

CHAPTER



Emergency Services

MRS MHLANGA left her sleeping six-month-old baby in her informal house while she went to fetch water from the community tap. While she was away, a fire started – perhaps the candle had been knocked over. Within seconds the neighbouring houses were also on fire. People began screaming, “Fire, fire—help—please phone the fire brigade!” Fortunately, someone quickly phoned **107**, the emergency and fire services, and within ten minutes the fire brigade was on the scene.

Mrs Mhlanga was hysterical because Themba was still in the burning house. Her neighbour had a cell phone and she phoned **112** to call an ambulance. Fortunately, the **107** service had already called the ambulance when they heard about the fire.

Only six houses burnt down and Temba was the only one injured. Themba was so badly burnt that he did not even cry. The ambulance raced him to the Burn Unit at the Red Cross Hospital. Mrs Mhlanga had to be treated for shock and poor little Themba had to stay in hospital for almost two years. However, because the emergency services responded so quickly to the 107 number, a huge disaster was averted and Themba's life was saved.

You can dial the 107 emergency number from any public telephone in the Western Cape. The toll-free cell phone number is 112.



WESTERN CAPE

Department of Environmental Affairs and Tourism—Air Pollution Control:

3rd Floor, cnr Kort and Vrede Streets, Louwville Building, Bellville 7530
Tel: (021) 949 7887,
Fax: (021) 949 8165
National Department
Contact Person: Mr R Pillay

Information: People who are experiencing air pollution from a factory or anything else in their environment to the extent that they are afraid that their health will be affected can telephone the Air Pollution Centre.

District: Boland

Stellenbosch Provincial Hospital—Ambulance Service:

Stellenbosch Hospital, Merriman Avenue, Stellenbosch, 7600
Tel: (021) 883 3444
Fax: (021) 883 8720
Contact Person: Mr W Simons

Medical – Hospital:

Offers speedy medical help in case of emergencies, for example accidents. The ambulance service also provides transport for patients.

(Areas served: Stellenbosch and surrounding areas)

Stellenbosch Municipality – Fire and Rescue Services:

Corner of Cluver and Helshoogte Roads, Stellenbosch, 7600
PO Box 17, Stellenbosch, 7599
Tel: (021) 808 8888
Fax: (021) 883 3200
Contact Person: Mr J du Rand

Safety and Security Services:

Prevention and combating of fires as well as rescue services.

(Area served: Stellenbosch and surrounding area)

District: Eden

Eden District Municipality—Disaster Management:

Eden District Municipality, 54 York Street, George, 6529
PO Box 12, George, 6530
Tel: (044) 803 1466
Fax: (044) 279 2667
E-mail: GerhardO@edendm.co.za
Contact Person: Mr G Otto

Information: Emergency services in the case of a fire or any other disaster, for instance floods as well as rescue services.

(Area served: George)



George Fire and Ambulance Services — Control Room:

Langenhoven Road, George, 6530
PO Box 2837, George, 6530
Tel: (044) 801 6300
Fax: (044) 802 2509

Contact Person: Officer on duty

Safety and Security Services:

Prevention and combating of fires, medical help in an emergency as well as rescue services.
(Area served: George area)

Knysna Municipality—Fire Brigade:

Waterfront Drive, Knysna, 6570
PO Box 21, Knysna, 6570
Tel: (044) 302 6400
Fax: (044) 302 6342

Contact Person: Mr A Pretorius

Safety and Security Services:

Prevention and combating of fires as well as rescue services.
(Area served: Knysna)

Knysna Municipality—Concordia Fire Brigade:

Concordia Road, Knysna, 6570
PO Box 21, Knysna, 6570
Tel: (044) 302 6400
Fax: (044) 302 6342

Contact Person: Mr W Botha

Safety and Security Services:

Prevention and combating of fires as well as rescue services.
(Area served: Knysna)

Mossel Bay Municipality—Fire Brigade:

Corner of Schoeman and Louis Roads, Mossel Bay, 6500
PO Box 25, Mossel Bay, 6500
Tel: (044) 691 2215
Fax: (044) 691 1480

Contact Person: Mr C McKay

Safety and Security Services:

Prevention and combating of fires, medical help in an emergency as well as rescue services.
(Area served: Mossel Bay)

Mossel Bay Provincial Hospital—Ambulance Service:

12th Avenue, Mossel Bay, 6500
PO Box X34, Mossel Bay, 6500
Tel: (044) 691 1911
Fax: (044) 691 3277

Contact Person: Mr ML Tanzi

Medical—Hospital:

Provides speedy medical help in the case of emergencies such as accidents. The ambulance service also provides transport for patients.
(Area served: Mossel Bay)

Oudtshoorn Municipality – Fire Brigade:

Church Street, Oudtshoorn, 6625
PO Box 255, Oudtshoorn, 6625
Tel: (044) 272 2233
Fax: (044) 279 1812

Contact Person: Mr JD Mandjies

Safety and Security Services:

Prevention and combating of fires as well as rescue services.
(Area served: Oudtshoorn)

Plettenberg Bay Municipality – Fire Brigade:

Marine Drive, Plettenberg Bay, 6600
Private Bag X1002, Plettenberg Bay, 6600
Tel: (044) 533 5000
Fax: (044) 533 3443

Contact Person: Mr J Pienaar

Safety and Security Services:

Prevention and combating of fires as well as rescue services.
(Area served: Plettenberg Bay)

District: Overberg

Overberg District Municipality – Disaster Management:

Recreation Street, Bredasdorp, 7280
Private Bag X22, Bredasdorp, 7289
Tel: (028) 425 1157
Fax: (028) 424 2748

E-mail: rgeldenhuys@fire.odm.org.za

Contact Person: Mr R Geldenhuys

Information: Emergency services in the case of fire or any other disaster, for instance floods as well as rescue services.

(Area served: Bredasdorp)

Theewaterskloof Municipality – Fire Brigade:

Head Office, Prince Alfred Road, Caledon, 7230
PO Box 5, Caledon, 7230
Tel: (028) 212 1120
Fax: (028) 212 2475

Contact Person: Mr D le Roux

Safety and Security Services:

Prevention and combating of fires as well as rescue services
(Area served: Caledon)

Theewaterskloof Municipality – Fire Brigade:

Corner of N2 and Ou Kaapse Weg, Grabouw, 7160
PO Box 32, Grabouw, 7160
Tel: (021) 859 5525
Fax: (021) 859 5609

Contact Person: Mr M Abrahams

Safety and Security Services:

Prevention and combating of fires as well as rescue services.
(Areas served: Grabouw)

■ District: Central Karoo

Central Karoo District Municipality — Disaster Management

63 Donkin Street, Beaufort West, 6970
Private Bag X560, Beaufort West, 6970
Tel: (023) 449 100
Fax: (023) 414 3675
E-mail: ramp@internext.co.za.
Contact Person: Mr S Ngwevu

Information: Emergency services in the case of fire or any other disaster, for instance floods, as well as rescue services.

(Area served: Central Karoo)

■ District: City of Cape Town

City of Cape Town, Blaauwberg region — Disaster Management:

Milnerton and Koeberg Road, Milnerton 7441
PO Box 35, Milnerton, 7441
Tel: (021) 550 1326
Fax: (021) 552 6790
Helpline: (021) 552 2222
Contact Person: Mr S van Rensburg

Information: Emergency, fire and rescue services.
(Area served: Milnerton and surrounding area)

Provincial Department of Environmental Affairs — Radiation Control:

Louwville Place, 2nd floor, Cnr of Short and Peace Streets, Bellville, 7530
Private Bag X62, Bellville 7535
Tel: (021) 948 6162
Fax: (021) 946 1589
Helpline: (021) 418 4616
Contact Person: Debbie Coetzee

Information: General information on radiation and its effect on health.

Provincial Department of Safety and Security — Fire and Emergency Services:

1. Corner of Strand Road and First Avenue, Melkbosstrand, 7741
Tel: (021) 553 3298
Fax: (021) 553 1511
(Area served: Melkbosstrand)
2. Carel Uys Drive, Atlantis Industrial Area, Atlantis, 7349.
Tel: (021) 577 4444
Fax: (021) 577 1033
(Area served: Atlantis, Mamre, Pella)

Information: The Department provides emergency, fire and rescue services.

Emergency Numbers for the City of Cape Town:

1. The emergency control centre is situated in the Southern Peninsula.
(021) 782 0333
(021) 782 04444
(021) 782 0555
2. Mountain Rescue
(021) 984 9900
3. Sea Rescue
(021) 449 3500
3. Police Emergency Line
(021) 782 6289
(021) 480 7715
4. Flying Squad – Police
10111
5. Ambulance Service
10177
6. Poison Information Centre
(021) 658 5437 (Children)
(021) 931 6129 (Adults)
7. All emergencies including fire:
107
8. In case of a problem with an emergency call:
1022

■ District: West Coast

West Coast District Municipality — Disaster Management:

58 Long Street, Moorreesburg, 7310
PO Box 242, Moorreesburg, 7310
Tel: (022) 433 2380
Fax: (022) 433 2172
E-mail: fjwherbig@wcdm.co.za
Contact Person: Mr J Herbig

Information: Emergency services in the case of fire or any other disaster, for instance floods, as well as rescue services.

(Area served: Moorreesburg)