



## Welcome to airTEXT!

**This leaflet contains information about how airTEXT works and advice on what you can do when you receive an airTEXT alert**

<b>MODERATE AIR POLLUTION</b>	<b>HIGH AIR POLLUTION</b>	<b>VERY HIGH AIR POLLUTION</b>
<b>What the message will say:</b>	<b>What the message will say:</b>	<b>What the message will say:</b>
MODERATE air pollution TOMORROW. You may notice mild health effects but these are unlikely to require action. If you have concerns please contact your GP.	HIGH air pollution TOMORROW. If affected consider reducing exposure: spend less time outdoors and take reliever medication. If unwell contact your GP.	VERY HIGH air pollution TOMORROW. Consider reducing exposure: spend less time outdoors and take reliever medication. If unwell contact your GP.
<b>What effects will I notice?</b>	<b>What effects will I notice?</b>	<b>What effects will I notice?</b>
<ul style="list-style-type: none"> <li>You may notice mild health effects</li> <li>You are unlikely to need to take any action but be aware of your symptoms</li> <li>Take reliever medication with you as a precaution</li> </ul>	<ul style="list-style-type: none"> <li>You may notice significant effects such as wheezing or more difficulty in breathing or chest pains if you have a heart condition</li> </ul>	<ul style="list-style-type: none"> <li>You may notice a worsening of breathing difficulties or chest pains if you have a heart condition</li> </ul>
<b>What should I do?</b>	<b>What should I do?</b>	<b>What should I do?</b>
<ul style="list-style-type: none"> <li>You are unlikely to need to take any action but be aware of symptoms</li> <li>Take reliever medication with you as a precaution</li> <li>Talk to your doctor if you have concerns</li> </ul>	<ul style="list-style-type: none"> <li>Keep reliever medication with you as a precaution</li> <li>You may need to increase dose of reliever medication – BUT NEVER EXCEED THE STATED DOSE</li> <li>Consider reducing exposure by spending less time outdoors</li> <li>Try to avoid strenuous outdoor activity.</li> <li>Talk to your doctor if you have concerns</li> </ul>	<ul style="list-style-type: none"> <li>Keep reliever medication with you</li> <li>Increase dose of reliever medication if you are affected – NEVER EXCEED THE STATED DOSE</li> <li>Avoid long periods outdoors</li> <li>Avoid strenuous outdoor activity.</li> <li>Talk to your doctor if you have concerns</li> </ul>

## Welcome to airTEXT!

Thank you for signing up to airTEXT. airTEXT is a unique air quality information service for people who live or work in London and who suffer from asthma, emphysema, bronchitis, heart disease or angina. If you have one of these conditions you may be affected by higher than normal levels of air pollution. airTEXT is designed to alert you to pollution so that you can take some of the simple steps that help reduce the likelihood of any impacts. This includes taking your inhaler or angina spray with you, taking extra doses if symptoms worsen, and avoiding strenuous outdoor activity on polluted days. If you care for or are a parent of someone with these symptoms it may help you look after them better.

## How does airTEXT work?

Depending on what type of airTEXT alert you have selected and the time of day you have chosen for your alerts, you will receive one of the following messages either between 6-7 p.m. on the evening before or between 7-9 a.m. on the morning of a day when elevated air pollution is forecast. At weekends the morning messages will be sent closer to 9 a.m. so that they don't wake you up too early!

### airTEXT via mobile phone

airTEXT will send a text message to your mobile phone. The message will look like the one in the picture on the front of this leaflet. It will contain the air pollution alert and brief information about symptoms and health advice.

### airTEXT via your home phone

Your home phone will ring as normal and you will hear a recorded message giving you the air pollution alert and further information about symptoms and health advice. If you are unable to take the call airTEXT will leave a message on your answerphone (if you have one), just like any other message.

### airTEXT via e-mail

You will receive the same air pollution alert, information about symptoms and health advice and you can choose whether to receive it on your work or home computer.

## What should I do when I receive an airTEXT alert?

Depending on how high pollution levels are forecast to be, there are various simple steps you can take to reduce the likelihood of any impacts on you. The messages will provide you with advice. More detailed information is provided on the back of this leaflet, together with an example of the message you will receive.

You can also use the *YourAir* service on the [www.airtext.info](http://www.airtext.info) website to see exactly where pollution levels are higher, on a street by street basis. This can help you avoid exposure, for example by not walking or cycling along polluted streets.

## How often will I receive an airTEXT alert?

You will get an airTEXT alert whenever air pollution levels are forecast to be **MODERATE, HIGH** or **VERY HIGH**. This depends largely on the weather. Air pollution levels tend to rise on hot, sunny days in summer and cold, still days in winter. You may begin to recognise days when you are likely to get an airTEXT alert. Once air pollution levels increase they often remain higher for two or three days. We call this a pollution episode. You will get a message for each day that the pollution episode lasts. Once the messages stop it means that pollution levels are forecast to be low again.

## What happens if I change my phone number or e-mail address?

No problem. You can update *any* of your personal details via the [www.airtext.info](http://www.airtext.info) website. You will need to enter the phone number or e-mail address that we send the alerts to, your surname, postcode and year of birth, for security reasons. If you do not have internet access please call us on 020 8760 5483 and we can do this for you.

## What about when I go on holiday?

If you are going away or don't want to receive airTEXT alerts for a certain period of time, you can log in to the [www.airtext.info](http://www.airtext.info) website and suspend your airTEXT alerts between the dates you choose. Or you can call us and we will do this for you. Please bear in mind that some mobile phone companies will charge you to receive a text message if you are abroad. If you are travelling outside the UK it is probably worth suspending your alerts while you are away.

## And if I decide I no longer wish to receive alerts?

You can choose to stop receiving airTEXT alerts completely by logging into the [www.airtext.info](http://www.airtext.info) website or, if you receive your alerts by e-mail, by clicking on the unsubscribe link towards the bottom of the message. Otherwise, please telephone us and we will remove you from the service.

## Do I need to do anything else?

We may contact you occasionally to ask how useful you find the service and how you think we could make it better. If you ticked the box when you registered, stating that you do not wish to take part in this evaluation, we will not contact you again other than sending your alerts and giving some updates on airTEXT.

## Is there anything else I need to know?

Remember that air pollution levels are normally low and for most of the time you will not notice any effects on your health. It's important that you do not become alarmed or panic when you receive an airTEXT alert. It is designed to help you ensure you have any necessary medication at hand and to prepare your day ahead to reduce your exposure.

[www.airtext.info](http://www.airtext.info)

