciousness, burns, drowning incidents or poisonings are clear enough indications for the call center.

WARTEN: "Wait" for any questions.
The call center may need more information and will ask you specific questions.

doesn't 911 work?

It is also important to know that the 911 does NOT necessarily work, even though sometimes this information is given to you. The fact is that some mobile phone network providers offer the complimentary service to automatically route you to 112 when you dial 911, but there is neither a list on which providers do or if this service is then also available in the community you are currently staying.

other important numbers

Besides those emergency numbers there are several more handy hotlines you should know about.

NON-EMERGENCY MEDICAL HELP 116-117
ÄRZTLICHER BEREITSCHAFTSDIENST

This hotline covers any diseases that are not emergencies (defined by life threatening incidents), so any time your GP practise is not available you can get help through this call center, including when you need an ambulance (*Krankenwagen*) to take you somewhere when you are disabled.

POISONING EMERGENCY 030-192-40
GIFTNOTRUF

There's no Germany-wide number yet so best is to call the poisoning competence center in Berlin... preferably after you have called 112. They can quickly assist you on necessary immediate actions until the paramedics arrive.

24-HOUR PHARMACY 0800-00-228-33
APOTHEKEN-NOTDIENST

This is not a "real" emergency number but provides you with the information of the nearest pharmacy with 24-hour service so you can access vital medication.

CAR PROBLEMS ADAC 01802-222-222
AUTOPANNE AVD 080-990-9909

Several German associations comparable to AAA are available through their 24-hour hotline, it sure makes sense to be member of one of them if you have a car in Germany.

CREDIT OR BANKING CARD LOSS 116-116
DEBIT- ODER KREDITKARTENVERLUST

This is the central number for blocking abusive access to your accounts. There are separate service numbers for VISA, MasterCard and EC-Cards you can receive additionally from your bank.

PSYCHOLOGICAL HELP 0800-111-0111
PSYCHOLOGISCHE HILFE 0800-111-0222
KIDS 0800-111-0333

If you need psychological or moral support you find help dialing the numbers above. For children there's even a separate hotline. This is not only for you personally but also when you encounter a person needing support and you wish advice.

It definitely makes sense to save those numbers to your mobile and have a printed list of them close to your landline... maybe even with the 5 W questions so you know what will come up.

But for sure – and with this statement I'd like to end my "Ask a German" contribution for this issue – I sincerely hope and pray that none of us will need to dial these numbers in the future.



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Please feel free to contact us!

emergency number cheat-sheet

Cut this out for the fridge – just in case.

EMERGENCY PHONE NUMBERS

POLICE – 110

NON-EMERGENCY MEDICAL
116-117

POISON CONTROL
030-192-40
Call 112 First!

CAR PROBLEMS
ADAC 01802-222-222
AvD 080-990-9909

EMERGENCY – 112

PSYCHOLOGICAL HELP
0800-111-0111
0800-111-0222
0800-111-0333 (Kids)

24-HOUR PHARMACY
0800-00-228-33

CREDIT/BANKING CARD LOSS
116-116

THE FIVE W'S

- WO:** "Where" did the emergency happen?
WAS: "What" exactly happened?
WIE VIELE: "How many" injured people?
WELCHE ART: "What kind" of injuries?
WARTEN: "Wait" for any questions.

