



# GJ CROOKES HOSPITAL ASIKHULUME — LET'S TALK

Volume 6 Issue 6

4 August 2003

## POINTS OF INTEREST

Page 1— Opening of Baphumile Clinic.

Page 2 - Best Smiles!

Page 3 - HIV/AIDS in the work place.

Page 4 - Employee of the Month / 20/30 Year Awards.

Appreciation - Local Lions Club

Welcome everyone !

Happy reading !



### Opening of Baphumile Clinic

Baphumile Clinic was officially opened on 25 July 2003 by the MEC for Health Dr Zweli Mkhize. The sun shone on the brightly coloured tent perched on top of a hill, and it was a great day for the community (and for Mr Appadu who had never driven so far on our rural roads).

Local dignitaries included Inkosi Shinga and the mayor of Umzumbe, Counsellor Magubane. Mrs Nyawo introduced Dr Mkhize and Mr Chetty gave a vote of thanks.

In his speech Dr Mkhize commended the staff for the good work they were doing and encouraged the community to support them. He emphasised the need for preventive and promotive health care, and spoke about HIV/Aids and cholera.

The CHW's from Dumisa gave spirited health messages in song, together with a local youth group. We feasted on a 5 star meal, and Mr Mosikili is thanked for assisting the local community cooks. The corsages and table decorations were beautiful. Thanks to Mrs Singh's GJ Grookes team of dedicated flower arrangers—a really professional job—well done!!

All in all a day in which the hospital management team felt really proud of everyone who contributed, and of the community we serve.

(See further photos on Page 5)

M.M. Whitfield



## COURTESY

A SMILE THAT JUST MELTS THE HEARTS OF PATIENTS EVEN IN THEIR DEEPEST PAINS.

What does it take to show courtesy?

A smile without saying a word.

Keeping noise to a minimum.

Addressing patients by their correct titles and names.

Directing relatives if they look lost in the long meandering corridors of the institution.

A name tag so that clients know who you are.

Greeting every person, even those you do not know.

Respecting every person regardless of their age, colour, nationality, religion or cultural background.

A professional appearance at all times .

All the above are going to be a challenge to us for the next three months. It will be interesting to know how we as the providers of a service, would rate ourselves as far as this Batho Pele principle is concerned. So come on everyone it will be worth the effort!!



INTERESTED?? ...SEE PAGE 2!!



*During the month of August the Batho Pele Task team will be looking at rewarding staff who will go the 'extra mile' in displaying courtesy and we shall reward staff with 'our own' trophies.*



**The week of 3rd - 9th August will be for the best smiles!**



**The second week of 10th - 16th August will be for the best telephone manners!**



**The third week 17th - 23rd August will be for a department with badges all displayed!**



## NOISE

Hospitals are generally regarded as noisy places.

Some of the causes of noise are:

- ✂ Ambulances announcing their arrival of a new patient.
- ✂ Cleaning of wards and departments.
- ✂ Meals being brought in.
- ✂ Tests carried out.
- ✂ Movement of patients from one department to another etc.

Somehow it is unavoidable . There is very little we can do about it. But ill people need a lot of tranquillity, peace and quite.

How can we help in reducing noise in our institution:

Do not shout to colleagues from one end of the corridor to another.

Do not slam doors, trolleys, or medicine trolleys.

Answer telephone as promptly as possible.

Television and radios should be switched off at patients resting times and at night.

Do respond promptly when a patient calls.

Ensure that visitors keep to stipulated times and numbers.

If we keep to the above, wouldn't it be a reward to see patients recovering quicker?



TG MKHIZE



## "Going Places"

There have been some wonderful changes taking place at our hospital on the hill. Some, you will obviously have noticed, and other you may not have.

May the 14th and 15th dawned bright and beautiful. After many weeks of hard work and working under extreme pressure due to a shortage of staff on the unit, the maternity section was being assessed to see if they would retain the "Baby Friendly Award." you will remember, that years ago, GJ Crookes Hospital was the 1st hospital in KwaZulu Natal and the 2nd hospital in South Africa to be awarded this prestigious honour award. We almost clinched the award again, and with a few minor adjustments, when we will be assessed again in September, I'm sure we'll make it.



The parameters beyond the fence surrounding the hospital, have been cleared. This has made it easier for security to do their jobs and keep the patient's, staff and equipment safe.



For patients wanting to access the hospital, signs will be erected on the south bound off-ramp to Scottburgh as well as at the T junction on the Dududu road, the old main road opposite the Cutty Sark Hotel. A sign will also be erected at the Umzinto T junction off-ramp. I'm sure our patients will be able to find our hospital more easily.

On the 14th - 17th June COHSASA visited the hospital for an external survey. Accreditation has been hovering over the horizon, but like the sardines this year, this was not meant to be. Everyone worked extremely hard and all are to be congratulated on their efforts. The facilitators made special mention of Health and Safety, Maintenance, Laundry and Pharmacy.



They also commented on the appearance of the buildings, which in actual fact do look very nice and are well maintained. You may have noticed that the shades of the lights in the hospital grounds have been changed and what a difference this has made! *Thank you maintenance division!!*

V Webb

**HIV/AIDS IN THE WORK PLACE**

GJ CROOKES HOSPITAL AND SUB DISTRICT IS COMMITTED TO MAN-AGEING HIV/AIDS IN THE WORK-PLACE WITH REGARD TO THE FOL-LOWING PRICIPLES:

- NON-DISCRIMINATION.
- SAFETY IN THE WORKPLACE.
- ENCOURAGEMENT OF VOLUNTARY COUNSELLING AND TESTING (VCT).
- CONFIDENTIALITY.
- CARE AND SUPPORT FOR EMPLOY-EEES LIVING WITH HIV/AIDS.
- COMMUNITY OUTREACH.

THE 'POSITIVE LIVING' PROGRAMME IS CONTINUING AND IS PART OF TH IS INITIATIVE.

A WORKSHOP IS TO BEHELD ON 28TH AUGUST FOR UNION REPRESENTATIVES AND OTHER STAKE-HOLDERS TO START DRAFTING OUR WORKPLACE POLICY.

PLEASE BE ASSURED YOU WILL ALL BEINVOLVED—HIV/AIDS IS EVERY-ONE'S PROBLEM.

**M.M. WHITFIELD**

*Extraction from June EAP Newsletter with kind permis-sion from Kirsten Hart*

**PREGNANCY AND YOUR RIGHTS IN THE WORK-PLACE**

**LEGAL FACTS**

The Constitution protects a person's right to make deci-sions concerning reproduction. No person may be discriminated against or dismissed on account of pregnancy. Employers are required to provide and maintain a work environment that is safe and without risk for their employ-ees.

**PROTECTING THE HEALTH OF PREGNANT & BREASTFEEDING EM-PLOYEES**

The Basic Conditions of Employment Act (BCEA) prohibits employers from requesting or permitting pregnant and breastfeeding employees form doing work that is hazardous to themselves or their unborn child.

Where appropriate, employers should make a list of which positions in the company pose the least risk to pregnant and breastfeeding employees. Sec-tion 26(2) of the BCEA states that an employee should offer suitable alterna-tive employment to an employee during their pregnancy, if the original posi-tion poses a danger to herself or her unborn child, or if the employee is re-quired to work night shift. Alternative employment should be on terms no less favorable than the employee's original terms of employment.

Workplace policies should encourage employees to inform employers as early as possible of their pregnancy, so that employers can review the safety of the employee's position.

Employers should keep a record of all notifications of pregnancies and their outcomes.

Once an employer has been notified of a pregnancy, they should conduct an evaluation of:

- ◇ The employee's job.
- ◇ The potential workplace risks.
- ◇ The employee's health. The employee should undergo a medical examination by a professional medical practitioner.

If the evaluation reveals any potential risks, the employer should:

- ◇ Inform the employee.
- ◇ Consultation should be taken to determine what steps need to be taken to minimize the dangers and risks.

If necessary adjustments should be made to the employee's work station or the employee should be moved to a more suitable work station.

Risk assessments should be constantly reviewed as risks vary depending on the stages of pregnancy and when the employee is breastfeeding.

Arrangements should be made for the employee to attend antenatal and postnatal classes as required during and after the pregnancy.

Arrangements should be made for an employee who is breastfeeding or expressing milk. These employees should be given two additional half hour breaks.

**PAYMENT AND MATERNITY LEAVE**

Employers are required to hold an employee's position for four months while they are on maternity leave.

During this period they are not required to pay the employee, unless com-pany policy states so.

Employees can claim benefits form the Unemployment Insurance Fund (UIF). Should any employee wish to return to work before the four months is over, they can do so provided they get a doctor's certificate stating that they are fit to work.

Employees may not return before their baby is six weeks old.



## EMPLOYEE OF THE MONTH 2<sup>nd</sup> QUARTER : 2003

### **CONGRATULATIONS TO THE FOLLOWING MEMBERS OF STAFF!**

*The following staff were nominated as Employees of the Month for the categories as follows:*

General Service Worker: Mrs E.T. SHIBE  
Nursing: Sr S.P. MBANJWA  
Support services: Mr S.R. DHAJA,  
Ms N.G KHUZWAYO  
Mrs N. NAIDOO  
Medical Services: Dr R.S. LEBESE

## 20 AND 30 YEARS AWARDS CEREMONY

The ceremony was held on 19th June 2003 in the Staff Development Centre. Management felt the need to recognise and appreciate the commitment, dedication and contribution of staff hence this ceremony.

The day was exciting and even more so as the moment to receive certificates drew closer and closer. Twenty staff members received their twenty years long service certificates and only two for thirty years. Members of management were present to witness the occasion as the hospital manager, Mrs Nyawo presented the certificates to the recipients. In fact over and above the certificates issued by the Department of Health, the institution also designed its own certificates of appreciation. This means that each staff member received two certificates. The hospital manager made a brief motivational speech. The emphasis was on loyalty and perseverance that these people displayed which culminated in a special occasion.

As people were smiling, the camera man was busy taking photos of everything. A special small tea with snacks was provided. For a while everybody that was there forgot about the stress of work and just concentrated on the occasion as they created new friends.

We hope to improve and to focus more on our employees for superior performance.

TZ Khumalo  
PRINCIPAL HUMAN RESOURCE  
OFFICER



## Appreciation to...

### Local Lions Club

Appreciation for donations of trauma bags to our Siyanakekela Crisis Centre.  
The bags contain toiletries such as toothpaste, toothbrush, comb, facecloth, bath soap as well as underwear for the victims.



### A picturesque Baphumile Clinic



### The Community Health Workers Choir



**Reminder** - don't forget to submit your happenings to Sr TG Mkhize for the next newsletter!

## POETRY TO PONDER...



### Mr Alcohol

*I am the most powerful chemical mixture of liquids  
I have the potential power of dividing many families into Individuals  
I am liquor, I am a killer.  
You started drinking me when you said you want to forget your problems  
You started drinking me occasionally and now you are drinking me professionally  
Watch out! You will end up drinking me internationally.  
I am liquor, the water of mentality  
I will make you brave  
When you are a coward  
I will make you talkative if you are shy  
I will land you in danger.  
Gone are the days when young girls used to cook like their mothers but nowadays they drink like their fathers.  
I am existing everywhere even in churches they drink me  
In the name of Holy Communion..  
I will make you tremble  
When you are moving along the street  
I Will make you shiver when you are standing  
I am liquor, I am a killer.*

Poem by  
THEMBER "Peace Connection" Sibe

