

INTERVIEW

The Ezine for InterHealth Canada TC Staff

ISSUE 02 | JANUARY/FEBRUARY 2011

Great work — keep it up!

BY JUDITH CAMPBELL
PERMANENT SECRETARY, TCI MINISTRY
OF HEALTH AND HUMAN SERVICE.

"AS WE embark on a fresh new year, I embrace this opportunity, on behalf of the Ministry of Health and Human Services, to wish the management and staff of the Cheshire Hall and Cockburn Town Medical Centres a blessed and peaceful year.

I also extend my thanks and appreciation to the entire staff, for their commitment and persever-

ance during the past 12 months.

Undoubtedly 2010 was a year of change with a new Interim Government and a shift in priorities. Economies worldwide receded, and the Turks and Caicos Islands suffered the same fate.

Despite this we were able to open two extraordinary health-care facilities, which demonstrate the Government's continued support for high quality healthcare to the people of the Turks and Caicos Islands.

The seeds of your labour,



Full of praise: Judith Campbell

planted in the previous year, are now bearing fruit and you have accomplished so much in such a short time. There is hardly a day that passes that I do not receive phone calls and commendations from persons throughout the islands applauding the work of the

CONTINUED ON PAGE 5

Girls just want to have fun

THERE'S an unwritten rule at InterHealth Canada – work hard, play hard.

And these beautiful ladies know exactly how to do both.

The fun-loving quintet were part of a Cheshire Hall Medical Centre girls night out in January.

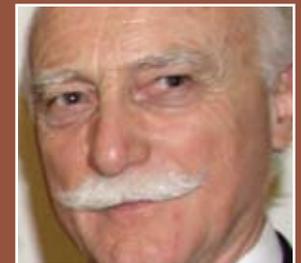
Admin manager, Mita Saxena, explained: "A few of us got dressed up and had a night out at Hemmingways. It was fantastic with great food and great company.

"There's nothing better than a good girls night out and a fun time was had by all."

Pictured partying the night away are, back left to right: Donna and Shakara. Front, left to right: Kerry, Kimberley and Sheryl.



WHAT'S Inside



INTERHEALTH
FLAG FLIES
NEAR AND FAR
PAGE 3

GETTING TO KNOW
LADARNYA
SMITH – SENIOR
HR OFFICER
PAGE 6



NEW
AMBULANCES
FOR TCI
PAGE 13

WIN A
HARRODS
HAMPER
PAGE 8

Oh dear what can the matter be?

FACILITIES guru Donald Wilson will soon be holding a training session with his team, entitled Round Pegs, Square Holes.

The need for such educating arose following the long-awaited delivery of the air condition air filters.

Donald's hard-working department set about the job of replacing the old filters with the same vigor and enthusiasm with which they tackle all tasks around the Cheshire Hall and Cockburn Town Medical Centres.

Unfortunately, one team member was possibly a little too keen and got him stuck in one of the air vents.

Thankfully the sight of two legs dangling helplessly from the unit was shielded from public view due to this particular vent being in a staff only location.

Donald said: "It really was like trying to get a round peg into a square hole. I personally took the decision that I was too big for the vent and so I'd hoped that would act as a gauge for others.

"But these things happen when you have such a dedicated team – all the guys just want to work hard and get stuck in. It was just one of those really."

CANDY PROVIDES MIRACLE CURE

THEY say nurses are the least sympathetic beings on earth. Well is it any surprise?

On Christmas day I was stand-



ing chatting to Shakara who was covering the Cheshire Hall reception while a colleague took a comfort break.

We watched as a gentleman strode towards the dentist door, only to find it locked.

The man then made his way to the reception desk clutching the side of his mouth, claiming he was in agony.

"Sorry", said Shakara, "the dentist is closed for the holidays. Is it an emergency case?"

The agitated toothache sufferer's eyes suddenly clocked a dish full of Christmas candy on the counter.

"Can I have one please?" he asked, pointing at the sugar-laden goodies.

"Help yourself", said Shakara.

With that, the gentleman stuffed three candies in his mouth and another handful in his pocket.

"But sir", shouted a concerned Shakara. "What about your bad tooth?"

"Yum yum yum", came the reply, which we assumed was short for 'it's much better now thank you!'

SHE'S A GOOD SPORT!

HERE at InterHealth Canada TC, we can boast an array of sporting

talent.

We have an international rugby physiotherapist on the staff, a former semi-professional footballer, an ex-soccer referee and a onetime international female basketball player.

No names, no pack drill, but we also have a piece of sporting equipment on the pay role.

Asked if she plays any sport, one well known and much loved, employee, replied: "Not really, but my older brother and his friends used to use me as a football goal post when I was younger!"

Anyone fancy a kick about in the car park?



YOU MUST BE POTTY

CAN anyone explain to me why the chief of medical services has taken to driving with a saucepan on her passengers' seat?

Is there a hole in the car roof or is she so busy these days she has to peel the potatoes for tea while driving home?

If you know, be sure to let me know too.

IT'S GOOD TO TALK!

THERE'S no escape from InterHealth.....just ask infection control nurse, Alison 'Granny' Pyper.

Having received a call from work while on a flight to Grand Turk recently, the energetic Aussie decided to get well away from it all by taking a trip around Grace Bay on a submarine.

But alas, the guys at Cheshire Hall are not easily beaten and managed to track her down.

"Struth", said Alison, "I couldn't believe it. There I was admiring the underwater delights of Grace Bay on this magnificent vessel and my phone started ringing.

"This weekend I'm planning a pot holing trip. Let's see if the hospital can get hold of me when I'm 10 foot under!"

UNDER THE THUMB

I was chewing the fat to Giuseppe, InterHealth's dashing dentist, the other day when a vacating woman and her husband interrupted us.

"I want a tooth pulled, and I don't want any pain relief because I'm in a big hurry," the woman said. "Just extract the tooth as quickly as possible, and we'll be on our way."

An impressed Giuseppe said: "You're certainly a courageous woman, now which tooth is it?"

The woman turned to her husband and said: "Show him your tooth, dear."

Impressive performance

THE Training rooms in both Provo and Grand Turk have been busy places over the past month.

All staff have been taking part in a course covering the Performance Management System that is being introduced at both centres.

HR manager, Peter Nicholson said: "This the first step leading to a change of culture to be based on continuous improvement and contribution management.

"All staff have undertaken a one day training course with managers and supervisors do-

ing an extra half day.

"Fortunately we have been able to benefit from the skills of leading consultant Bill Atkinson who has been course tutor for these sessions.

"The Performance Management System we have designed is simple but effective and the aim is to remove any concerns about performance management and make all levels of staff comfortable with the process.

"The course will support a series of management development workshops covering a wide area of management/supervisory skills."



Pointing the way: Consultant Bill Atkinson

New year, new culture

BY ROGER CHEESMAN
CEO, INTERHEALTH CANADA TC

HAPPY new year – did you make any resolutions?

Traditionally, we make new year resolutions and, full of good intent, most of us have broken them by the time we get to the end of the month.

I have been watching very carefully for the first signs of weakening amongst those who have foresworn the very dubious pleasure of smoking cigarettes .

Sometimes, a new year’s resolution is a good thing for some and a bad thing for others. Take these brave smokers who are going to kick the habit after many years of inhaling the ‘evil weed.’ For those who succeed it is a major achievement to be applauded by all and definitely one of the good things to happen.

However, there is another side to this. Giving up what seems to be a pleasant addiction is hard and can cause the person who is foregoing these pleasures to become moody and cranky with all around.

Take pity on the poor spouse who makes a wrong comment at the wrong time when the resolver is suffering from nicotine withdrawal,



because he or she is going to get a mighty blast from a massively irritable person.

Never underestimate the power of addiction or the irritability of the brave person giving up a pleasure he or she has enjoyed for many years.

Here at Cheshire Hall and Cockburn Town, we are giving up a great deal for the new year too. We have resolved to give up our old

cultures, brought with us from the last places we worked, and take on board a whole new culture.

This is manifested in the Performance Management regime recently commenced by the human resources team.

Giving up our familiar and cosy cultures is hard. Some staff will feel threatened despite the fact that this should be seen in a very positive light. I would ask that we all see what is happening in house in the next few months as a new way forward where we all start on the same footing and all aim for the same goals.

Everyone of us is giving up our comfortable old ways and moving into a new era with new philosophies and a determination to ensure that Cheshire Hall and Cockburn Town Medical Centres become bywords synonymous with efficient and caring services and quality outcomes.

I hope the transition to and achieving of our collective new year resolution is as painless as possible for us all.

However, if you have concerns or worries I would urge you to talk with Peter Nicholson or your director/manager, and bring your concerns to their attention. Let’s all work together for the common good!

InterHealth flag flies near and far

GLOBAL Health Solutions – that’s how InterHealth Canada describes its work.

And with good reason too.

The company continues to lead the way when it comes to providing quality healthcare worldwide, from North America to Europe, the Caribbean to the Middle East.

And with a number of new projects in the pipeline, the InterHealth flag is set to fly even further afield.

InterHealth Canada international CEO, George Commander, explained: “There is a lot going on around the world and I’m delighted to be able to offer an update for staff.

“InterHealth continues to be the preferred bidder for a Private Public Partnership (PPP) with the Government of the Maldives to carry out a healthcare renewal programme of the southern region of the country, around the Hithadoo Regional Hospital

“We have also been selected by the Government of the Republic of Georgia to privatise the Republic Hospital in Tbilisi, which is a general facility with 240 beds.”

George also revealed that InterHealth is looking at projects in Poland, Russia, the Middle East and Africa.

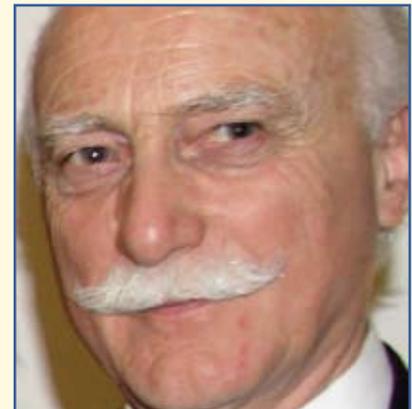
“We are one of three shortlisted bidders to reach the final bid stage of a PPP constructive dialogue with the Zywiec Municipality in south west Poland”, he added, “for what will be a 350-bed general hospital

“InterHealth has also been invited to hold discussions with the Municipality of St Petersburg in Russia regarding a PPP project for a 250-bed children’s hospital

“Other activisites include being invited to bid for the management of the Princess Noura University Hospital in Riyadh.

“This is a 350-bed teaching hospital on the campus of Princess Noura Womens University in Riyadh.

“On top of that, we have also been ap-



Delighted: International CEO, George Commander.

pointed by Reliance Referral Hospitals Ltd to commission and operate the Reliance Referral Hospital in Abuja, Nigeria.

“This is a 250-bed private hospital and is the largest in Sub-Saharan Africa.”

Students perfect their trade in TCI

FOUR trainee doctors will be thanking InterHealth Canada when they graduate from university next year.

Canadians Lauren Katz, Eric Carpenter, Stephanie Wong and Elsie Boulanger have recently undertaken work experience at the Cheshire Hall Medical Centre.

And the quartet, all students at the famous McGill University in Montreal, claim their time in the Caribbean has been 'invaluable'.

Lauren, explained: "It's been brilliant and we have learnt so much. We are all in our third year of studies and part of our course involves getting out and working in a real hospital.

"It was Eric who approached InterHealth Canada about coming to TCI and straight away they agreed to our request. Being a new hospital means we are the first students ever to do work experience here and that's a tremendous honour."

Despite being a small community compared to Canada, Eric, insists working in the TCI has 'broadened' their professional experience.

"The Caribbean throws up different medical challenges compared to other places in the world", he said, "and so from that point of view, the trip has been invaluable in terms of our development.



Girls on Film: Medical students Stephanie Wong, right, and Elsie Boulanger tell PTV's Easher Parker all about life at the Cheshire Hall Medical Centre.

"We'd like to say a huge thank you to InterHealth Canada, the TCI Ministry of Health and islanders themselves, for hosting our visit."

InterHealth chief of medical services, Dr Robyn Barnes, explained: "We are delighted to be hosting students from McGill University – an institution with a reputation second to none.

"The guys have been a pleasure to work with and they are very dedicated and committed medical students with good careers ahead of them.

"It is vital that we offer these sort of opportunities and we will soon be welcoming students from other countries including the UK. "

It's never too late to learn

TRAINING opportunities continue to be snapped up by InterHealth Canada TC staff.

Recently more than 30 people attended a Aesculap Academy-sponsored workshop in Provo, entitled Current Issues in Instrument Processing.

Held at the Brayton Hall, guest speaker was Cynthia Spry, RN, MS, MA, CNOR, CIS, and independent consultant.

Topics covered included international standards, infection transmission and prevention, various methods of sterilisation, risk analysis, instrument cleaning methods, equipment testing, product testing, quality monitoring, accreditation, shelf life and teamwork.

Susan Borden, InterHealth Canada TC's medical device reprocessing manager, said: "A total of 33 people attended including nursing, dental and medical device reprocessing staff from Cheshire Hall and Cockburn Town Medical Centres, along with Ministry of Health and associated medical employees.

"Each participant received a certificate of



Learning: Delegates on the Current Issues in Instrument Processing workshop.

completion with 5.5 continuing education units."

She added: "I would like to thank everyone who took part, with special mentions to Aesculap Academy, Cynthia Spry, the MDR team, David Banton, Indeira Harris and Bridget Wil-

liams, InterHealth Canada, TCI Ministry of Health and staff at the Brayton Hall.

"For most of the participants this was done on their day off and the positive feedback clearly shows dedication to your profession and patient safety."

Charity provides expert help for disabled youngsters

A LEADING youth charity has been helping disabled children in the TCI.

The One World Foundation sponsored a visit from two learning difficulties experts who held consultations at the Cheshire Hall Medical Centre.

Speech therapist, Debbie Venditti, and oc-

cupational therapist, Dr Claire Richardson, have spent two weeks working with youngsters suffering a range of disabilities including autism, cerebral palsy, epilepsy, learning difficulties and Down syndrome

And the self-funding trip, supported by InterHealth Canada, the Sands Resort and Rotary Clubs in TCI and New York, has been hailed a 'huge success' by InterHealth Canada consultant paediatrician, Dr Helen Leonard.

Helen explained: "The One World Foundation is a fantastic charity that, among many other things, offer support for disabled children all over the world.

"It has a group of experts who volunteer their services and we have been really fortunate to have Debbie and Claire with us.

"Both are leaders in their field and so parents and children have benefited hugely from their experience and skills.

"These sort of services have been limited in the TCI and we see this as the start of better things to come. InterHealth Canada is working closely with the Ministry of Health to further develop these services and to ensure long term progression and sustainability."

Toronto-based Ms Venditti has been 'encouraged' by the 'positive' attitude of parents.

"It's been a really fulfilling trip", she explained, "and I have been very impressed by the facilities here at the Cheshire Hall Medical Centre.

"I have also been very encouraged by the positive approach from parents and their willingness to learn new skills to pass on to their children.

"We have been impressed by the way parents and guardians have embraced the activities and exercises we have demonstrated and their determination to continue to work with their children at home.

"It's been fantastic and we look forward to returning soon."

One youngster who has benefited from the visit is two-year-old, Tania Alutten.

Mum, Lathia, said: "This has been a wonderful opportunity for Tennaia to work with two leading specialists and she has made great progress.

"Their methods and ways are really inspiring and can see the difference it's making."

Great work — keep it up!

CONTINUED FROM PAGE 1

staff of the new hospitals.

Here are just a few of the comments I have received:

"I got first-class treatment", "The nurses are so professional", "Had it not been for expertise of the ER staff, my child's life would have ended", "That's the best physiotherapy department, I have ever seen", "The food in the restaurant rivals any 4-star restaurant".

I must single out the nurses and other staff who transferred from the former Government hospitals.

You exemplify the cliché, "not just practice, but care".

Many of you have left the Government Service, after working up to 20 years, without any sort of compensation to date. Yet you continue to demonstrate true signs of love and passion for your work.

We are also grateful to those staff members who have joined from other countries to assist us in the delivery of health care in the TCI. We appreciate your sacrifice and patience as we try to develop our health care system.

Finally, the success of this hospital is dependent on the collaborative efforts of everyone, particularly the Ministry, National Health Insurance Plan, the private health care practitioners and the public.

It was a good year, we have held fast our footing in a shifting landscape, and we are cognizant that we have a long road ahead, but with your professionalism and steadfast focus, we are confident that we can achieve a premium health care system.

Again have a safe and productive new year."



Expert help: Dr Claire Richardson and Debbie Venditti, seated, work with two-year-old Tania

GETTING TO KNOW YOU

Ladarnya Smith

– SENIOR HR OFFICER

SO YOU think you know a thing or two about the Turks and Caicos Islands, do you?

Well whatever it is you think you've learnt, there's one member of staff who has forgotten more about the place than most of us will ever know.

Ladarnya Smith is like a walking encyclopedia when it comes to the TCI – not a bad asset to have considering her job.

As senior HR officer, she has been and continues to be many people's first contact with InterHealth Canada. And it's a role she relishes.

"I'm a straight talker", admitted the 25-year-old, "but I think that's the best way to be. I'm here to help and I enjoy that part of my job and if I can do it, I will do it."

"But I think it's important to be honest with people. For those who have come from overseas, moving to a new country is tough and the last thing people want is to be given the run-around. Straight answers to straight questions is my philosophy."

Born and bred in Salt Cay, they don't come any more local than Ladarnya.

And if ever there were such a thing as an idyllic childhood, she had one.

She explained: "It was a wonderful childhood. The whole time was spent outdoors, having fun and living every day to the full."

"There were about 200 people on the island and everyone knew everyone and looked out for each other and there was never a need to lock your doors and windows."

"Life was basic in many respects but that was part of the charm. For instance, people knew not to get seriously ill on a Tuesday, Thursday, Saturday and Sunday because there were no flights off the island."

So how did this happy-go-lucky Salt Cay child grow up to become an integral spoke in the InterHealth Canada wheel?

Ladarnya explained: "I first came to Provo when I was 11 because my mum had moved over. From 12 to 14 I lived in South Caicos and then came back to Provo to complete high school."

"I enjoyed school and was quite academic. I was captain of the debating team and did lots of things like spelling bees."

"I wanted to be a lawyer but ended up going into insurance at 17. I used to work 9am

to 5pm every day and then I'd go to college until 9.30pm to do business studies."

"This went on for three years and was a tough time for me and I also started my insurance exams during that period too."

After graduating with her business degree, Ladarnya left insurance for a spell working for the Ministry of Home Affairs. It was after that that she became one of InterHealth's first employees in the TCI when she joined in 2009.

"It was very different back then", she explains. "At that time InterHealth had turned a room at Trade Winds into an office and there was basically just two of us there."

"We then moved across the road from where the hospital is now and we basically kept growing as new people arrived."

"Watching the hospital spring up was amazing because I don't think any of us really knew what to expect. We have come from having very basic medical facilities in the TCI to now having these amazing centres in Provo and Grand Turk."

"It took a bit of getting used to and I think locals still don't know how to use the centres to their full advantage. But things are improving all the time and they are facilities to be proud of."

"For me it's been like watching night turn to day."

Since joining InterHealth, Ladarnya has welcomed more than 200 staff members to TCI, many of whom have arrived from far-flung corners of the globe.

She is proud they have chosen to live and work in her country and does all she can to make their stay in her motherland both a happy and fulfilling one.

"I love my country", she said, "and I want those who come to live here to enjoy it too. And so however we as a department can help, we will help and do all we can to ensure that everyone is happy."

"Different people have different needs and so we have to be understanding, flexible and respectful. Hopefully that's how people see us and, as I've said before, if we can help then we will."

Away from work, Ladarnya enjoys the simple things in life – family, friends and watching television.

Wearing her trademark cheeky smile, she explained: "I'm not a big one for partying and



going out. I prefer to spend time at home and I love to watch television. In fact I live for television and I love to spend time with my family and friends too."

"I'm a happy person and I love life. I still have ambitions and maybe one day I'll go on and become a lawyer like I dreamed about. This year I hope to pick up my insurance studies and get them completed, but for now I'm very happy with life and working for InterHealth."

The fact that Ladarnya is happy in her work will be a relief to InterHealth's hierarchy. Replacing her certainly wouldn't come easy!

With that mischievous smile, that famous laugh and that dry sense of humour, she's an institution in her own right.

And as the saying goes in HR, 'if Ladarnya doesn't know it, it's not worth knowing'.

Q & A

If I weren't talking to you right now I'd...

Probably be gossiping with Donneka!

A phrase I use too often...

Your end of service bonus will be paid at the

end of your service – that’s something I seem to say an awful lot!!!

I also say ‘seriously’ a lot. I’ve picked it up from Grey’s Anatomy. It’s my favorite TV programme – 9pm every Thursday, I never miss it!

I wish people would take more notice of...

The wording in their contracts. If they did my life would be a whole lot easier!

The most surprising thing about me is...

Probably the fact that I was captain of my school debating team and that I’m pretty good at public speaking. I’m also a fairly decent cook, which surprises some people. Also the origins of my Christian name are unusual. My mum had been watching tennis on the TV just before giving birth to me and one of the Chinese players was called Ladarnya. When mum was asked what she was going to call me it was the first thing that popped into her head.

A common misconception about me is...

People think I’m a middle-aged white woman, which I am clearly not! I’ve dealt with many people by telephone and email across the world and when they arrive here in the TCI and I meet them, they often look at me very confused. They question whether I’m the Ladarnya they’ve been dealing with because in their minds they had a picture of this middle-aged white woman. I guess having Britain’s most common surname doesn’t help.

I’m good at...

It’s hard for me to say. But my colleague Donneka says I’m a good mentor, which is nice. I’m probably a bit strict with her but I mean it in a good way. I’m just one of those kind of people who says things once and expects results. It’s the way I was taught and I think it’s the right way.

My ideal night out would be...

A barbecue at home with close family and friends. Some ribs, some rum and plenty of good music. We’d sit around telling stories about the old days, which is something I love to do. Yes, that would be a perfect night for me.

In moments of weakness...

I’m left speechless. That’s probably hard to believe but it’s true. I end up with nothing to say and start to over think. I’m a bit of a deep thinker if the truth were known.

You know me best as a senior HR officer but in truer life I would have been...

A Lawyer. It’s all I wanted to do when I was young but unfortunately when it came to my turn, the Government had stopped giving out scholarships to law school. Who knows, one day I might do it.

The best age to be is...

About nine or 10 I guess. That was the sort of age when everything was so special. When you’re a child you are carefree and innocent and there’s no greater feeling.

In a nutshell, my philosophy is...

Live, learn, laugh.

I’ll tell you a joke...

A man applied for a job. After filling out the application form, he waited anxiously for the outcome.

After considering his application, the HR manager called the hopeful man to inform him “we have an opening for people like you.”

“Oh, great,” he said, “What is it?”

“It’s called the door!” replied the HR manager.

Café Corner

BY ANISH THOMAS



VALENTINES DAY

Firstly, on behalf of all of us at ReFresh, can I wish readers a very happy new year.

Well, love is in the air with Valentines Day just around the corner and we’ll be celebrating in style in the restaurants.

We will be producing a special menu for the big day and I want to see both venues packed full of happy couples.

So, make a date in your diaries – lunch at ReFresh on Monday February 14.

INTERNATIONAL DAYS

Our popular international days will be returning on the Friday after Valentines Day.

Previous themed events have featured the culinary delights of India, Australia, England and Jamaica.

But our journey around the world has only just begun so keep an eye out on the menu boards for our next destination.

PANCAKES GALORE

Shrove Tuesday falls on March 8 this year and we’ll be marking the occasion with a fabulous selection of mouth-watering pancakes.

TABS AND BILLS

Can I remind anyone who has a tab running in the restaurants that our terms are strictly one month only.

All bills must be settled at the end of each calendar month and credit will cease until such time.

Thank you in advance for your co-operation.

SUGGESTIONS

We do our best at ReFresh to provide exactly what you, our customers, want.

But we can’t always get it right and that is why we are open to suggestions.

If there is something you want to see sold or on the menu,

then let us know. If it’s possible, we’ll do it.

Either let me know or fill out one of the new comment cards in the restaurants.



Birthday girl: Dorothy enjoys a well-earned break with chef, Michael Williams.

HAPPY BIRTHDAY DOROTHY

We love birthdays here at ReFresh because it gives us an excuse to eat cake.

Celebrating on January 18 was popular Grand Turk cook, Dorothy Been.

We hope you had a great day Dorothy – we certainly enjoyed the party!

SALADS

Our new salad selections are proving a hit with dieters and non-dieters alike.

Every day there is a different one on the menu and they are both healthy and great value at only \$7.

WARREN ADAMS RIP

On behalf of everyone at InterHealth Canada, I would like to send our deepest sympathy to Barbara Saunders, who works at ReFresh in Grand Turk.

Barbara lost her brother, Warren Adams, recently and so our thoughts and prayers are with her and all her family and friends at this difficult time.

AND FINALLY

Judith Campbell’s story on the front page makes for interesting reading – especially the bit about the positive feedback she regularly receives about the hospitals.

For people to describe our restaurants as four-star is a great honour and a huge pat on the back for all ReFresh staff. Well done!



Here to help: Staff Communications Committee chairman, James Hayward

Ideas welcomed by committee

EMPLOYEES are reminded that InterHealth Canada TC operates a Staff Communications Committee.

The committee exists to promote effective communication and consultation between the senior management team and all members of staff.

Communication is about the interchange of ideas and information using all available means, whereas consultation is about the seeking and taking account of staff views and opinions before taking decisions.

The Staff Communications Committee activities covered, include:

Dissemination of Company policies, procedures, systems and processes, and any changes there of

Activities to improve communication

Matters relating to health and safety at work

Matters relating to the general day-to-day running of the business

Meanwhile the committee will not consider the following:

Matters relating to the pay, grade, status or job title of an individual employee

Matters being dealt with under the company's grievance or disciplinary procedures

Each department within the hospital has a representative sitting on the committee. To raise a point at this committee please talk with your department representative. Alternatively you can contact chairman, James Hayward, or secretary, Meta Saxena.

Elinore makes her move

DR ELINORE Zaguirre is on the move. The popular GP has transferred to the outpatients department at the Cheshire Hall Medical Centre on a full-time basis.

Previously, Elinore split her time between outpatients and ED.

Chief of medical services, Dr Robyn Barnes, said: "We are delighted to have Elinore in the outpatients department on a permanent basis.

"She is a highly respected and popular GP and this helps improve our services in many different ways.

"One important factor is that Elinore will be working alongside Dr Roger Callaghan and so this gives the public the choice of seeing a male or female doctor."



Moving: Dr Elinore Zaguirre

Win a harrods hamper

FED up with paying inflated prices for luxury foods?

Well here's a chance to get your hands on some delicious goodies, without spending

a dime.

InterHealth Canada TC has a food hamper from exclusive London department store, Harrods, up for grabs in a special staff competition.

The basket, modelled in the photograph by Zena, is packed full of mouth-watering treats such as loose-leaf tea, chocolates and biscuits.

To win this luxurious prize, all you have to do is guess the weight of the hamper and it's contents.

A couple things to bear in mind when guessing are that the hamper is made of wicker and measures 10 inches wide by 13 inches deep.

To enter, simply email your guess (in pounds please) to Zena at ztrainor@interhealthcanada.tc with the word 'hamper' in the subject box. If you don't have access to email then please ask a colleague who does to send one on your behalf, clearly stating whose entry it is.

All entries must be with Zena by 9am on March 1.



Bridget switches sites

CHESHIRE Hall's medical device reprocessing team has a brand new member.

Belonger Bridget Williams has transferred from the Cockburn Town Medical Centre in Grand Turk.

Medical device reprocessing, Susan Borden, explained: "Bridget had lived on Grand Turk for eight years and she used to work for the previous medical centre there.

"She has now concluded her medical device reprocessing technician course and will challenge the international certification exam early this year. Bridget is transferring to Provo to support the increase in service provided by the department and to continue her technical training and development."

Susan added: "On behalf of everyone at Cheshire Hall, I welcome her to the team."

NEWS **IN BRIEF**

GET WELL DORIS

DORIS Nsanta is making good progress following her recent illness.

The Cheshire Hall dialysis nurse was admitted to hospital after falling poorly in December.

Doris is now at home recovering and is due back to work in February. Everyone at InterHealth Canada is looking forward to her return.



BERGETTE IS SET TO JET OFF

BERGETTE Sampson (pictured above) is celebrating following the Grand Staff Christmas Raffle.

The registered nurse, who works at the Cockburn Town Medical Centre in Grand Turk, scooped the top prize of a trip for two to Miami with flights and accommodation included.

The raffle was packed full of fantastic prizes and InterHealth Canada TC would like to thank all those businesses, suppliers, staff relatives and staff who donated to this fantastic cause.

Other big winners were:

6 months TV and Internet service from WIV worth \$660 – Darren Bassett

\$200 spa voucher for Grace Bay Club – Percy Joseph

2 nights accommodation at Bohio – Indira Harris

2 nights accommodation at Trade Winds – Teresa Hall

Grace Bay Car Rental \$250 voucher – Richard Jandug

Alcatel OT808A mobile phone – Wendy Cook

IT'S THE REGGAE GIRLS!

THE rehabilitation department in Grand Turk has a new physiotherapist.

Connie McLaughlin has arrived from Jamaica and brings a wealth of knowledge

and experience with her.

Head of department, Debbie Findley-Clayton, said: "We are delighted to welcome Connie to Grand Turk, where she will work with Camille Marshall. She has been employed to replace Natoy Dilworth, who is now working at Cheshire Hall in place of Marlon Uy, who left us just before Christmas.

"Connie is a first class physio and patients in Grand Turk will benefit hugely from her skills."

Connie's arrival means it's now an all-Jamaican female team with Cheshire Hall-based Shareel Dixon completing the line up.

"Patients have a new name for us", smiled Debbie. "They call us the Reggae Girls!"

■ Meanwhile Debbie has expressed her thanks to colleagues following the recent passing of her grandmother, Ohme Roberts in Jamaica.

She said: "I would like to say a heartfelt thank you to everyone who sent their best wishes and condolences. It has been a tough time but your love, support and prayers have been a real comfort to both me and my family.

"Everywhere I have gone in the hospital, people have stopped me and expressed their sympathy, and I am really grateful to you all."

THANKS EVERYONE

WHILE tapping away on his laptop in the ReFresh Restaurant at the Cheshire Hall Medical Centre, the editor of this publication was approached by a complete stranger enquiring as to whether the hospital had a 'customer comments' procedure.

After explaining about the newsletter, the editor was asked to include the following in the next available edition.

"I am here on holiday from Canada" explained the man, "and I had to pop into the hospital after injuring my foot while snorkeling.

"I never thought a visit to hospital would be a pleasant experience, but this one was. From the reception staff and security guys who showed me the way to the emergency department through to the nurses who checked and treated me, I was highly impressed.

"Then to top it all I have enjoyed a lovely meal in the restaurant!"

He added: "Thank you all very much indeed. You should be proud of yourselves."



Fired up: The incinerator was installed by the Department of Public Works along with help from a representative of the manufacturer, Inciner8tor, Jason Heaven (pictured).

Burning issue solved

A NEW medical waste incinerator is up and running in Providenciales.

The facility is located behind the old Myrtle Rigby Clinic, just yards from the Cheshire Hall Medical Centre.

The top load burner was installed by the Department of Public Works along with help from a representative of the manufacturer, Inciner8tor, Jason Heaven.

The incinerator is designed to burn disposables including infectious and contaminated "red bag" surgical dressings, plastic test devices and other wastes produced in a hospital or medical facility.

The high-tech machine has a burn rate of 100 kilograms per hour and can operate up to 24 hours a day. Incinerating the waste requires temperatures up to 900 degrees, leaving only a small amount of ashes to be disposed of. The model also benefits from a heavy duty secondary chamber and burners allowing a two-second gas residence time, which ensures a complete reburn of any smoke and emissions, dioxins and fumes.

The island of Providenciales has been without a medical incinerator for approximately 15 years, meaning medical waste was being sent to the landfill.

How old are you now? – Tell the truth!

CHRISTMAS might be a distant memory but the party season has continued unabated, thanks to a host of January birthdays.

Among those celebrating was senior radiographer, Philippa Boland, who was 21 yet again on the 17th.

Being an all-action Aussie, she was never going to settle for a nice meal and a bottle of wine – not on your life.

Instead, Philippa marked the occasion with a spot of diving and whale watching off Salt Cay with fellow adventurer, Karen Bredell.

Karen said: “We had a wonderful weekend celebrating Philippa’s birthday and it’s not one she’ll forget in a hurry.

“There’s a lot I could tell you but it’s probably best I say nothing. Suffice to say a great time was had by all.”

Another birthday girl during January was seamstress, Marie Wilson.

She too was 21 again on the 20th, although her celebrations were a little less energetic than Philippa’s.

And completing the hat trick was Laura Hall who works in housekeeping.

She reached the big 50 on the 25th with colleagues baking her a special cake to mark the occasion.

Laura said: “It was so kind of everyone to think of me and make me such a lovely cake. God bless you all and thank you.”



Splash: Philippa cools down after diving off Salt Cay.



Birthday girl: Marie Wilson



Celebration: Colleagues join Laura for a slice of cake to mark her big day

COMINGS & GOINGS

THERE have been a number of staff changes since the last edition of InterView in December.

Among those who have departed is Dr Duayne Storm.

Also due to leave soon is senior radiographer, Philippa Boland.

Meanwhile there are plenty of fresh faces around the centres, such as radiographers, Jose Abaya and Wayne Anderson, and physiotherapist, Connie McLaughlin.

Others who we welcome to InterHealth Canada TC are Lucinda Everett (registered nurse), Tyrone Bishop (porter) and Georgina Chambers (patient services).

International log on now available

WITH people regularly leaving the islands, either on business or for vacations, the IM&T department has enabled the ability to check emails from any Internet enabled device.

However, please be advised that the version of Outlook that can be viewed in other locations, does not have all of the functionality of a full Outlook client.

To access emails outside of the hospital sites, please follow the instructions below:

1. Go to - www.interhealthcanada.tc
2. Click “Home”

3. The link for “Outlook Web” should now appear. Click on link.

4. Select type of security (public means internet cafe etc, private means personal pc/device).

5. The “light” option is for slower internet connection speeds.

5. Enter user credentials, i.e. windows password and username, please note that username must be pre-fixed with ihctci\

Please note that if you are accessing emails in a public place you must take precautions to ensure that your passwords and email content is secure at all times.

Accreditation Canada update

HOW time flies! It seems like only last week when we first discussed doing Accreditation Canada.

Yet amazingly, here we are in the third phase of the cycle - the 'Self-Assessment' phase.

This phase lasts for a year, but don't be fooled. Twelve months sounds a long time, but there is a lot of work to be done during that period. Team leaders will be asking staff to complete the questionnaires, the instruments and indicators, and work together as teams with other staff to get the tasks completed.

With Linda Gill

If you are asked to fill out a questionnaire, you will do so on-line. It's easy when you get going. Don't worry if you do not have a computer all to yourself at work as there will be designated computers in the entrance section to the HR department in Cheshire Hall and the entrance section to administration in Cockburn Town. These computers will be only for Accreditation Canada work, nothing else, and you will not be disturbed whilst you are on-line.

The team leaders will be responsible for

requesting and monitoring the completion of the questionnaires and will send you either a verbal or e-mail request when it's your turn to do one. Completion of the questionnaires will take about 30 minutes and I respectfully request that staff members be released from their roles to complete these in one go.

If any member of staff is unsure of what to do or experiences any difficulty, give me a shout on 2324025 and I will do my best to help out.

During March, InterHealth Canada will be receiving further education from Accreditation Canada. This is to be confirmed so keep your eye open for further news.

Art launch a huge success

INTERHEALTH'S Hospital Art programme has been launched.

Artists from across the TCI are being invited to submit work to be hung in the corridors and waiting rooms at the Cheshire Hall and Cockburn Town Medical Centres.

The aim is to both brighten up the hospitals, offer therapeutic art for patients to enjoy and to support local talent.

Chief of support services, Jim Trainor, said: "We made a public appeal for art a few months ago and the response has been great. We now have some beautiful paintings in the corridor between the restaurant and the general ward in Provo and it looks fantastic.

"The plan is to do similar in Grand Turk and it definitely helps brighten the place up.

"I often see patients enjoying the art, which is what it is all about, and it's great to support local artists in this way.

"All the paintings are up for sale and the artists contact details can be found with their work."

The launch, held at the Cheshire Hall Medical Centre, attracted huge media interest with TV, radio and print journalists in attendance.



In the news: Pictured at the Art Project launch are, left to right, InterHealth's Kathleen Bree, artists Alexis St Justin and Annie McLeod, and InterHealth's Fiona McDonnell.

It's a dog's life

WHEN InterHealth Canada opened the doors of its new medical centres last April, it wasn't just the TCI public who breathed a sign of relief. The islands' dog and cat population were also pleased to see an influx of health professionals from all over the world.

With lots of staff having to leave their pets behind, one of the first things many did after arriving in the TCI, was to set about acquiring new ones.

For many, the starting point was CEO, Roger Cheesman, whose wife, Jenny, volunteers for the Turks and Caicos Society for the Prevention of Cruelty to Animals (TCSPCA).

Through Jenny and the TCSPCA, a number of cats and dogs have found loving homes with InterHealth Canada folk – cats and dogs that otherwise would probably have been put down.

Take Big Guy for instance.

Big Guy by name, a big guy by nature, this beautiful Potcake was found dying beneath a car. Sick and covered in hundreds of ticks, his days were certainly numbered.

After being rushed to the TCSPCA, the vet was all ready to have him put down. But a fighting look on the dog's face persuaded the vet to give him a second chance.

More than a year later, Big Guy is now doing very nicely thank you, living the life of a lord with new owners Stephen and Fiona McDonnell.

Fiona explained: "He was a really sad sight that day he went to the vet and no one thought he would make it. But the vet did a marvelous job and Big Guy had a great will to live.

"We can't thank TCSPCA enough. I re-



Before and after: Big Guy close to death and covered in ticks, and now, living the life of luxury.

member Jenny had the job of removing the ticks and the love and care she and her colleagues showed to Big Guy was amazing.

"Now he's a huge part of the family and we couldn't imagine life without him."

Others who have given homes to rescued cats or dogs are Roger, Dr Helen Leonard, Dr Robyn Barnes and Nicki Mullins, while Big Guy is one of three dogs living with the McDonnells.

Some, such as MJ Bryant and Suzanne Hatt, brought their dogs with them, but that doesn't mean the TCSPCA doesn't benefit from their animal-loving natures.

MJ explained: "There are lots of animal lovers within InterHealth and all of us support the TCSPCA. The work they do is fantastic

and we all salute people like Jenny Cheesman and her fellow volunteers.

"Whenever there is an event in aid of TCSPCA we are there and all of us use its services from time to time."

TCSPCA has links to the RSPCA in Britain and if 250 sign up for membership, the charity will receive extra funding courtesy of the parent organisation.

TCSPCA not only has an adoption scheme but it also plays a major role in feral dog population control by neutering and spaying potcakes.

To find out how you can adopt an animal, for membership details or for information about supporting the TCSPCA, go to www.tcspca.tc

All change at Cheshire Hall

SUZANNE Hatt is the new operating department manager at the Cheshire Hall Medical Centre.

She takes over from Tish Little, who will now concentrate solely on managing the emergency and outpatients departments.

Suzanne brings a wealth of experience to the post having previously managed operating departments in Canada.

Meanwhile her former position as nurse educator is being taken up by Nicki Mullins.

Nicki is moving from the emergency department, where she has been nurse practitioner

since the hospital opened in April.

Kathleen Bree, chief of clinical services, said: "As we develop our services and staff, changes are being made to ensure that we utilise our resources, especially manpower skills and experience, in the best interests of serving the community and to provide the highest standard of care that we can.

"The knowledge, skills and expertise of these three senior members of our health professional team are being used to ensure best practice, as well as cost effectiveness and efficiency."



Teacher: Nicki Mullins is the new nurse educator

New ambulances for TCI

TWO brand new ambulances have hit the streets of Provo. The state of the art vehicles, purchased by TCI's Ministry of Health, are packed full of the very latest in modern medical equipment.

Ministry of Health, permanent, Judith Campbell, said: "We are delighted to have obtained these two brand new vehicles, which will be a huge asset to health care in the TCI.

"It's a key milestone for the Ministry of Health and a positive outcome to what has been a priority issue.

"But more importantly it's about the benefits the ambulances bring to the people of the TCI.

"Modern, extensively equipped vehicles such as these will ultimately help save lives – something that is simply priceless."

The purchase of the ambulances, which cost \$85,000 each, brings to an end an embarrassing chapter for the TCI Government.

Over recent months, the country's existing medical response



Ready to go: Pat Riel shows off one of the new ambulances

vehicles have been beset by mechanical problems, forcing them off the road for long periods.

In fact, as recently as December, a hired mini-bus with blacked out windows was being used.

"These have been trying

times for the Turks and Caicos Emergency Medical Services (EMS)", said Judith, "and I'd like to thank Pat Riel and all his staff for their hard work and patience over recent months. Also thanks to staff at InterHealth Canada for their understanding and support.

"We have all been frustrated by the lack of working equipment, but we can now look

forward with confidence and pride."

The flame red Ford diesel E350's, which are both under 12 month warranties, had originally been ordered from Canadian suppliers, Demers, for military duty in Morocco.

But after the customer changed its mind, the TCI Government was able to snap them up at a much-reduced price.

Special delivery cheers Michael

GRAND Turk Refresh chef, Michael Williams, is wearing a proud smile these days.

And it's not surprising really – he recently became a grand father for the first time.

Michael's daughter, Samapha, gave birth to a bouncing baby boy, Christopher, in Jamaica, just before Christmas,

He said: "He's a beautiful boy and I am so pleased and proud. There is something very special about having a grand child and I am delighted."



Proud: Michael, left, with daughter, Samapha and grandson, Christopher

Rodney Hall Jnr RIP

STAFF at InterHealth Canada TC have paid tribute to Rodney Junior, who was tragically killed in a road traffic accident in Provo on January 29.

Rodney Junior, 23, was the partner of Cheshire Hall Medical Centre HR assistant, Donneka Hall. The couple have a young son, Rodney Adams III.

He was also the son of assistant police commissioner, Rodney Adams senior.

InterHealth Canada TC CEO, Roger Cheesman, said: "The news of Rodney Junior's passing is truly shocking and, on behalf of all of us at InterHealth Can-

ada, I send my sincere condolences to his family and friends.

"In particular we offer our love and support to Donneka at this difficult time, and to his parents too. Rodney Senior is a close friend of InterHealth Canada and we are truly devastated by his loss."

■ Roger has also sent his condolences to InterHealth Canada TC procurement manager, Mary-Jo Bryant, following the recent loss of her mother.

He said: "All of us here at InterHealth send our deepest sympathies to MJ at this sad time. You are in our thoughts and in our prayers."

Cockburn Town celebrates new year birth

RIHANNA Virgil has a very special claim to fame.

The beautiful baby girl will be able to tell her friends when she's older that she was the first person to be born on Grand Turk in 2011.

Little Rihanna arrived at the Cockburn Town Medical Centre in the early hours of January 13, to proud parents, Franklyn Virgil and Carmen Beriguete Diaz.

To mark the occasion, nurses from the maternity department presented Franklyn and Carmen with a layette, packed full of gifts for their new born daughter.



Bouncing baby: Parents Franklyn Virgil and Carmen Beriguete Diaz with daughter Rihanna and staff from the Cockburn Town Medical Centre.

Have you got a story to tell?

IF YOU come across an interesting story during the course of your work with InterHealth Canada TC, why not let us know about.

The hospital is always looking to promote itself in a positive way, especially its staff.

Maybe it's a tale of a job well done or something medically incredible. It could be that you helped deliver twins or triplets or nursed someone particularly poorly, back to health.

Perhaps one of your patients spoke highly of our staff and facilities or maybe you or a colleague has achieved something amazing outside work.

Whatever it is, tell us. And who knows, your story or idea could soon be seen and heard by thousands in newspapers, on TV and radio and on Internet sites.

Contact our press officer, Paul Baker on 431 1066 or paul.baker1066@hotmail.co.uk



Happy couple: Sandra and Orville celebrate their marriage with family and friends.

Sandra ties the knot

REGULARS at ReFresh in the Cheshire Hall Medical Centre may have noticed something missing of late.

The big friendly smile of Sandra Hawthorne has not been there to greet hungry customers very much since Christmas.

But everyone's favourite catering assistant has had good reason to be absent from duty.

Sandra returned to Jamaica where she married fiancé, Orville Walker on January 23

in Moneague.

ReFresh boss, Anish Thomas, said: "We send our warm regards to Sandra and Orville and congratulate them on their wedding.

"Sandra is a really popular member of our staff and she was certainly missed while she was away. We are delighted to have our new bride back and we wish her and her husband a long, happy and fun marriage together."



Word perfect - Midwife, Shantell Gardiner presents a gift to New Year's Day parents, Charles and Angeline Etherard following the birth of their son, Badson.



Special delivery: The spotlight falls on mum Jasmine Georges and her baby, Jayden Sampson, who was born on Christmas Day.



Roger and out: PTV's Ange Toussaint talks to Dr Roger Callaghan.



In focus: Lab consultant, Peter Anderson with Easher Parker from PTV

Lights, camera, action!

CHESHIRE Hall Medical Centre is beginning to resemble a film set.

Our two local television networks have been regular visitors over the past few weeks, as have the newspapers and radio stations.

Recent features filmed include Christmas and New Year's Day babies, Christmas in the hospital, cholera, diabetes, hospital art, students on work experience and visiting occupational and speech therapists.

The news gathers have also been around,

chasing stories about specific incidents such as road traffic accidents.

CEO Roger Cheesman, said: "We have received some really positive publicity recently, particularly on the two television stations, PTV and WIV4.

"I'd like to say a big thank you to all those who have represented InterHealth by being interviewed. Your efforts are much appreciated."

One person who deserves special praise is midwife, Shantell Gardiner.

Shantell had a microphone thrust at her without warning and was asked to do a speech on behalf of InterHealth while handing over a gift to the mother of the baby born on New Year's Day.

Needless to say she was brilliant, delivering a word-perfect performance for the cameras!

Thanks also goes to Fiona McDonnell, Kathleen Bree, Peter Anderson, Dr Robyn Barnes, Dr Roger Callaghan, Dr Dawn O'Sullivan and Dr Helen Leonard.

RECIPE OF THE MONTH

EVERY month we will be featuring a recipe in the newsletter, submitted by a member of staff.

And today's delicious offering comes from medical device reprocessing manager, Susan Borden.

Susan brought a tray loaded with triple layer bars to one of the staff Christmas get-togethers and guests are still talking about them now!

Here, she shares her secret with you all.

If you would like a recipe featured in InterView, email it to paul.baker1066@hotmail.co.uk, along with a photograph of your dish if possible.

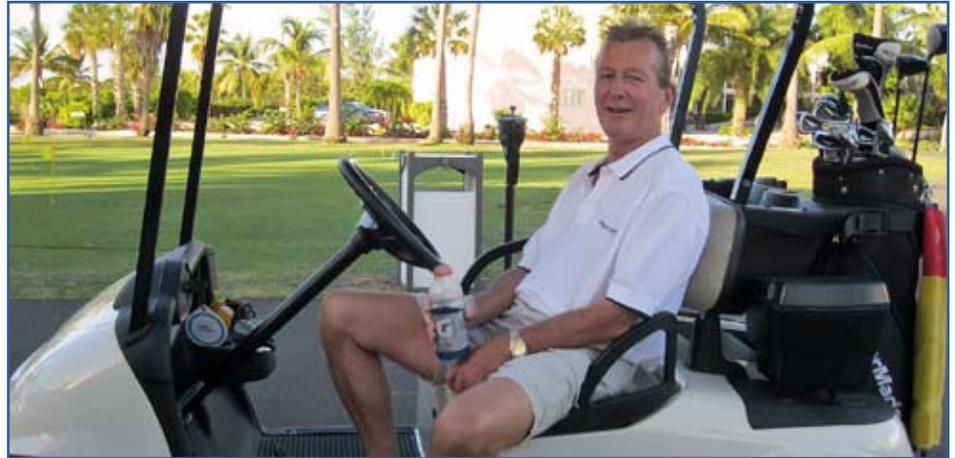
Triple layer bars



INGREDIENTS:

- Graham wafers
 - ¼ to ½ cup butter (melted)
 - 1 can sweetened condensed milk (additional half can if large pan)
 - 1 bag flaked coconut (large bag if large pan)
 - 1 bag chocolate chips (additional half bag if large pan)
 - ¼ cup crunchy peanut butter (1/2 cup if large pan)
- Crush wafers and mix with melted butter. Spread on bottom of lightly greased pan (9in x 13in). Sprinkle coconut over base (large bag for big pan). Pour can of condensed milk over coconut (one can plus half can for large pan),
- Bake at 350 degrees for about 20 minutes or until edges are lightly brown and milk has set. Melt choc chips (one bag and a half for large pan) with peanut butter and pour this over top of base. Let cool then set in fridge to set.

Enjoy!



Getting in the swing: New HR manager, Peter Nicholson.

Open door policy in HR

EVER stood outside someone's office not wanting to knock for fear of interrupting the occupant's busy schedule?

Truth is we've all done that, and the reason we hesitate is because we've been snapped at before.

However, there's one door you can knock knowing a cheery welcome awaits and that's the one leading to the human resources (HR) department.

In fact new HR manager, Peter Nicholson, has laid down a challenge to staff in Provo and Grand Turk.

He said: "Find me a friendlier, more welcoming and approachable department and lunch is on me."

Peter arrived at InterHealth Canada in late October, since when his feet have hardly touched the ground.

"Since the hospitals opened the emphasis of HR has been on recruitment", he explained. "However we are now entering a new phase and that emphasis is moving from recruitment - although that remains a high priority - to the other areas such as staff reten-

tion, management style, continuous improvement, leadership, managing learning and knowledge, people development and performance management to name but a few

"What was an already busy department will become even busier with our office lights burning well into the night.

"But however busy we get, one important fact must never be forgotten. HR must be the most approachable department in the company. We will not always be in a position to give positive answers to peoples' queries, but if it is negative then the HR department must be in the position to clarify why and, where possible, produce an alternative possibility.

"The HR team is itself going through a change period due to the shift of emphasis, but we are still here to support you as best we can, in line with Policies and Procedures.

"So when it comes to HR myself, Ladarnya and Donneka offer a friendly, helpful, people-focused department, which supports you in an equal and ethical manner. If the department does not live up to those standards and your expectations, then let me know."

INTERVIEW

The Ezine newsletter for the InterHealth Canada TCI Staff

Editor: Paul Baker

Telephone: 431-1066

Email: paul.baker1066@hotmail.co.uk or pr@interhealthcanada.tc

Photographs: Paul Baker and Steve Gill

Submissions, story ideas, letters and comments are welcome and encouraged. This newsletter is for and about the staff of InterHealth Canada TC. Please email the editor, attaching photographs in a jpg format if applicable. Please also include your email address and a day time telephone number.