



EMERGENCY PROCEDURES

To ensure the safety and security of all residents, the Trustees regularly review every aspect of our emergency protocols. The following information details the steps residents should take if faced with emergencies such as medical, criminal activity, fire or flooding.

Please read this information and display it in a place in your home where it can be readily accessed.

1. **First things first:** If you have not already done so, locate and remember where your fixed panic buttons are installed. If you have mobility problems, you should obtain a wearable, remote panic button by contacting Allsound Security who will program a remote with your panic system.
2. In any emergency, **press and hold** the panic button for at least 3 seconds until the siren sounds. This alerts Allsound Security who will dispatch their armed response vehicle and then phone you to establish the nature of the emergency to ensure the appropriate response vehicle is sent. You can also call:

Allsound Security Control Room: 044 382 5589

The Estate has a team of volunteer First Responders who are equipped with, and trained in the use of firefighting equipment. The team conducts regular drills and training sessions in and around the estate.

KLE EMERGENCY CONTACTS

Emergency Coordinator	Michele King - intercom 5501 or cell 084 794 3333
Healthcare Centre	Intercom 5508 or 044 3827050
Security (Gatehouse)	Intercom 5500

KNYSNA EMERGENCY SERVICES

Fire/Rescue	044 302 8911 or WhatsApp 060 998 6969 Fire Station (also removal of snakes)
Police Flying Squad	10111 (or dial 112 from your cell phone)
Knysna Police Station	044 302 6600 / 6602
Metro Ambulance	10177, or ER 24: 084 124 cell 083 320 1199
Poisons Information Helpline	0861 555 777
NSRI—Knysna Sea Rescue	044 384 0211 or cell 082 990 5956
Knysna Municipality	044 302 8901 / 8911 (emergency all hours)