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import json
import speech

def lambda_handler(event, context):
    #return speech.speak("hi")
    try:
        intent_name=event['request']['intent']['name']
        if intent_name=="first_aider":
            return speech.speak("To get first aid information say: first aid for...then the name of
your problem")
        elif intent_name=="one":
            return speech.speak("step1: Make sure there is no danger to you. step2: The
person urgently needs help. Shout or call for help if you are alone but do not leave the person
unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare
facility. Tell him to come back to you to confirm if help has been secured. step3: Remove any
cause of suffocation, but do not place yourself into any danger doing so. step4: If the person is
not on his back, turn him on his back. step5: Kneel down by the side of the person. step6: Do not
interrupt the resuscitation until: the victim starts to wake up, moves, opens eyes and breathes
normally; help arrives and takes over; you become too exhausted to continue; or the scene
becomes unsafe for you to continue. step7: Cover the casualty. step8: If the breathing starts
again: a. Keep the victim covered to keep him warm. b. Arrange urgent transport to a hospital. c.
Do not leave the victim alone and continue to observe him. step8: Remove any cause of
suffocation. If the person is not on his back, turn him on his back. Kneel down by the side of the
person")
        elif intent_name=="two":
            return speech.speak("step1: Make sure there is no danger to you of drowning.
step2: The person urgently needs help. Shout or call for help if you are alone but do not leave the
person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest
healthcare facility. Tell him to come back to you to confirm if help has been secured. step3:
Remove the person rapidly and safely from the water, but do not place yourself into any danger by
doing so. step4: Try to throw a rope or something that the drowning person can hold onto. step5:
Once the person has been rescued from the water, do not try to remove water from his
lungs. step6: If the person is breathing, put him in the recovery position and cover him with a
blanket or coat to keep him warm. step7: Do not leave the victim alone and continue to observe
him. ")
        elif intent_name=="three":
            return speech.speak("step1: Make sure there is no danger to you. step2: The
person urgently needs help. Shout or call for help if you are alone but do not leave the person
unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare
facility. Tell him to come back to you to confirm if help has been secured. step3: Cut or remove
the band constricting the throat.
If the victim is suspended, raise the body and loosen or cut the rope. step4: Lay the person on the
ground.
Be careful while moving the victim as he may suffer neck injuries. step5: If the person is
breathing, put him in the recovery position and cover him with a blanket or coat to keep him warm.
step6: Do not leave the victim alone and continue to observe him. step7: Remove any cause of
suffocation, but do not place yourself into any danger doing so. step8: If the person is not on his
back, turn him on his back. step9: Kneel down by the side of the person ")
        elif intent_name=="four":
            return speech.speak("if the age of the victim is more than one year, say yes otherwise
no")
        elif intent_name=="fouryes":
            return speech.speak("step1: make sure that the victim's age is more than one year.
step2: Ask the person 'Are you choking?' (Only if the person can understand and answer the
question). step3: Ask the person to keep coughing. Do not do anything else, but stay with the
person until he breathes normally again. step4: Stand to the side and a little behind the choking

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person or child (aged older than one year). step5: Support the person's chest with one hand and bend him forward. step6: Give five firm blows between the person's shoulder blades. To do so, use the heel of your free hand.

Verify if the object has come out and the person can breathe again. step7: if the object did not come out and the person is still choking, Stand behind the choking person and put both hands around him, so your hands meet in front of the person. step8: Make a fist and place it between the navel and lower tip of the breastbone of the person. Hold onto this fist with your other hand. step9: Bend the choking person forward and pull your fist firmly towards you and upwards. step10: Give five abdominal thrusts.

This method of abdominal thrusts can only be used on people older than one year. step11: If the passage of air is free, stop giving further abdominal thrusts. But always stop after five abdominal thrusts. step12: If the object does not come out and the person is still choking, give another five blows on the back followed by five abdominal thrusts. step13: Repeat this until the object is released or until the choking person loses consciousness. step14: Carefully place the unconscious person on the floor. step15: The person urgently needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility. Tell him to come back to you to confirm if help has been secured. ")

elif intent\_name=="fourno":

return speech.speek("step1: if the choking person is a baby under the age of one year, The baby urgently needs help. Shout or call for help if you are alone but do not leave the child unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility. Tell him to come back to you to confirm if help has been secured. step2: Kneel down so that you can use your thighs to prevent the baby from falling. step3: Lay the baby down along your forearm.

If you are right-handed, use your left forearm; if you are left-handed, use your right forearm. step4: Support the baby's head and neck with one hand without covering the mouth so the baby lies face down, with the baby's head below his trunk, over your forearm, supported by your thigh. step5: With your free hand, give five firm blows with the base of your palm to the area between the baby's shoulder blades. step6: Quickly turn the baby, while supporting the head, onto his back to face you, resting on your arm. step7: Check if the object has come out and the baby can breathe freely. step8: if the object doesnt come out, Place two fingers (the two after your thumb) in the middle of the baby's chest and deliver five thrusts (pushing inwards and upwards). Stop after five thrusts. If the object does not come out and the baby is still choking, give another five blows on the back followed by five thrusts. Repeat this until the object is released or the choking baby loses consciousness. Lay the baby down on the floor or on a hard and safe surface now. Always advise the person to visit healthcare facility as soon as possible if abdominal trusts has been applied.")

elif intent\_name=="five":

return speech.speek("step1:Shout or call for help if you are alone but do not leave the person. Ask a bystander to seek help. Tell him to come back to you to confirm if help has been secured. step2: Make sure there is no danger to you. Do not take any risk that could endanger you. The fire brigade has specialized teams and equipment to handle these situations safely. step3: Protect yourself by a towel or a cloth (preferably wet) over your mouth and nose. step4: Crawl on the floor and stay as low as possible. step5: Move the victim as quickly as possible away from the area. step6: Loosen the victim's clothes at neck and waist. step7: Always arrange transport for the victim to a healthcare facility for further follow up.")

elif intent\_name=="six":

return speech.speek("1. Stay calm and reassure the person.

2. Let the person adopt a position that he finds most comfortable. In many cases this is sitting up in bed or on a chair, leaning forward on a couple of pillows or a small table on which he rests his head.

Do not make the person lie down. Important however it is important the person adopts the position he finds best. 3. If the person is used to take inhaler puffs for his condition, let him take the medication.

4. Ensure fresh air by opening a window. Loosen any tight clothing.

5. If it is the first attack or the attack is severe or the inhaler puffs have no effect, seek urgent medical help in a healthcare facility.

6. If the person loses consciousness, make sure the airway remains open and check the breathing. Always advise the person known to be treated for asthma to visit the healthcare facility as soon as possible after the asthma crisis for further follow-up and treatment.")

elif intent\_name=="seven":

return speech.speak("1. Make sure there is no danger to you and the person.

2. The person urgently needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility or hospital. Tell him to come back to you to confirm if help has been secured. 3. Make the person lie down in a comfortable position, or propped up position if lying down is not possible. A semi- reclined position is often the most comfortable for such cases.

4. Ask him to rest and not move. He should rest wherever he is at that moment.

5. Loosen tight clothing for more comfort.

6. Reassure the person and tell him what is happening.

7. Ask if the person is taking medication for his heart condition. If so, allow the person to take the prescribed medication.

If the patient has prescribed nitro-glycerine with him, it is safe for him to take up to three doses. 8. If there is aspirin available, ask the person to chew on an aspirin tablet and swallow it with some water afterwards. Tell him that this will help the blood flow to the heart.

9. Arrange urgent transport to a nearby healthcare facility or hospital.

10. Keep observing the person in case he collapses. when the person becomes unconscious, but is still breathing, 1. Put the person in the recovery position.

2. Do not leave the victim alone and continue to observe him. ")

elif intent\_name=="eight":

return speech.speak("1. Make sure there is no danger to you and the person.

2. The person urgently needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility. Tell him to come back to you to confirm if help has been secured. 3. Wash your hands before and after taking care of the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

4. Put on gloves if available. You can also use a clean plastic bag. Try not to come in contact with the person's blood. 5. Ask the injured to sit or lie down or put him in comfortable position.

6. Comfort the person and explain what is happening to him. Tell the person to relax and rest. He should not try to exert. 7. Try to stop or slow down the bleeding; press with both hands on the wound with a clean cloth or bandage. Alternatively, if possible, ask the injured to press on the bleeding wound himself to stop the bleeding. 8. If you have a piece of clean (cotton) cloth, then cover the wound with it.

If you have no bandages, improvise with other materials. 9. You can also wrap a bandage around the wound to slow down the bleeding, but continue to apply pressure until the bleeding stops.

Make sure the bandage is firm enough so it stops the bleeding but doesn't cut off all the blood flow.

If the part of the body below the bandage changes colour or is swelling or the injured person says he is losing any feeling there, loosen the bandage a little but do not remove it. If the blood flow to a limb is stopped an injured person can lose his limb.

10. Do not apply a tourniquet or fix a bandage above the wound, except in special situations. Only apply a tourniquet:

if the bleeding of an external limb cannot be stopped by putting direct pressure on the wound, or  
if there are many casualties you have to give help to, and

the first aider has been well trained on how to apply a tourniquet.

If a tourniquet is applied on a bleeding limb:

a. apply it above the wound,

b. note down the time when the tourniquet is applied,

c. maximally have a tourniquet applied for 2 hours,

d. transfer the casualty as quickly as possible to a healthcare facility for further treatment.

11. If the bandage becomes soaked in blood, do not remove it, but add another bandage on top of it and continue to apply pressure. 12. Take off jewels or anything else in the area of the wound that may cut off blood flow because of swelling. Keep the jewels and belongings with the owner or in a safe place. 13. Keep the injured person warm by taking off wet clothing, covering him with a blanket or other covering, taking care not to overheat him. 14. Keep checking for the bleeding and also check that the person is conscious and breathing properly. 15. Stay with the person until medical help is available. 16. Do not give the injured person anything to eat or drink. 17. Arrange transport to the nearest healthcare facility.")

elif intent\_name=="nine":

return speech.speak("1. Do not remove the object. 2. Check if the object caused an additional exit wound if it passed through; try to stop the protruding object from moving (do not remove the object) with bulky material and bandages. 3. Build up padding around the object until you can bandage over it without pressing down. 4. Bandage the material above and below the object with a piece of clean (cotton) cloth or improvise with other materials.

Make sure the bandage is firm enough so it stops the bleeding but doesn't cut off all the blood flow.

If the part of the body below the bandage changes colour or is swelling or the injured person says he is losing any feeling there, loosen the bandage a little but do not remove it. If the blood flow to a limb is stopped an injured person can lose his limb.

5. Do not apply a tourniquet or fix a bandage above the wound, except in special situations. Only apply a tourniquet:

if the bleeding of an external limb cannot be stopped by putting direct pressure on the wound, or  
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the first aider has been well trained on how to apply a tourniquet.

If a tourniquet is applied on a bleeding limb:

a. apply it above the wound,  
b. note down the time when the tourniquet is applied,  
c. maximally have a tourniquet applied for 2 hours,  
d. transfer the casualty as quickly as possible to a healthcare facility for further treatment. 6. If the bandage becomes soaked in blood, do not remove it, but add another bandage on top of it and continue to apply pressure.

7. Take off jewels or anything else in the area of the wound that may cut off blood flow because of swelling. Keep the jewels and belongings with the owner or in a safe place. ")

elif intent\_name=="ten":

return speech.speak("1. Wash your hands before giving care. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available. 2. Try to stop or slow down the bleeding: press on the wound with a clean cloth or bandage. If possible, ask the injured person to press on the cut or graze himself to stop the bleeding. 3. Rinse out the wound with clean water. You can also use boiled and cooled water. Pour water on the wound until you cannot see any foreign material left in the wound. If necessary, wash out the wound under running water. Foreign material means dirt or anything else that comes from outside the injured person's body. 4. If you have a piece of clean (cotton) cloth, then cover the wound with it. Use adhesive strips to close a clean cut. If no strips are available, use a bandage. Bandage the dressing to the wound.

Do not apply the bandage too firmly. If the part of the body below the bandage changes colour, is swelling or is feeling numb, loosen the bandage a little bit.

5. Tell the injured person or the person caring for him to keep the wound dry after cleaning with water or getting wet. Every 2 or 3 days, the wound should be cleaned and the dressing changed.

5. Tell the injured person or the person caring for him to keep the wound dry after cleaning with water or getting wet. Every 2 or 3 days, the wound should be cleaned and the dressing changed.

6. If a dressing needs to be changed, do not tear the old one off as this can damage the healing wound. Instead, put enough water (preferably saline water if available) on the old dressing so that it comes off easily.

7. If the wound is infected, then always refer him to a healthcare facility for further care. Even small wounds need attention to prevent infection. Even if the injured person has received

appropriate medical care, there is a need to watch out for infection in the wound.

The following signs might indicate an infection:

- pain that is getting worse;
- swelling, hot or red skin around the wound;
- the wound shows discharge, or
- person having fever or feeling unwell.

In these cases the injured should seek further medical help.")

elif intent\_name=="eleven":

return speech.speak("The scalp has many small blood vessels near the skin surface. Any cut can result in profuse bleeding and may make the wound appear worse than it is. In case of a severe head injury, a watery fluid (cerebrospinal fluid) and blood may flow out of the nose, ear(s) or mouth.

In case of suspecting a severe head injury:

1. Ask the injured not to blow his nose.
2. Do not pack the ear or nose. You may eventually place a light dressing on the ear or nose.
3. If the person is breathing, put him in recovery position. Be aware of the risk of neck (spinal) injury.
4. Urgent transport to the nearest hospital is required.
5. Wash your hands after taking care of the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available. ")

elif intent\_name=="twelve":

return speech.speak("1. Ask the person to pinch his nose above the nostrils with index finger and thumb. Tell the injured person to breathe through the mouth. Ask the injured person to lean forward so that he does not swallow or breathe in blood. Swallowing blood can make the person feel sick.

2. Pinch the nostrils for 10 to 15 minutes. If necessary, pinch the injured person's nose yourself. In a few cases a nose bleed can be serious and lead to death.

The person should seek medical help if:

- blood is still coming from the nose after 20 minutes;
  - the nosebleed was caused by a hard punch on the nose; a fall, a road accident, etc.;
  - blood spurts from the nose, or
  - the injured person turns pale, becomes sleepy or falls unconscious.
3. Wash your hands after taking care of the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available. ")

elif intent\_name=="thirteen":

return speech.speak("In case of a bleeding of the gums:

1. The person may rinse his mouth with water or saline water.
2. A thick cotton ball can be put in the casualty's teeth socket and tell him to bite on the cotton ball to stop the bleeding.
3. Refer the person to a healthcare facility.")

elif intent\_name=="fourteen":

return speech.speak("In case of a chest injury: 1. Place him in a half-sitting position and control the bleeding by providing direct pressure to the wound. Leave the open chest wound exposed. Do not apply an occlusive dressing. Eventually put a light dressing on the wound that is not occlusive.

2. Reassure the casualty.
3. You may also encourage the injured to lean towards the injured side and use his hand to cover the penetration wound.
4. If the casualty becomes unconscious but keeps breathing, put him in the recovery position.
5. If the casualty stops breathing, start CPR.
6. Arrange urgent transport to the nearest hospital.
7. Wash your hands after taking care of the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.")

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elif intent_name=="fifteen":
    return speech.speak("In case of an abdominal injury:
1. Control the bleeding by providing direct pressure to the wound.
2. Put a clean cotton bandage on the wound.
3. Adjust the position of the victim so the wound does not gap. 4. If the intestines come out:
Cover the intestines with a clean plastic bag or a clean pad.
Do not touch the intestines that came out.
5. Do not give anything to drink or eat.
6. If the casualty becomes unconscious but is breathing, put him in the recovery position. 8.
Arrange urgent transport to the nearest hospital.
9. Wash your hands after taking care of the patient. Use soap and water to wash your hands. If no
soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used,
if available.")
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elif intent_name=="sixteen":
    return speech.speak("Re-attachment of amputated limbs, fingers or toes might be
possible if the injured and the amputated part(s) arrive at the hospital as soon as possible.
In case of an amputation:1. Control the bleeding by providing direct pressure to the wound. Put
a clean cotton bandage on the wound. 2. Place the amputated part in a clean plastic bag.
3. If possible, place the packed amputated part in a container of ice. Do not put ice directly on the
amputated part – the amputated part should always be packed in a clean plastic bag.
Do not put liquids or antiseptic products on the amputated part.
4. Mark the package clearly with the casualty's name and the time the amputation occurred.
5. Arrange urgent transport of the casualty and the amputated part to the nearest hospital. 6.
Wash your hands after taking care of the patient. Use soap and water to wash your hands. If no
soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used,
if available.")
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elif intent_name=="seventeen":
    return speech.speak("In case of a crush injury:
1. Try to keep the head of the victim as low as possible.
2. Monitor the respiration and consciousness of the victim.
3. If the victim stops breathing, start CPR.
4. Arrange urgent transport to the nearest healthcare facility or hospital.
5. Wash your hands after taking care of the patient. Use soap and water to wash your hands. If no
soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used,
if available. 1. Reassure the casualty (when conscious)
2. Treat the possible cause of shock that you can detect, such as a severe bleeding.
3. Lay the casualty comfortably on his back on a blanket.
However, in cases of injury of the head, chest or of the abdomen, lower the head slightly and turn
it to a side.
In cases of vomiting put the casualty in the recovery position.
4. You may raise and support the legs. However, do not do this when you suspect a fracture or
spinal injuries.
5. Loosen the tight clothing.
6. Keep the injured person warm by taking off wet clothing, covering him with a blanket or other
covering, taking care not to overheat him. 7. In case of major injuries nothing should be given by
mouth as he may later need an operation or blood transfusion.
The general principle is never to give food or drink to a casualty. Important exceptions include
hypothermia (low body temperature), hypoglycaemic shock (low blood sugar in a diabetes
patient), diarrhoea and fever leading to dehydration and in case of heat exhaustion or heatstroke
when the person remains conscious.
8. Observe the casualty's consciousness and breathing.
9. If the casualty loses consciousness, put him in the recovery position. 10. Arrange urgent
transport to the nearest healthcare facility or hospital. 11. Wash your hands after taking care of
the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to
wash your hands. Alcohol-based sanitizers can also be used, if available.")
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elif intent\_name=="eighteen":

return speech.speak("1. Make sure there is no danger to you and the person.

2. The person needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange transport to the nearest healthcare facility. Tell him to come back to you to confirm if help has been secured. 3. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

4. Use gloves to protect yourself. If gloves are not available, you can use a clean plastic bag. Try not to come in contact with the person's blood. 5. Fractures often occur in major accidents. Therefore, it is necessary to treat other potential injuries also. The first aider must decide which injury is more urgent.

Providing CPR when the victim does not breathe, or treating a severe bleeding is more urgent and should be handled on priority.

6. There may be more than one fracture in the same patient or even in the same limb.

7. Try not to move the broken or dislocated limb unnecessarily.

Try not to move the casualty until the injured part has been secured.

If you need to move the victim, be careful when moving or turning him. It is better to ask assistance by bystanders.

8. Reassure the casualty.

9. Advise the person to keep calm. 10. If the casualty is able to support the injured part, ask him to do so; else, support the injured part with your hands or ask a bystander to do so.

You can immobilize the injured part with a bandage or a splint (if the first aider is experienced in these techniques). If you applied a splint or bandage, check the circulation below the bandage or splinting (e.g. at finger or toe level).

11. Arrange appropriate transport to the nearest healthcare facility.

12. Continuously observe the casualty.

13. Do not give the casualty anything to eat or drink.")

elif intent\_name=="nineteen":

return speech.speak("1. Make sure there is no danger to you and the person.

2. The injured person urgently needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility. Tell him to come back to you to confirm if help has been secured. 3. Tap him on the shoulders and ask if he is okay. Do not shake the person too roughly.

4. Check if the injured is conscious or unconscious and act accordingly.

To do so:

Check if the person opens his eyes and responds to simple questions:

'What is your name?'

'Where do you live?'

'How old are you?'

Check if the injured person responds to simple commands:

"Squeeze my hand?"

"Move your arm/leg/foot/hand"

If there is no response, pinch the person and check if he opens his eyes or moves.

If the injured person responds, do not try to change the position of the person when there is a head, neck, back and leg or arm injury. 5. Tell the person to stay calm and not to move.

6. Assure the person that you will stay with him and help is being arranged. 7. To keep the head still, place your hands or tightly folded clothing on each side of the injured person's head. Keep the head and neck of the person still only if the person allows you to do so.

8. If the injured does not allow you to hold his head, do not enforce.

9. If the spinal cord injury is suspected, try to ensure that:

a. The injured person continues to lie still until transported to a hospital.

b. The injured person is not made to sit or stand.

c. At least 3 people assist in moving the person 'like a log of wood' to transport him to the nearest healthcare facility or hospital. 10. Keep the injured person warm by taking off wet clothing, covering him with a blanket or other covering, taking care not to overheat him.

11. If not done yet, arrange transport to a healthcare facility.

12. Do not leave the person alone and keep on checking his breathing.

13. Do not give the casualty anything to drink or eat.")

elif intent\_name=="twenty":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag.

Try not to come in contact with the person's blood. 4. Apply a cold compress gently on the affected area. This helps to reduce the swelling and pain. 5. If the nose is bleeding, ask the victim to gently press the nostrils with the head tilted forward to stop the bleeding.

6. Never try to put a deformed nose back into its normal position.

7. Advise the casualty to go to a healthcare facility.")

elif intent\_name=="twentyone":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag. Try not to come in contact with the person's blood. 3. Ask the casualty not to speak.

4. Do not give the casualty anything to drink or eat.

5. Ask the casualty to remove his false teeth (if any).

6. Observe the respiration of the casualty as the airway might be obstructed by the tongue or blood.

7. With the victim leaning forward, place the palm of his or your hand on the chin and gently press the jaw upwards against the upper jaw (the upper jaw will act as a splint for the fracture).

8. Apply a bandage on the head to support the jaw fracture (see chapter on bandages).

9. If the casualty shows signs of vomiting, remove the bandage and apply it again after the vomiting stops.

10. If the injured is able to sit, ask him to bend his head forwards to make sure the tongue does not slip backwards or the blood does not choke him.

11. If the casualty loses consciousness, but is still breathing, put him in the recovery position. 13. If one or more teeth have fallen out, you can put them in a clean closed container in fresh egg white, fresh coconut water or fresh whole milk. If none of these are available, ask the casualty to put saliva in the container. Mark the container with the name of the casualty and the time of collection. Make sure the container is transported to the hospital together with the casualty. 14. Arrange transport to the nearest healthcare facility.")

elif intent\_name=="twentytwo":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag.

Try not to come in contact with the person's blood. 4. Tell the person to immobilise the arm on the injured side by holding that arm close to his body.

5. Do not remove clothing.

6. Support the arm on the injured side with the help of a sling.

7. Arrange transport to the nearest healthcare facility.")

elif intent\_name=="twentythree":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag. Try not to come in contact with the person's blood. 3. Tell the person to immobilise the arm on the injured side by holding that arm close to his body.



4. Do not remove clothing.
5. Place a pad in the arm pit on the affected side.
6. Provide the sling with a triangular bandage.
7. Bandage the upper arm to the side of the chest with a triangular bandage, leaving the forearm free. Tie the knot on the opposite side of the injury.
8. Arrange transport to the nearest healthcare facility.")

elif intent\_name=="twentyfour":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag. Try not to come in contact with the person's blood. 3. Bandage first any open wound.

4. If there is no wound on the chest or the wound is bandaged:

a. Help the casualty to sit in the most comfortable position (usually half sitting position).

b. Support the arm on the injured side with the help of a sling.

c. Arrange transport to the nearest healthcare facility.

5. If there is a penetrating wound in the chest, air might be sucked into the chest cavity. See the section on 'chest injuries' in the chapter 'Heart and circulation' for further detail.")

elif intent\_name=="twentyfive":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag. Try not to come in contact with the person's blood. 3. Loosen tight clothing.

4. Support the casualty into his most comfortable position.

5. Cover the casualty with light material.

6. Arrange transport to the nearest healthcare facility.")

elif intent\_name=="twentysix":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag.

4. Try not to come in contact with the person's blood. 5. Tell the person to immobilise the affected arm by holding his arm close to his body until he obtains medical care.

6. If the person cannot support the arm, provide a sling with a triangular bandage or improvise by turning up the lower end of the clothing and pinning it above the arm to form a sling. 7. You might also immobilize the arm using a triangular bandage (see the chapter on bandages) to support the wrist and arm. Provide suitable padding between arm and chest.

In case of a suspected upper arm fracture, you might bandage the upper arm to the chest.

Do not apply the bandage on the immediate site of the fracture.

Always tie the knots (reef knot) on the opposite side of the thorax and not on the fractured forearm.

The bandaging should be fairly firm so there is no movement of the fracture ends, but it should not be too tight in which case the circulation of blood might be stopped.

Always check that the fingers are not too cold and the splint is not too tight. There might be further swelling of the injured area and readjustment of the bandages might be necessary.

In case of a suspected forearm fracture, you might apply a splint (only when the necessary expertise is available):

A splint is a rigid piece of wood, plastic or metal that is applied to the fractured limb to support it and to prevent further movement of the broken bone(s).

Reasonably wide splints are better than narrow ones.

In emergency cases splints can be improvised: a folded newspaper, a piece of wood or a book can be used.

The splint should be long enough to immobilize the elbow and the wrist of fractured forearm.  
The splint should be padded with cotton or cloths to make it fit softly and snugly on the injured forearm.

The splint is best applied over the clothing.

8. If the broken arm looks deformed or dislocated, do not try to reset it. This might make the injury worse and will cause pain.

9. Do not raise an injured arm to ensure that there is no further damage or increase in pain.

10. Refer the injured to the nearest healthcare facility.")

elif intent\_name=="twentyseven":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag. Try not to come in contact with the person's blood. 4. If the elbow can be bent, provide broad or narrow triangular bandage in figure of eight and strap the arm to the chest and support the forearm in a triangular sling.

5. If the elbow cannot be bent:

a. Help the casualty to lie down. b. Place paddings under and between the elbow and the body to immobilise the elbow.

c. Strap the arm and forearm on the side of the body using three folded (narrow) triangular bandages. Knots are tied on the opposite side of the body.

6. Transport the casualty to the nearest healthcare facility.

")

elif intent\_name=="twentyeight":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag.

Try not to come in contact with the person's blood. 4. If there is a bleeding, stop the bleeding by direct pressure. 5. If possible, remove any rings, bangles etc. before the hand begins to swell.

6. Protect and support the hand by soft padding.

7. Keep the hand in a suitable sling (cuff and collar).

8. Eventually, apply a splint to broken fingers.

9. Arrange transport to the nearest healthcare facility.")

elif intent\_name=="twentynine":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag.

Try not to come in contact with the person's blood. 4. Help the casualty to lie down in the position most comfortable to him.

5. Ask the casualty to avoid passing urine.

6. Transfer the casualty to the healthcare facility:

If the healthcare facility is nearby, transport the casualty on a stretcher in the most comfortable position. If the travel distance is long or the road is rough:

a. Place the center of a broad bandage on the hip joint at the injured side. Pass one end around the pelvis and tie it on the other side.

b. Tie another broad bandage so that it overlaps with the first by half its breadth and tie similarly. Place some padding between the thighs. This bandage should be firm, but not too tight.

7. Avoid pressing the broken bone parts.

8. Check if the bandages are not too tight.

9. Observe the casualty for signs of shock.

10. Keep the person warm by putting a blanket over him, but do not overheat him.

11. Transport the casualty to the nearest healthcare facility.")

elif intent\_name=="thirty":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag.

Try not to come in contact with the person's blood. 4. Tell the injured person not to try to stand/move.

5. If the broken leg looks deformed or dislocated, do not try to reset it. This might make the injury worse and will cause pain.

6. To transport the injured person, keep the leg still by bandaging or splinting one leg to the other non-broken/non-dislocated one.

To do so:

a. Carefully move the uninjured leg to the injured leg.

b. Use suitable padding to fill in the hollow areas (between the legs).

c. Use bandages or strips of cloth to attach both legs together.

d. Do not apply the bandages on the immediate site of the fracture. e. The bandaging should be passed through the natural hollows such as knees or just above the ankles to avoid unnecessary movement of the bones. f. Always tie the knots on the uninjured leg side.

g. The bandaging should be fairly firm so that there is no movement of the fracture ends, but it should not be too tight in which case the circulation of blood might be stopped.

Always check that the toes are not too cold and the splint is not too tight.

There might be further swelling of the injured area and readjustment of the bandages might be necessary. 7. Eventually you can apply a splint (only when the first aider has the necessary expertise): A splint is a rigid piece of wood, plastic or metal that is applied to the fractured limb to support it and to prevent further movement of the broken bone(s).

Reasonably wide splints are better than narrow ones.

In emergency cases splints can be improvised: a walking stick, an umbrella or a piece of wood can be used.

Splints should be long enough to immobilize the joints above and below the fractured bone.

Splints should be padded with cotton or cloths to make them fit softly and snugly on the injured limb.

Splints are best to be applied over the clothing.

Splints are only obligatory to be used when both legs are broken. 8. Ask the person to keep still.

9. Do not raise the injured leg as it may further worsen the injury and increase the pain.

10. Arrange transport to the nearest healthcare facility. ")

elif intent\_name=="thirtyone":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag.

Try not to come in contact with the person's blood. 4. Help the person to lie down in the most comfortable position.

5. Do not attempt to straighten the knee forcibly. Displaced cartilage or internal bleeding might make it impossible to straighten the knee joint.

6. Place a soft padding, like a pillow, under the knee to support it in the most comfortable position.

7. Apply a padded splint (if the first aider has sufficient technical knowledge to do so) under the limb from the buttocks to the heel. The ankles should be raised from the splint by padding.

8. Fix the splint by:

a. a broad bandage around the upper part of the thigh;

b. a narrow bandage in a figure-of-eight bandage around the knee. Place the center of the narrow bandage above the upper part of the fractured piece, cross it behind the knee and bring it up crossing the lower fractured bit to the back of the knee. Tie it off at a point just below the knee cap.

c. a broad bandage around the lower leg.

9. Transport the injured to the healthcare facility.

10. If possible, keep the injured limb a little raised, e.g. on a blanket. ")

elif intent\_name=="thirtytwo":

return speech.speak("A dislocation is a displacement of a bone at a joint, like the knee or shoulder. The supporting tendons at the joint (the ligaments) might be damaged.

The response of an injured person to a dislocated limb can be very different.

If you are not sure whether a bone is dislocated, always seek medical help. Dislocations are mostly the result of an external force that impacts the body.

For example: a dislocation of a shoulder can happen by a heavy fall on the hand. A dislocation of the jaw can happen due to wide/violent yawning or blows on the chin. If a person has dislocated bone, you might observe the following signs and symptoms:

The lower jaw may limp downwards when dislocated.

The joint looks deformed.

The person has pain.

The casualty cannot move the joint.

There might be swelling and bruising in the area of the injury in due course of time. Do not try to reset the dislocated bone back into in place.

Verify the colour of the nails of the hand of a dislocated elbow as the dislocation might traumatize an artery. A casualty with a suspected dislocation should be transported or referred to a nearby healthcare facility.")

elif intent\_name=="thirtythree":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag. Try not to come in contact with the person's blood. 3. The application of a crepe bandage or a compression bandage is not recommended and not necessary in case of injuries to muscles or joints. 4. Wrap ice in a cloth or a towel and apply it on the injury. Ice can reduce the pain and improve the healing.

a. The ice should not touch the skin directly!

b. If you do not have ice, use cold water and make a cold compress.

c. Do not apply for more than 20 minutes

5. Do not massage the injury.

6. Do not put heat on the injury.

7. Do not let the injured person continue the activity – rest is required.

8. Arrange transport to a healthcare facility. If the pain is severe or the pain does not get better or worsens, the person has difficulty in moving or you think there might be a fracture, always transport the person to a nearby healthcare facility.")

elif intent\_name=="thirtyfour":

return speech.speak("1. Make sure there is no danger to you and the person. 2. If possible, wash your hands before taking care of the injured. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag.

Try not to come in contact with the person's blood. 4. Help the person to sit down in the most comfortable position.

5. Raise the injured foot to reduce the blood flow.

6. If the casualty wear shoes and no wound is visible or expected, leave the shoes on.

7. If a wound is visible or expected,

a. Remove carefully the footwear and remove (or cut) the socks.

b. Stop the bleeding and cover the wound.

8. Apply an open triangular bandage to the injured foot:

a. Place the center of the open bandage over the injured foot.

b. Cross the ends over the foot and carry them to the back of the ankle and tie the knot on the

front side.

9. Use the other foot as a splint. Tie both feet and legs together below the knee.

a. Put padding between knees, ankles and feet.

b. Tie both feet and legs together below the knee.

10. Transport the injured to the healthcare facility.

11. If possible, keep the injured foot raised, e.g. on a rolled blanket.")

elif intent\_name=="thirtyfive":

return speech.speak("1. Make sure there is no danger to you, the person or bystanders. 2. Talk loudly to the casualty. Tap him on the shoulders and ask if he is ok. Do not shake the person too roughly. 3. Check if the casualty is conscious or unconscious and act accordingly. To do so:

a. Talk loudly to person, shake him gently

b. Check if the person opens his eyes and responds to simple questions:

'What is your name?'

'Where do you live?'

'How old are you?'

c. Check if the injured person responds to simple commands:

"Squeeze my hand?" "Move your arm/leg/foot/hand"

d. If there is no response, pinch the person and check if he opens his eyes or moves. if the casualty responds, 1. Try not to change the position of the person if there has been a head, neck, back, leg or arm injury.

2. Try to find out what happened to the person.

3. Tell the person to stay calm and not to move (if at all possible). 4. Look and feel for breathing

5. Keep checking the casualty to make sure he is not getting worse.

6. Verify regularly the level of consciousness and breathing.

7. Find medical help for the person if needed. when casualty doesn't respond. 1. Try not to change the position of the person if there has been a head, neck, back, leg or arm injury. 2. The injured person urgently needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility. Tell him to come back to you to confirm if help has been secured.

3. If you have gloves, put them on. Do not search for gloves if not available and continue with the next step. 4. You must unblock the breathing passage:

a. Gently roll the person over on to his back.

b. Carefully tilt his head back and lift the chin up with your hand on the bony part of the chin. This simple action lifts the tongue from the back of the throat.

c. Do not put your hand on the soft part under the chin to do this!

5. If the person is breathing, put him in the recovery position.

a. Be careful when moving and turning the victim. It is better to ask assistance by bystanders.

b. Do not leave the person alone and keep checking his breathing.

c. Keep the injured person warm by taking off wet clothing, covering him with a blanket or other covering, taking care not to overheat him.

6. If not done yet, arrange transport to a healthcare facility. ")

elif intent\_name=="thirtysix":

return speech.speak("1. If you think someone is suffering from a stroke, you can ask the person to perform three simple actions to check.

You can easily remember this via the mnemonic 'FAST': Face – Arm – Speech and Transport. 2.

Ask the person to smile or to show his teeth.

Check whether the mouth is crooked or drooping at one corner.

There might be saliva dribbling out of the mouth. 3. Ask the person to lift both arms.

Check whether he can do this without one arm dropping or drifting. Can he do this? Is one arm lower than the other?

A stroke often causes one side of the body to become weak or even paralyzed.

The person might also have lost his balance.

4. Ask the person to repeat a simple sentence after you. Check whether he can speak clearly or if he has problems in saying the words. A stroke is very likely if the person has difficulties with any of the above actions. 5. Arrange transport quickly. The earlier the person is treated, the

better is the outcome. Try to find out when the problem started, note it down and report it.

6. If you think the person suffers from a stroke, the person urgently needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility. Tell him to come back to you to confirm if help has been secured.

7. If the person can sit up, make him to sit upright. This helps the person to breathe.

If the person cannot sit up, place him in the recovery position.

8. Comfort the person and explain what is happening. Tell the person to relax and rest.

9. He should not try to do anything.

10. Do not give food or drink to the person having a stroke. There is an increased risk of choking or vomiting.

11. Keep checking that the person is awake and breathing properly.

12. Arrange urgent transport to a healthcare facility.

13. Always wash your hands after taking care of a person. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcoholbased sanitizers can also be used, if available.")

elif intent\_name=="thirtyseven":

return speech.speak("1. Make sure there is no danger to you, the person or bystanders. 2. Remove objects that could hurt the person. 3. Do not hold the person down (do not restrain the person). 4. If possible, put something soft (cushion, clothing) under the head if the person is lying on the floor.

5. Make sure the person can breathe freely by loosening tight clothing around the neck (collar, tie). 6. Do not put anything into the person's mouth. 7. Do not put your fingers in the person's mouth.

A person cannot swallow his saliva during a convulsion. A person might bite his own tongue, but this normally heals in a few days.

An object or a hand placed in the mouth of someone having a convulsion is dangerous for the victim and yourself.

8. For a child with high fever:

a. Remove clothing and blankets and ensure there is enough fresh air.

b. Do not make the child too cold.

c. Put pillows and soft padding around the child so that he cannot hurt himself. d. If possible, put the child in the recovery position.

e. Sponge the child with water at room temperature. 9. When the fit stops: put the person in the recovery position if he is not yet in this position.

This will keep the breathing passage open and prevent vomit from entering the lungs.

10. Stay with the person till he gets better.

11. Reassure the person, parents and bystanders.

12. Do not give food or drinks to a child or person that has just had a fit.

13. Arrange urgent transport to the nearest healthcare facility if:

a. The person has high fever.

b. The person did not wake up between fits.

c. The person stopped breathing, or the situation worsens.

d. This was the person's first fit (and he has no fever).

e. The person is under influence of drugs or alcohol.")

elif intent\_name=="thirtyeight":

return speech.speak("1. Wash your hands before taking care of the sick person. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcoholbased sanitizers can also be used, if available.

2. Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag. Try not to come in contact with the person's stool or vomit. 3. Prevent dehydration by giving plenty of fluids to the sick person. Ask the sick person to drink the equivalent of what he lost every time he passes loose stools:

On an average, a person should drink 5-10 ml/kg body weight per loose stool. a. Children under two years old should drink between a quarter and half of a large cup (50-100 ml) each time they pass loose stools. b. Children between 2-10 years should drink between a half and a full large cup

(100-200 ml) each time they pass loose stools. c. Children above ten years and adults should at least drink one large cup (200 ml) each time they pass loose stools. d. Feed the sick child more frequently.

Tell the mother to continue to give breast feeding with a higher frequency.

Tell the mother to continue to give bottle feeding (for bottle-fed children only) with a higher frequency. Use the same milk as usual. 4. Advise the sick person to avoid fruit juices.

5. Let the sick person drink (if available) ORS (package bought at chemist or available at Govt. healthcare facilities free of cost). Prepare and use as instructed on package. 6. If no ORS is available, you can prepare a homemade sugar and salt solution:

a. Take one litre of safe clean water (boiled and cooled clean water).

b. Add eight teaspoons of sugar.

c. Add one teaspoon of salt.

d. Mix well. 7. If the sick person also vomits, wait five to ten minutes before giving another drink. Then ask the person to drink slowly or give it by spoon. 8. You may give the sick person curd (if available).

9. The sick person can eat light food. 10. If a person has to travel, provide drinks so that he can take in fluids on the way.

11. Advise for regularly check on the sick person and to seek medical help if his condition worsens. This includes passing blood and mucus in stool, having fever, developing dehydration, or if diarrhoea does not get better within 2 days.")

elif intent\_name=="thirtynine":

return speech.speak("1. Wash your hands before taking care of the sick person.

Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcoholbased sanitizers can also be used, if available.

Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag. Try not to come in contact with the person's vomit, stools or fluids. 2. Advise the sick person to lie down and rest. 3. Prevent dehydration if the sick person suffers from vomiting and/or diarrhoea (see chapter on diarrhoea - What do I do?).

4. Observe the sick person; when his condition worsens, refer him to the nearest healthcare facility.")

elif intent\_name=="fourty":

return speech.speak("1. Make sure there is no danger to you, the person or bystanders. 2. The person urgently needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility or hospital. Tell him to come back to you to confirm if help has been secured.

3. Make the person lie down in a comfortable position. 4. Ask if the person is taking medicines for diabetes. If so, allow the person to take the prescribed medication.

5. Arrange urgent transport to a nearby healthcare facility.

6. Keep observing the person in case he collapses."

elif intent\_name=="fourtyone":

return speech.speak("1. Make sure there is no danger to you, the person or bystanders. 2. Make the person lie down in a comfortable position.

3. Ask if the person is taking insulin and/or other medicines for diabetes and if he might have taken too much insulin and/or other medicines, missed a meal or have done a heavy physical exercise. 4. If the person is conscious and is able to follow commands and can swallow, give the sick person some food or drink that contains sugar, such as sweets, jam, or dextrose tablets or fruit juice.

Often the diabetic patient has fast acting sugars such as biscuits available with them. Allow him to take it. After having something sugary, suggest the person to have a longer-acting "starchy" carbohydrate food, such as a few biscuits or a sandwich.

5. Never try to put food or drink into the mouth of someone who is drowsy or unconscious, as he could choke

6. Keep observing the person in case he collapses.

7. If you cannot differentiate between hyperglycaemia and hypoglycaemia (which is difficult even for a trained person), treat the patient as having hypoglycaemia. Low blood sugar can kill a

person quickly. If the diabetic person experienced hypoglycaemia but improved with oral sugar, he should contact the healthcare facility to review his condition and eventually to correct his insulin doses and other medications.")

elif intent\_name=="fourtytwo":

return speech.speak("1. Make sure the situation is safe for yourself and (if possible) for the victim.

2. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility or hospital. Tell him to come back to you to confirm if help has been secured. The fire brigade is equipped and trained to rescue people from fires. It is their duty and is not the primary duty of a first aider. However, in the exceptional case you need to rescue a person from a fire yourself, follow these guidelines:

3. Make sure you have already called for help prior entering the location. 4. Have a wet handkerchief/cloth around your face. Crawl along the floor to reach and pull out the casualty as most clean air will be at lower level.

5. Act swiftly and quickly because there might be some amount of carbon monoxide also in the room. A wet handkerchief and crawling on the floor will not protect you from it.

6. Do not open other doors or windows when there is fire in the room. The rush of air will increase the fire. 7. If the person's cloths are on fire:

a. stop him from running around; b. douse the fire with water; c. approach the person whilst holding a rug, heavy blanket, coat or cotton table cover in front of you and wrap him in it to smother the flames, or d. make the person roll on the ground to smother the flames. 8. Cooling with water will prevent the burn from going deeper and will reduce the pain.

Pour water on the burn for 10-15 minutes or until the burn stops hurting.

Do not use very cold water for cooling the burns. Burn victims can easily become hypothermic. 9. Protect the burn victim by wrapping him in clean blankets.

10. If possible, wash your hands before taking care of the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

11. Put on gloves if available. You can also use a clean plastic bag.

Try not to touch the person's wounds. 12. Cover burn wounds with a clean cotton cloth.

13. Do not open blisters – leave them intact. 14. Remove any clothing or jewellery that is not stuck to the burned skin.

Do not remove parts of clothing or jewellery that are attached to the burn wounds.

15. If possible, remove the person's belt, shoes or boots as the limb might swell.

16. Keep the casualty warm, but do not overheat him. 17. If possible, keep burned hands, legs or feet in an elevated position.

18. Do not leave the casualty alone, and keep observing him.

19. Observe the casualty's breathing, especially when the person is burned in the face and exposed to heat or has breathed in a lot of smoke or hot air.

20. In case of severe burns, transport the casualty as quickly as possible to the nearby healthcare facility or hospital. IF THE PERSON IS UNCONSCIOUS, BUT IS STILL BREATHING, a. Put the person in the recovery position, if possible.

b. Continue to observe the victim and check his breathing.")

elif intent\_name=="fourtythree":

return speech.speak("For minor burns (small first and second degree burns) you can use fresh aloe vera or honey if available to cover the burn wound. This will help the wound to heal faster. 1. Wash your hands before taking care of the sick person. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcoholbased sanitizers can also be used, if available.

Use gloves to protect yourself. If no gloves are available, you can use a clean plastic bag. Try not to come in contact with the person's vomit, stools or fluids. After cooling down the burn wound: 2. Dress the wound with a clean cotton cloth.

3. Do not apply any medicine to the burns.

Do not apply cotton wool to cover the burns.

Do not use Vaseline to cover the burns.

Do not apply any pastes or creams to the burns. 4. Make sure the burned casualty has sufficient



fluids to drink.

5. Refer the victim to a healthcare facility for further management.")

elif intent\_name=="fourtyfour":

return speech.speak("The casualty having burned in the face or breathed in hot air or smoke, may experience difficulty in breathing:

Approach the casualty as described for burns and scalds.

Allow the casualty to take a position that allows him to breathe best and is most comfortable.

Loosen clothing that might hinder easy breathing.

Especially observe the casualty's breathing and start CPR, if required.

Always transport these burn victims urgently to a healthcare facility or hospital.")

elif intent\_name=="fourtyfive":

return speech.speak("Flames or hot substances may have burned the eye(s).

Following signs and symptoms may be observed:

scorched eyebrows, eyelashes;

burn wounds around the eye; or

red eyes with burning and itching sensation.

In case of burns to the eye:

1. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility or hospital. Tell him to come back to you to confirm if help has been secured. 2. Rinse the eye immediately with plenty of water for 10-15 minutes, preferably from the nose outwards.

Use clean water or water that has been boiled and cooled. Be careful: Room temperature water is more comfortable than cold water. Very warm water might burn the eye.

Make sure no liquid or rinsing water runs into the other eye.

3. If the person wears contact lenses, ask the person to take them out and keep them in a safe place.

4. Arrange transport to the nearest healthcare facility or hospital. 5. Do not put medication into the eye.

6. Eye injuries have to be managed always with great care. Always refer these victims to the nearest healthcare facility or hospital.")

elif intent\_name=="fourtysix":

return speech.speak("1. Never touch a casualty that still is connected to an electrical source! 2. Turn off the source of electricity. a. In case of high voltage currents, never try to move the wire or source of electricity away from the victim. High voltage current (+ 1000 Volt) can jump and kill up to 18 metres. Wait till the high voltage source has been turned off prior approaching the victim. b. In case of electrocution by home electricity (220V) and if you cannot switch off the electric source, you may try move the source away from both you and the injured person using a dry, non-conducting object made of cardboard, plastic or wood. c. In case of strike of lightning, make sure you and the victim stay safe. If you are at risk from ongoing lightning, wait until danger has passed. If possible stay inside a house or in a car.

3. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility or hospital. Tell him to come back to you to confirm if help has been secured. 4. Try not to move the casualty, except if he is in immediate danger. 5. Cool down the burn wounds. Use clean water. If there is no clean water available, use the available water.

Only do this, if there is no danger of further electrocution: make sure the current has been switched off.

a. Pour water on the burn for 10-15 minutes or until the burn stops hurting.

b. Do not use very cold water for cooling the burns. Burn victims can easily become hypothermic.

6. Protect the burn victim by wrapping him in a clean sheet of cloth or blankets.

7. If possible, wash your hands before taking care of the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

8. Put on gloves if available. You can also use a clean plastic bag. Try not to touch the person's wounds.

9. Cover burn wounds with a clean cotton cloth. 10. Do not open blisters – leave them intact. 11.

Remove any clothing or jewellery that is not stuck to the burned skin.  
Do not remove parts of clothing or jewellery that are attached to the burn wounds.

12. If possible, remove the person's belt, shoes or boots as the limb might swell.
13. Keep the casualty warm, but do not overheat him.
14. If possible, keep burned hands, legs or feet in an elevated position.
15. Do not leave the casualty alone, and keep observing him.
16. Transport the casualty as quickly as possible to the nearby healthcare facility or hospital.")

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elif intent_name=="fourtyseven":
    return speech.speak("1. Make sure the area is safe for you and the victim and
make sure you do not come into contact with the chemical yourself unprotected.
2. Shout or call for help if you are alone but do not leave the person alone. Ask a bystander to
seek help or to arrange urgent transport to the nearest healthcare facility or hospital. Tell him to
come back to you to confirm if help has been secured. 3. Wear gloves to protect yourself. If no
gloves are available, use a plastic bag to cover your hands. 4. Remove the cause of the burn by
first brushing off any remaining dry chemical and then rinsing the chemical off the skin surface
with cool, gently running water for 10 to 15 minutes. 5. Remove clothing or jewellery that has
been contaminated by the chemical. 6. Wrap the burned area loosely with a clean cloth.
7. Rewash the burned area for several more minutes if the person experiences increased burning
after the initial washing.
8. Arrange transport to the nearest healthcare facility.")
elif intent_name=="fourtyeight":
    return speech.speak("1. Bring the casualty to a shaded cool place. If this is not
possible, cover the skin with light clothing or a towel.
2. Cool down the skin by sponging or by slowly showering for about 10-15 minutes. Be careful
not to overcool the casualty: do not use too cold water. 3. Encourage the casualty to have
frequent sips of cool water (this is an exception to the standard first aid guideline of not giving a
casualty to drink or to eat).
4. For severe burns, refer the casualty to the nearest healthcare facility.
For minor burns, an after-sun cream may be applied.
5. Wash your hands after taking care of the patient. Use soap and water to wash your hands. If no
soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used,
if available.")
elif intent_name=="fourtynine":
    return speech.speak("1. Reassure the casualty.
2. If the person wears contact lenses, ask the person to take them out and keep them in a safe
place. Ask the casualty to protect his eye(s) by holding a non-fluffy pad to each injured eye.
Eventually, the eye pads may have been wetted with clean water. If no eye pad is available, ask
him to keep the eyes closed or use sunglasses.
Put no pressure on the eyes.
3. Arrange transport to the nearest healthcare facility or hospital.
4. Do not put medication into the eye.
5. Refer the casualty to a healthcare facility.
6. Wash your hands after taking care of the patient. Use soap and water to wash your hands. If no
soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used,
if available. ")
elif intent_name=="fifty":
    return speech.speak("1. Help the casualty move to a cool place.
2. Help the casualty to lie down with the legs slightly raised.
3. Cool the casualty by sponging him or having him to take a cool shower. 4. Ask the casualty to
rest. 5. Ask the casualty to drink plenty of water (this is an exception to the standard first aid
guideline of not giving to drink or to eat to a casualty).
6. Keep observing the casualty's breathing and consciousness.
7. Refer the casualty to a healthcare facility. ")
elif intent_name=="fiftyone":
    return speech.speak("1. Help the casualty move to a cool place.
2. Check the casualty's breathing and consciousness.

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3. Help the casualty to lie down with the legs slightly raised. 4. Cool the casualty by sponging him or showering him with cool water. 5. Make the casualty to rest. 6. If the casualty is conscious, ask the casualty to drink water (this is an exception to the standard first aid guideline of not giving to drink or to eat to a casualty).

7. Keep observing the casualty's breathing and consciousness.

8. Transport the casualty to the nearest healthcare facility or hospital. ")

elif intent\_name=="fiftytwo":

return speech.speak("1. Make sure you are protected sufficiently against the cold, prior helping the other person. 2. If possible, move the victim to a warmer place.

3. It is best that the person avoids to walk on frostbitten toes and feet as this can cause further damage, although in emergency situations this may not always be possible. 4. Replace wet clothing with soft, dry clothing to stop further heat loss. 5. Gently remove gloves, rings, and other constrictions, such as boots. 6. The affected areas need to be re-warmed.

Do not try to do this until you are out of the cold. If the warming process is started and the frozen parts are re-exposed to the cold, it can cause further irreversible damage. You can warm the affected part with your hands, in your lap, or in the person's armpits. 7. Do not rub the affected area as this can damage the skin and other tissues and do more harm than benefit. 8. Do not apply direct heat (such as from a fire or heater) as this can cause further injury.

9. Re-warming should last at least 30 minutes and should only be stopped once the affected body part has a red-purple colour and can be easily moved. 10. Do not allow the person to smoke as this can affect blood circulation. 11. After the frostbitten area has been thawed, it should be wrapped very gently in clean bandages, with the fingers and toes separated. It is very important to keep the skin clean to avoid infection. Wash your hands prior bandaging the frostbites.

12. Too much movement should be avoided, and the limbs should be elevated if possible. Ask the person not to walk on affected parts that have been re-warmed as the tissues will be very delicate.

13. Refer the person with frostbites to a healthcare facility.

Transport the person to the nearest healthcare facility or hospital in case of advanced frostbites.")

elif intent\_name=="fiftythree":

return speech.speak("1. Wash your hands before and after taking care of the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available. 2. Find out how high the temperature of the person is (see "How to measure the body temperature?").

3. Ask the person to rest.

4. Keep the person in a cool environment. 5. Give the person lots of water to drink to prevent dehydration. Check if the urine darkens or there is less urine.

Breast-fed babies should be breast-fed more frequently than usual.

Bottle-fed babies should be bottle-fed normally and should be given extra rehydration drinks as a supplement.

6. Contact the local healthcare worker as soon as possible so the cause of the fever can be investigated.

7. Evaluate how the person is dressed. Too much clothing can increase the fever; too little can cause shivering which will deplete the energy of the sick person. 8. Use water at room temperature to sponge the sick person unless he does not like it and starts shivering. Do not use cold water.

If the person with fever is suffering he may benefit from paracetamol. Give the person the appropriate dose of anti-fever medication. These medications might bring temporary relief, but do not treat the cause of the illness.

9. If the sick person has convulsions (aka fits) (the person suddenly shakes fast and uncontrollably): treat for fits (see chapter 'Fits – convulsions – seizures').

10. Keep checking on the sick person. There may be need to get up in night to check the temperature. 11. If medication has been prescribed to treat the person, advice the person to finish the whole course of medicine. If he does not finish the whole course, the disease might come back.

Advice the person to make sure the correct dose and amount of medicine is taken at the prescribed time intervals. Advice the parents when giving medication to a child to make sure that the child is not crying. When a child is crying, the medication will not be swallowed.

If the sick person vomits less than 30 minutes after taking the medicine, the medicine can be given again.

12. Advice not to use, buy or give medication that has:  
passed the expiry date, or  
has been exposed to direct sunlight, or  
has been wet.

13. Bring the person to a nearby healthcare facility if the fever remains or the patient's condition worsens.")

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elif intent_name=="fiftyfour":
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    return speech.speak("1. Make sure you are protected sufficiently against the cold, prior helping the other person. 2. Gently move the person out of the cold.
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If going indoors isn't possible, protect the person from the wind, especially around the neck and head and insulate the individual from the cold ground. 3. Gently remove wet clothing. Replace wet things with warm, dry coats or blankets.
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4. If further warming is needed, do so gradually. For example, apply warm, dry compresses to the center of the body – neck, chest and groin. 5. Offer the person warm, sweet, non-alcoholic drinks slowly in sips. This is another important exception to general principles of first aid (not giving casualty to eat or drink). 6. Do not apply direct heat. Do not rewarm the person too quickly, such as with a heating lamp or hot bath. 7. Don't attempt to warm the arms and legs. Heating or massaging the limbs of someone in this condition can stress the heart and lungs. Do not eat, drink, or smoke.
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8. Don't give the person alcohol or cigarettes. Alcohol hinders the rewarming process, and tobacco products interfere with circulation that is needed for rewarming.
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9. Urgently transport the person to the nearest healthcare facility or hospital.")
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elif intent_name=="fiftyfive":
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    return speech.speak("1. Secure your own safety, and then the safety of the affected person.
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2. The person urgently needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to call the anti-poison centre (toll free: 1800 116 117) and to seek help or to arrange for urgent transport to the nearest healthcare facility. Tell him to come back to you to confirm if help has been secured.
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3. If possible, wash your hands before and after taking care of the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available. 4. Use gloves to protect yourself. If gloves are not available, you can use a clean plastic bag. 5. If possible, try to find out what poison has been swallowed, injected, inhaled or has come into contact with his skin. But be careful: do not put yourself in a dangerous situation to find the origin of the poisoning! 6. If it is safe, keep the container of the poison to show to the doctor.
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7. Avoid contact with the poison.
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8. If not done yet, call the poison centre for advice: 1800 116 117 (toll free). 9. Do not give the person anything to drink or eat.
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Do not give milk or water to a poisoned person.
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10. Do not induce vomiting.
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11. Transport the person urgently to the nearest healthcare facility or hospital. Always call the anti-poison centre (toll free: 1800 116 117) or a nearby hospital, healthcare facility or medical caregiver for advice on how to act in case of a specific poisoning.")
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elif intent_name=="fiftysix":
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    return speech.speak("1. Make sure the area is safe and the animal cannot bite you or the injured person again.
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2. Wash your hands before and after taking care of the patient. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.
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3. Put on gloves if available. If not, you can also use a clean plastic bag.
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Try not to come in contact with the injured person's blood or wound. 4. Flush the wound immediately with lots of clean water and then wash the wound with soap and water or a detergent for 10-15 minutes, if available to remove the rabies virus from the wound. Wash with
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povidone-iodine (Alopim, Betadine, Clopo, Wokadine, a.o.) if available. Washing is also necessary when a person is licked, scratched or has abrasion. 5. If the person is severely bleeding, stop the bleeding by applying pressure to the wound.

6. Do not cut the wound larger.

7. Do not put herbs or unclean materials like chilies, oil, petrol in or on the wound. 8. Cover the wound with a dry clean cloth or bandage.

9. Refer the person to a healthcare facility immediately for further treatment. A person bitten by a dog (or any other animal) should always visit the nearest healthcare facility.

Any person who was licked, scratched or suffered abrasions from an animal should visit the healthcare facility.")

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elif intent_name=="fiftyseven":
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    return speech.speak("1. Make sure the area is safe before you assist the person.
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2. The injured person urgently needs help. Shout or call for help if you are alone but do not leave the person unattended. Ask a bystander to seek help or to arrange urgent transport to the nearest healthcare facility. Tell him to come back to you to confirm if help has been secured. 3. Comfort person. 4. Help the injured person to lie down and tell him not to move. Offer comfort and keep the person calm, but do not forcibly restrain him. Keeping calm and not moving will slow the spread of the venom.
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If safe to do so, check what type of snake has bitten the person. If possible, note down the features of the snake. Do not lose time chasing the snake: the person needs urgent help now. It is difficult to assess whether a snake is poisonous or not. Therefore, always assume that the snake is poisonous.
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5. Watch the person for any change in his condition (i.e. consciousness and breathing).
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6. Put on gloves if they are available. If not available, you can also use a clean plastic bag to cover your hands.
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Try not to come in contact with the person's blood. 7. Do not suck or cut the venom out of the skin.
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Do not rub herbs on the bite. 8. Do not apply a tourniquet. 9. Remove any rings, watches or tight clothing that may cut off the blood flow because of swelling.
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10. Try not to move the injured limb and eventually apply a splint to immobilize the affected part.
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11. Cover the wound with a clean cotton cloth or bandage.
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12. Once action to obtain help has been taken, stay with the injured person until help is available.
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13. Observe the condition of the person (i.e. consciousness and breathing).
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14. Arrange urgent transport to the nearest healthcare facility or hospital.")
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elif intent_name=="fiftyeight":
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    return speech.speak("1. Make sure the area is safe before you assist the person. 2. If you are in an area where the wasp or hornet is still around, walk calmly away to a safer area with the victim. If attacked by a swarm, run away as fast as possible and seek shelter (indoors, in a car...). 3. Ask the person to keep calm. IN CASE OF A BEE OR WASP STING: Removing the sting of bees (wasps and hornets don't usually leave their sting behind) as quickly as possible can help to keep the bite smaller. Use a finger nail, the edge of a bankcard, or whatever thin sturdy material you have at hand to remove the sting. This can be easily done by pushing upwards from underneath the sting site in a sliding position. IN CASE OF A TICK BITE, Remove ticks using fine tweezers (not with fingers) and grab the tick as close to the skin as possible. Pull it firmly up until the tick's mouthparts have been removed.
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Do not twist or jerk the tick to remove it.
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Do not use petroleum jelly, alcohol, a lit match or cigarette, or any other method to try to remove a tick. IN CASE OF A LEECH BITE, If you find one leech on the person's body, check the entire body as there may be more. Slide a fingernail, the edge of a bankcard or whatever thin sturdy material you have at hand, under the sucker mouth (the smaller head of the leech) of the leech and flick it off right away. Do not squeeze the leech.
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The person may also consider the leech to fill up and fall off by themselves.
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Do not put salt on the leech or burn it, as this will make the leech to vomit back into the wound before it falls off. Leech bites tend to bleed for a long time, apply a small bandage and change it regularly. 4. Wash the sting or bite site and wipe away any venom.
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5. Do not suck or cut the venom out of the skin.

Do not rub herbs on the bite. 6. Use ice, if you have it, to cool the bite or sting.

Wrap the ice in a cloth or a towel so that it does not touch the skin directly.

If you do not have ice, use cold water.

Do not cool for more than 20 minutes at a time. 7. You may raise the legs of a person suffering an anaphylactic shock. ")

elif intent\_name=="fiftyfnine":

return speech.speek("1. Ask the casualty not to rub into the eye. 2. Ask the casualty to sit. Pull the lower lid down to inspect. 3. Rinse the eye immediately with plenty of water for 10-15 minutes, preferably from the nose outwards. Use clean water or water that has been boiled and cooled. Be careful: Water at room temperature is more comfortable than cold water. Very warm water might burn the eye. Make sure no liquid or rinsing water runs into the other eye. 4. If washing of eyes did not work, you may try to remove foreign object with a narrow moist swab or a twisted corner of a clean handkerchief. If foreign body is not visible it may be under the upper eye lid. Ask the casualty to grasp his upper lashes and pull the upper eyelid over the lower lid. The lower lashes may brush the particle clear. If this did not work, you may ask the casualty to blink under clean water. You can also use an eye cup to blink the eye in it. 5. If something is sticking to or embedded in the eye, the eyeball or pupil, do not try to remove it. 6. Cover the eye and transport the casualty to the nearest healthcare facility for further care. 7. Do not put medication into the eye. 8. Wash your hands after taking care of the patient. Use soap and water to wash your hands. Alcohol-based sanitizers can also be used, if available. Eye injuries have to be managed always with great care. Always refer these victims to the nearest healthcare facility.")

elif intent\_name=="sixty":

return speech.speek("Sometimes foreign objects become lodged in the ear. The object might even damage the drum. Children often push objects into their ears. Cotton wool may get stuck in the ear while cleaning it. Insects may crawl or fly into the ear. Never try to get lodged objects out of the ear and always refer the person to a healthcare facility for further treatment. A casualty with an object lodged into the ear has always to be referred to a healthcare facility. Also refer the casualty to a healthcare facility in case of an insect that flew or crawled into the ear and did not come out. In case of an insect, you may fill the ear with tepid clean water so the insect can float out. If it does not come out refer the person to a healthcare facility for further treatment.")

elif intent\_name=="sixtyone":

return speech.speek("Children sometimes push objects into their nose. These objects may get stuck and may damage the nose tissue. 1. Do not put something into nose 2. Do not fiddle with the foreign body. Make casualty breathe through the mouth. 3. Transport the casualty to a healthcare facility for further treatment. A casualty with a foreign object in the nose is always to be transported or referred to the healthcare facility.")

elif intent\_name=="sixtytwo":

return speech.speek("Glass, thorns, pieces of iron, wood or stone, needles, etc. may get stuck under the skin. Unless it is very easy to deal with (e.g. a wood splinter), do not fiddle with objects stuck under the skin.

Treat the wound as described in section 'Bleeding', dress the wound and refer the casualty to a healthcare facility for further treatment. ")

elif intent\_name=="sixtythree":

return speech.speek("Small objects as coins and buttons may be swallowed by children. Most objects will follow the digestive track without issues. But they can also lead to choking.

In some cases the swallowed object may cause internal damage. This is specifically the case for swallowed batteries (containing corrosive and poisonous material), cigarette stubs, cosmetics, medication, poisonous plants, poisonous berries or fruits, or sharp objects (e.g. fish bones, partial dentures...). In these cases medical assistance is always required. In case the person is choking, treat as described in the section on 'Choking'.

In case a small harmless object has been swallowed, the object will follow the normal track and be expelled via the faeces. In case of even small doubt, contact a healthcare facility.

In case of dangerous objects (batteries, cigarette stubs, cosmetics, medication, poisonous plants, poisonous berries or fruits ...), sharp objects or when the person complains of pain, stomach ache, always refer the casualty to the nearest healthcare facility. In case a person swallowed dangerous objects (as batteries, cigarette stubs, cosmetics, medication, poisonous plants, poisonous berries or fruits ...), sharp objects; or when the person complains of pain, stomach ache or blood loss in the faeces, he should be transported to the nearest healthcare facility. ")

elif intent\_name=="sixtyfour":

return speech.speak("1. Encourage the expectant mother's companions and relatives to be involved.

2. Praise and encourage the mother.

3. Protect and respect her privacy and the local or religious customs.

4. Wash your hands before assisting. Use soap and water to wash your hands. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

5. Provide a reassuring touch to reduce anxiety. 6. Encourage the woman to move around and find the most comfortable position.

7. Let her urinate often. A full bladder delays the process of labour and increases the chances of tearing and bleeding.

8. Permit sips of water to moisten the lips during labour.

9. Encourage her to breathe out calmly and to relax with each breath.

10. Seek immediate help if you notice the following complications:

The baby is coming out with the hips or feet first, instead of his head.

There are no contractions six hours after the waters break.

The contractions continue for more than 12 hours.

The woman is bleeding and/or she has fever. DURING THE PUSHING STAGE, 1. Support the woman in a comfortable position.

An upright position is the best, but a lying position is the least challenging to assist with delivery.

You can put a pillow under the right hip.

2. Wash your hands with water and soap. If no soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available.

3. Put on (disposable) gloves or use a clean plastic bag to avoid contact with the bodily fluids.

4. Naturally, at this stage, the mother feels the urge to push.

If the pushing is not working, tell her to change position and to empty her bladder.

Tell the mother not to push when the baby's head is out.

5. Watch the baby come out while supporting the baby's head and shoulders.

Do not pull the baby out.

Do not push on the woman's belly during labour or after the delivery. WHEN THE BABY IS BORN, 1.

Immediately after birth, place the baby on the mother's bare chest or abdomen so that they can have skin-to-skin contact. 2. To sterilise the cutting equipment, boil it for ten minutes or run it through a flame a few times and let it cool down.

3. Cut the baby's cord: a. Create two knots/ties:

1. The first knot/tie is two cm (about three fingers) away from the baby's abdomen.

2. The second knot/tie is four cm (about five fingers) away from the first knot/tie.

b. Cut between the two knots/ties with a clean razor blade, scissors or a knife.

c. Create another knot/tie on the side of the baby's abdomen if the cord continues to bleed after it has been cut.

d. Keep the cord dry and clean.

4. Wipe the baby's skin clean and dry and ensure that the baby is kept warm and close to the mother.

5. The baby can be dressed or wrapped. 6. The placenta or afterbirth will come out naturally on its own. When it is out, put it somewhere safe until it can be disposed of properly. Do not pull on the umbilical cord to remove the placenta and afterbirth. If the cord rips, it may cause infection or severe bleeding.

7. Wash your hands after taking care of the patient. Use soap and water to wash your hands. If no

soap is available, you can use ash to wash your hands. Alcohol-based sanitizers can also be used, if available. 8. Encourage the mother to breastfeed the newborn. Although there is no breast milk at that moment, the baby's sucking will stimulate the production of milk.

Immediate breast-feeding also helps the placenta to come out and prevents bleeding of the mother after delivery.

9. Encourage the mother to move around as soon as she feels able and ready to do so.

10. Do not leave the mother unattended during the first 24 hours after giving birth.

11. The mother should go to a healthcare facility for further check-up and management. WHEN THE MOTHER IS BLEEDING HEAVILY AFTER GIVING BIRTH, 1. Call for help and arrange urgent transport to the nearest healthcare facility or hospital.

2. Massage the mother's belly firmly below the navel. This might slow down the bleeding.

3. Ask the mother to urinate if possible. This might slow down the bleeding. After birth, mother and baby should always be transported to a healthcare facility for further checkup and follow up. ")

else:

return speech.speak("intent does not exists")

except:

return speech.speak('intent name is not defined')