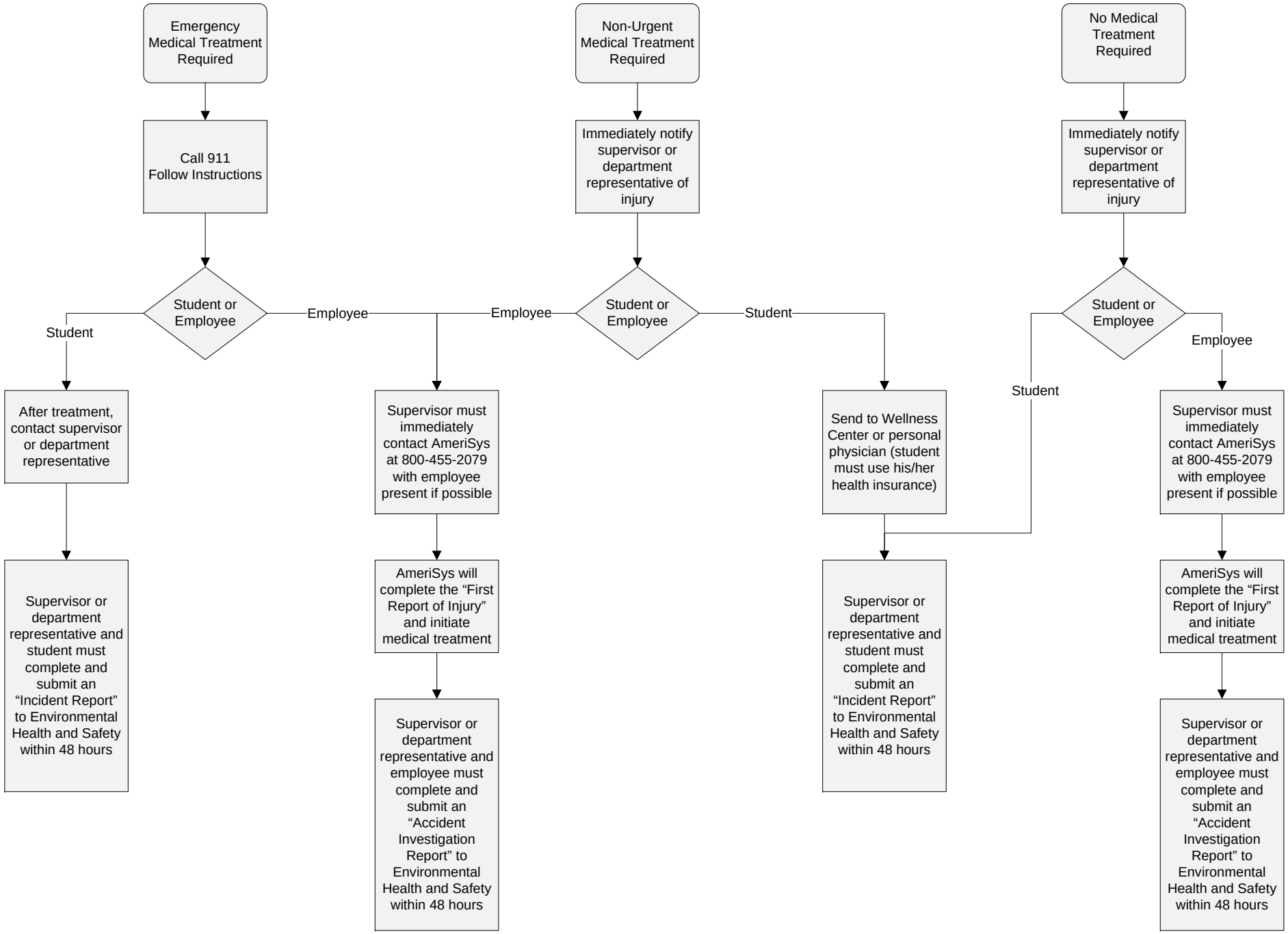What to do if an injury or illness occurs