

COSH ACTION MAGAZINE

TOGETHER EVERYONE ACHIEVES MORE

Official Newsletter of Church of Scotland Hospital, PO Box 502, Tugela Ferry, 3010

Rehab's
Lucky Draw

Batho Pele
at a Glance
"Courtesy"

International
Literacy Week
in Ladysmith

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Picture Credit: Sindy Shabalala -PRO

Editor's Note



Lungile Landela—PR Intern

In this issue I would like to discuss the importance of working together in partnership in this institution.

This should be the norm but is it? One should ask oneself if they practice Batho Pele principles not because one is expected to practice them but because it is the right thing to do. To treat other people the way one would expect to be treated with dignity and respect irrespective of age, background, race and so on.

We may not all be from a similar backgrounds, we may come from different countries, we may come from rich families or from hardship but at the end of the day we are all woven from a similar thread as people regardless of the colour of skin one has. So it is important to practice the principle of "UBUNTU".

Treating a person as you would like to be treated goes a long way in improving the working environment we are in.

In this issue a lot of events took place we went to Dundee for the Sports Tournament, we witnessed the Physiotherapy Lucky Draw, we also went to Ladysmith with the ABET group and finally went to Richards Bay for the Sports tournament where Umzinyathi took the trophy beating all districts in netball. The event was blessed by the presence of the Honourable MEC for Health Peggy Nkonyeni and other distinguished guests.

" Experience is not what happens to a man, it is what a man does with what happens to him."

- Aldous Huxley

It is important in life to act rather to react to life's challenges and always be on the look out for new opportunities.

Lungile Landela

Compliments from suggestion boxes

Phila mina ngisaphila ngiyabonga kakhulu ukuhlala kahle esibhedlela ewodini

I - Female Surgical Ward angikaze ngiphoxeke nakancane.

Yimi uShawudile Sokhela



Kahle mina ngithanda ukuncoma abahlengikazi basewodini labesifazane Female Medical Ward. Hhayi ukugxeka. Bawusizo esibhedleleni basiphatha kahle uma size kule Wodi basikhulumise kahle basichazele kahle lapho sinenkinga nokungaqondi. Siyabonga kakhulu baqhubeke inkosi ibabusise.

NG Mkhize
Loskop

Kuhle kabi ukuthola izincomo hhayi njalo kuhlale kunezikhalazo lokhu kukhombisa isithombe esihle. Kulamawodi sithi abaqhubeke njalo nomsebenzi omuhle.

Lungile Landela—PR Intern

Batho Pele At A Glance

In our last issue we dealt with Consultation which deals with the roles and the effectiveness of consulting with the community about the services offered by the public service.

In this issue we are tackling the fourth Batho Pele Principle—Courtesy, which deals with how people should be treated.

" All departments must set standards for the treatment of the public and incorporate these into their Codes of Conduct, values and training programs. Staff performance will be regularly monitored, and discourtesy will not be tolerated."

Treating clients as if they are an intrusion in your day to day duties is a bad mistake by a public servant. People who come in are your clients without them there is no job. At the end of the day it is imperative to treat clients with the dignity that they deserve. Greet clients with a smile and ask warmly how can I help you? You will be amazed at the positive response you'll receive from clients and that will also bring you a great day instead of frowning and causing you wrinkles before time.

Staff win in Rehab Department's lucky draw



Mr Linda Mbhele X-Ray Manager making sure that he didn't look inside the box whilst looking for the lucky person who won a prize in the Physiotherapy lucky draw.

The Rehabilitation Department conducted a lucky draw on the 14th of September 2007 where people who bought as many tickets got a chance to win from a variety of prizes that were on offer including blankets , cups and saucers.

A month before the Lucky draw, staff from Rehab and other departments sold tickets which cost R3.00 each and one was able to buy as many tickets as possible to increase his chances of winning.

On the 14th which was a cloudy and cold Friday the draw took place and many took some nice prizes home. The main aim of the draw is to help needy children to have presents as we draw closer to the holidays.

Pic/Editorial credit: Lungile Landela



Mr Jogessar the Pharmacy Manager just closed his eyes to make sure he didn't look.



Kathryn Catterick looking for the lucky ticket in the Rehab draw.



The PRO shaking the box well to find the next winner.

Kanti kuwina abanjani uma mina ngin-gatholanga ngisho isoso nje!



COSH WELCOMES NEW EMPLOYEES



Thokozane Khanyile
EAP Practitioner



Tholakele Zulu
Professional Nurse

If you wish to be reminded of when our newsletter is on the intranet please send a blank e-mail with the word "NEWSLETTER" to sindisiwe.sibiya@kznhealth.gov.za or call the PR Office on 033 493 0820

International Literacy Week in Ladysmith



PHANSI
NGESTHUPHA
PHANSI!!



Bangena kwachwaza wonke umuntu abase COSH eMnambithi kubungazwa imfundo yabadala phecelezi i- ABET.

Imvunulo yesintu idla umunyu e- COSH.

Nangu nomfazi kamfowethu engazibekile phansi!!!



Yavusa usinga lentokazi yase - Emmaus ngesikhathi isina.



Lidlisa ngesigubhu kanye nemvunulo iqembu lase-Emmaus Hospital lalisina liqephuza eMnambithi.



Njengoba uzibonela I- COSH ihamba phambili!!!



I-COSH ishaya ingoma embungazweni ka ABET eMnambithi.

Dignitaries as well as ABET teachers and students attended the event with ample enthusiasm. The event took place at the Ladysmith Indoor Sports Complex.

Lots of food was provided for the guests, entertainment in the form of Indian Dance and ABET learners were prepared to dance and jive, singing their hearts out on this special occasion.

The theme of the day was mainly the importance of educating the elderly, ridding the country of high levels of illiteracy.

The event was also aimed at motivating people to continue learning in order to bring about change in their lives.