



## Inside This Issue

SRHA in the News	2
Facilities on the Move	5
Let's Meet: "Smiling Simone"	9
Public Relations Corner	10
Staff Highlight	11

### Health Centre Refurbished at \$US 40,000 to Improve Lives of Over 20,000

Serving a population of over 20,000 within the community of Mile Gully in Manchester and its environs, the Mile Gully Health Centre, which has been refurbished at a cost of \$US 40,000, will significantly impact the quality of services to customers, while enabling staff and clients to function in a more comfortable and conducive environment.

Refurbished by Jamalco and its Noble Foundation and charity organization, the United Way of Jamaica, the Type 3 Health Centre was handed over yesterday, June 12.

Public Health Nurse at the Mile Gully Health Centre, Mrs. Arlene Ellis-Bennett explained that renovation work included: painting of the entire health centre building and staff quarters; replacement of windows; installation of four air conditioning units; procurement of electronics including a gas stove, television set and photocopying machine; procurement of dental equipment; construction of a covering for an outside waiting area which now accommodates over 50 persons; tiling work; construction of a wall adjacent to the pharmacy waiting area; provision of benches for the pharmacy waiting area; procurement of stationeries and blinds and the construction of a garbage skip.

She added that in addition to the donation by Jamalco, Member of Parliament for North West Manchester, Mr. Mikael Phillips donated a 650 gallon water tank and asphalted the walkway to the Health Centre while the Manchester Health Department constructed a gate at the Health Centre's entrance.

According to Jamalco's Human Resources Manager, Mr. Christopher Buckmaster, the alumina/bauxite company takes its social responsibility seriously and is committed to developing the communities in which it operates. He announced that Jamalco will also donate later in June, two green houses to the Mile Gully community in an effort to teach the farmers green house technology.

Guest Speaker and Chairman of the Southern Regional Health Authority (SRHA), Mr. Wayne Chen lauded Jamalco for its donation noting that the company has continued its tradition of being indispensable to the communities in which it operates. Mr. Chen noted that despite the challenges of the country's health system, the sector, including the primary health care system has been performing robustly and beyond its available resources.

"When we look regionally, there are 15 countries in Caricom, and Jamaica ranks near the top in life expectancy, yet still of the 15, we are near the bottom in terms of our expenditure per capita. What makes up the gap and what gives us the edge over even a rich country like Trinidad and Tobago where our life



The front view of the Mile Gully Health Centre.

expectancy is significantly higher, is the vigour of our primary health care system as typified by what we are witnessing today" Mr. Chen said.

He pointed out that the outreach work by health workers; the public education; prenatal care; dental care; psychiatric care and other services and programmes have added to the dynamism of the country's health-care system.

The SRHA Chairman noted that while corporate social responsibility is important, community and personal social responsibility are essential to the development of communities. He explained that Jamaicans who have migrated overseas and to other parts of Jamaica should be mindful of the impact they can have in supporting initiatives geared towards the development of the country, especially at community levels.

The Mile Gully Health Centre has occupied its present location since 1965, and offers services including curative (medical, nutrition, psychiatric); maternal and child health (antenatal, postnatal, child health, pap smear); family planning; dental; food handlers certification; environmental health; Sexually Transmitted Infections Clinic and pharmacy services.

## In The News: Southern Regional Health Authority

**Expansion Project Causes 66 Percent Increase in Clientele at Health Centre: Funding Partners Pleased**



Southern Regional Health Authority Regional Director, Mr. Michael Bent (right) makes a point to Minister of Finance and the Public Service, Hon. Audley Shaw (2nd right), Project Manager at the Sugar Transformation Unit, Mrs. Keleen Young-Grandison (2nd left) and Head of Delegation of the European Union, Ambassador Malgorzata Wasilewska (left) during a tour of the Lionel Town Health Centre on Friday, June 30.

In 2014, the Lionel Town Health Centre in Clarendon was expanded at a cost of \$ 22, 956, 841.00, through the Sugar Transformation Unit of the Ministry of Industry, Investment and Commerce with funding from the European Union, which has significantly boosted the quality of services, resulting in a 66 percent increase of clientele.

According to Parish Manager of the Clarendon Health Services, Mr. Joseph Grant, the community of Lionel Town and its environs have been benefiting significantly as the Health Centre and its service offerings have been extensively improved.

"For instance, we have seen increased service offerings at our Mental Health Clinic. Previously, we would cater to 30 clients, now we are providing service to upwards of 90 customers on a daily basis. We are really seeing wonderful developments as a result of the project and for that we are extremely thankful"

Mr. Grant said.

Mr. Grant was speaking at the tour of the Health Centre on Friday, June 30 by Minister of Finance and the Public Service, Hon. Audley Shaw; Head of Delegation of the European Union, Ambassador Malgorzata Wasilewska and her team and representatives from the Ministry of Industry, Investment and Commerce Sugar Transformation Unit, which toured project sites in Clarendon.

The Parish Manager explained that the expansion project included construction of a ground floor to accommodate a waiting area and bathroom facilities; construction of stations to accommodate laboratory service, family health service, environmental service and mental health service and the construction of dental stations. He added that the old building was remodelled and renovated to create access to the new building in addition to partition and extension works.

The Health Centre also offers care to former and current sugar workers in an around the community of Lionel Town, who would visit the Monymusk Health Centre before its closure.



Parish Manager for the Clarendon Health Services, Mr. Joseph Grant (left) makes a point to Minister of Finance and the Public Service, Hon. Audley Shaw and Head of Delegation of the European Union, Ambassador Malgorzata Wasilewska, at the tour of the Lionel Town Health Centre on Friday, June 30.



## In The News: Southern Regional Health Authority

### Central Health Facilities Hailed for Tremendous Work in Blood Collection

Manchester was selected to host the 2017 commemoration of World Blood Donor Day on Wednesday, June 14 at the Golf View Hotel, as a result of the tremendous work by the public health facilities in the southern region, particularly Manchester, to improve blood collection.

According to the Blood Donor Organiser of the National Blood Transfusion Service (NBTS), Mr. Igol Allen, the parish of Manchester was selected based on the efforts of facilities including the Mandeville Regional and Percy Junor Hospitals to increase its blood collection in addition to other initiatives such as the extension of opening hours at the Mandeville Regional Hospital (MRH) Blood Collection Centre.



**Nurse Esther Campbell from the National Blood Transfusion Service engages a donor during the 2017 World Blood Donor Day at the Golf View Hotel in Manchester.**

CEO of the MRH, Mr. Alwyn Miller announced that since the third quarter of 2016 (July-September), there has been a 37 percent increase in blood collection since the extension of opening hours from 8:00 a.m.-7:00 p.m. Mondays to Thursdays; and 8:00 a.m.-2:00 p.m. on Fridays.

"The hospital examined the extension of opening hours for the public to improve the convenience to persons donating after normal work hours. This has proven to be a success and has since resulted in less delays and postponement of surgeries" Mr. Miller added.

Mr. Miller explained that the successful Blood Drive that the MRH hosted in May 2016, which resulted in the collection of 150 units of blood, was part of the hospital's process in changing the present culture of blood donation in the parish and by extension Jamaica, with the aim of persons becoming voluntary and regular donors.

The Percy Junor Hospital also staged a Blood Drive in April 2017, which resulted in the collection of 52 units of blood. Through charity support and that from the Southern Regional Health Authority, the hospital received a Compact Blood Bank Refrigerator, which allows the hospital to store upwards of 60 units of blood, as opposed to 15 previously.

World Blood Donor Day focused on blood donation in crisis or emergency situations under the slogan 'What can you do? Give blood. Give now. Give Often'. The 2017 campaign underlines the role every person can play in helping others in emergency situations, by giving blood.

The NBTS is responsible for the collection, testing and distribution of all blood and its by-products across Jamaica.

## In The News: Southern Regional Health Authority

### Health Department on a Drive to Creating Healthier Communities



**President of the Joy Town Redevelopment Foundation, Major Richard Cooke shares tips for transforming a community.**

The Manchester Health Services, which has responsibility for delivering effective secondary and primary healthcare to residents in the parish of Manchester, is on a drive to creating healthier communities.

Speaking at a Public Forum on Wednesday, June 14 on the grounds of the Manchester Health Department in Manchester, Parish Manager for the Manchester Health Services, Mr. Earl McLaughlin stated that the health team has embarked on several initiatives to promote the holistic approach needed to cultivate balance in maintaining a healthy lifestyle.

The Parish Manager explained that some of the programmes include increased health fairs and screenings in several communities, a series of public consultations targeting residents and community groups and Targeted Community Interventions (TCI) which aim to impact positive bahav-

tiour changes in relation to health and wellness, behavioural and environmental health practices. Mr. McLaughlin added that the TCI is being implemented in the Georges Valley and Greenvale communities in Manchester for a year.

Mr. McLaughlin added that the health team has also boosted its environmental health programmes to enhance the delivery of effective and efficient environmental health. He noted that this is being accomplished through the Public Health Inspectorate body, who have boosted food safety inspection; solid waste disposal monitoring; water monitoring; community engagement through public education and inspection and monitoring of public and private health care facilities.

Guest Speaker and President of the Joy Town Redevelopment Foundation, Major Richard Cooke, who was instrumental in the redevelopment process of the Trench Town community in Kingston shared with the audience the ingredients for building a healthier community. He highlighted several strategies and initiatives which can support the transformation and redevelopment of a community.

Major Cooke noted that healthy communities are indeed possible; however, the dedication and support of a wide cross section of society is essential to achieving this goal.

Mr. McLaughlin noted that the Public Forum, which was held under the theme, "Empowering Our Communities for a Healthier You", is part of the Health Department's celebration of Health Month. He added that other activities include a Cultural Day and Concert on June 22 on the grounds of the Manchester Health Department; Customer Appreciation Day at the Percy Junor Hospital at 9:00 a.m. on June 28 and a staff physical activity excursion on June 29 in Westmoreland.



**A section of the audience.**



## Facilities on the Move

### May Pen Hospital Receive Patient Monitors Valued at Over \$1 Million: Paediatric Services Boosted

Paediatric services at the May Pen Hospital (MPH) in Clarendon have been enhanced through the donation of two patient monitors valued at over \$1 million by charitable organizations, Angels of Love, Jamaica and McLymont Helping Hands Children's Foundation.

Paediatric Consultant at the MPH, Dr. Curtis Pryce explained that a patient monitor examines the heart rate of a child and the oxygen level in the patient's blood. He added that the patient monitor also performs Electrocardiogram (ECG) monitoring and comprehensive vital sign monitoring of the patient, which allows doctors and nurses to monitor and deliver treatment in a more timely and focused manner.



May Pen Hospital's Paediatric Consultant, Dr. Curtis Price (3rd left) accepts the patient monitor from Representative of Angels of Love, Clarendon Chapter, Mr. Roger Morgan (4th right), while looking on are left to right) staff from the MPH; Medical Officer, Dr. Moya Rhoe; CEO, Mr. Leon Dixon; Senior Resident, Dr. Anona Griffith; Medical Officer, Dr. Reynard Hammond and Specialist Nurse, Mrs. Tasha-Gaye Fearon Robert.

"The patient monitors have made the jobs of the doctors and nurses easier as we are able to respond more effectively and efficiently. This will certainly boost the service delivery of the Paediatric Unit" Dr. Price added.

The Paediatric Consultant pointed out that the first patient monitor was donated to the hospital in May 2017 by the McLymont's Helping Hands Children's Foundation while the second equipment was handed over on Wednesday, June 14 by Angels of Love, Jamaica. Dr. Price commended both organizations for their dedicated support to enhancing children's healthcare.

For Regional Director of the Southern Regional Health Authority, Mr. Michael Bent, support from charity organizations have been essential in contributing to nation building, particularly in critical areas such as health.

Mr. Bent noted that while the Authority, which has responsibility for healthcare in the parishes of Clarendon, Manchester and St. Elizabeth aims to provide effective and efficient healthcare, support from charitable organizations and corporate Jamaica is always welcomed and appreciated. The Regional Director lauded the organizations for their continued support to the May Pen Hospital and encouraged them to remain steadfast in their mission of inspiring and enriching the lives of children.

Established in 2009, Angels of Love, Jamaica aims to provide support to children in need in areas of healthcare and education. The organization also provides support to disadvantaged, underprivileged and vulnerable children in Jamaica.

## Facilities on the Move

### Percy Junor Hospital Celebrates 72 Years With Customer Appreciation Day



**Senior Medical Officer of the Percy Junor Hospital, Dr. Carlos Wilson receives an award from Deputy Director of Nursing Services and LASCO/NAJ 2016-2017 Nurse of the Year, Laverna Campbell.**

Awarded the best hospital in the Public Sector Customer Service Awards Competition in 2015, the Percy Junor Hospital (PJH) in north east Manchester, which celebrated 72 years of service on Wednesday, June 28, commemorated the milestone with a Customer Appreciation Day.

Senior Medical Officer of the facility, Dr. Carlos Wilson explained that the tradition of celebrating Customer Appreciation Day on the hospital's anniversary is valued as the hospital places special emphasis on delivering effective service to both its internal and external customers.

"You have heard that the customer is always right but the concept is not that the customer is always right but that the approach in dealing with the customer, is that the customer is always right. So if someone is sick and they reach out to you at 6 a.m. in the morning and if you can help them and prevent them from death,

you will be happy to do it. So when that phone rings and I see that it is a customer calling, I should be happy and that ladies and gentlemen represents the customer service that we should always strive to deliver" Dr. Wilson said.

Dr. Wilson added that the hospital has also embarked on improving customer service through its management team, in an effort to create an atmosphere which will allow internal customers to feel valued, which will impact the way they deliver service to external customers.

For Regional Director of the Southern Regional Health Authority, Mr. Michael Bent, customer service is essential to effective service delivery particularly in the health sector, and should always be improved.

"We need to put our customers first, not just our external but internal customers because without both we wouldn't have an organization. We need both to coexist so that we can optimize our output. Percy Junor Hospital continues to demonstrate the need for us to maintain and to build on what we have done. I recently looked at some of the formal complaints from facilities within the region and to date I haven't gotten one complaint from the Percy Junor Hospital in terms of customer service for the last three to four years" Mr. Bent said.

The Regional Director pointed out that though the hospital has its areas of challenges, the team should continue improving its standard of customer service delivery. He encouraged the staff members to continuously raise its bar of service delivery higher.

Constructed in 1945, the Percy Junor Hospital has also received several public sector awards including Most Creative and Innovative Agency and Best Hospital in the past. As a Type C Hospital, it delivers service to residents in the parishes of Manchester, Clarendon, St. Ann and Trelawny.



## Facilities on the Move

### Patient Refurbishes Private Suite at Hospital After Exceptional Care

Providing quality healthcare has been at the forefront of healthcare delivery within the Southern Regional Health Authority, which was publicly awarded when Proprietor of Jakes Hotel Villas and Spa and Jack Spratt Restaurant in Treasure Beach, St. Elizabeth, Mr. Jason Henzell, officially handed over a refurbished two bedded private suite to the Black River Hospital (BRH) valued at \$250,000.00.

CEO of the Black River Hospital, Mrs. Diana Brown-Miller explained that Mr. Henzell, while training for a marathon event suffered an injury and was taken to the hospital for treatment in October 2016 and was very pleased with the care received. She added that he was also very grateful when the staff gave up their rest area to house him overnight.



The refurbished private suite.

"To show his appreciation, Mr. Henzell, who has been donating to the hospital for many years, pledged to have the room upgraded and in March 2017, in celebration of the 24<sup>th</sup> anniversary of Jakes Hotel Villas and Spa, Mr. Henzell handed over a cheque for \$250,000.00 to execute the necessary repairs" Mrs. Brown-Miller added.

BRH Acting Senior Medical Officer, Dr. Sheriff Imoru at the handing over ceremony on Monday June 19, noted that the suite will serve as an income generator for the hospital adding that patients have been requesting care in a private suite. The Senior Medical Officer said the donation will also encourage others to invest in the hospital once they learn of the improvements made.



Mr. Henzell reiterated his appreciation for the quality care received and committed his continuous support to the hospital. He also expressed his satisfaction with the finished product and admiration at how much the hospital has been able to accomplish despite limited resources. Mr. Henzell implored others to come on board and to assist, despite the magnitude of the support.

Mr. Henzell, since his hospitalization, has so far donated 28 wheelchairs to the hospital as well as sponsored a staff gathering in 2016.

Director of Nursing Services at the Black River Hospital, Ms. Novlette Robinson presents a plaque of appreciation to Mr. Jason Henzell.

# Wellness Bytes:

## “Conjunctivitis (Pink Eye)”

Credit:  
Jamaica Information  
Service



The Ministry of Health is issuing a caution to the public as our surveillance network has received reports of cases of conjunctivitis, otherwise known as ‘pink eye’, in some communities.

The signs and symptoms of pink eye include redness of eyes; watery eyes itchy and/or burning eyes; grainy feeling in the eyes and hypersensitivity to light.

To avoid being infected:

- Do not share eye makeup; eye drops; wash rags; towels and pillow cases,
- Refrain from coming into contact with persons who have pink eye,
- Wash hands often.

Chief Medical Officer, Dr. Winston De La Haye says, “we are cautioning the public to take preventative steps to decrease their risk of becoming infected with conjunctivitis and urging those who are affected to have their condition

managed appropriately by a physician and avoid spreading to others.”

If you are currently experiencing symptoms of pink eye you are being urged to:

- Wash hands with soap and water regularly,
- Avoid rubbing eyes,
- See a doctor,
- Do not attend school, work or other crowded places until infection clears up.

Pink Eye is caused by viruses, which enter the eyes through contaminated:

- Hands
- Wash-rags
- Cosmetics
- Handkerchiefs
- Contact lenses
- Other personal items



On the  
Lighter Side





## **Simone Douglas**

**Parish Accountant  
Manchester Health Department**

**“Smiling Simone”**



The profound words of late author Napoleon Hill, “whatever the mind can conceive and believe, it can achieve,” is arguably one of the most famous inspirational quotes on the power of positive thinking. These words of wisdom, have been inspiring to many, including, Parish Accountant at the Manchester Health Department (MHD), Simone Douglas, who relates that it has been a source of inspiration, driving her to keep trying, despite past failures.

Described as being knowledgeable, particularly in her work area, Simone has given commendable service to the Southern Regional Health Authority (SRHA) for the past 11 years. She began as a Payroll Clerk in a temporary capacity at the SRHA Regional Office in 2006 and has worked in capacities of Accounting Technician, Acting Chief Accountant and Main Cashier at the SRHA Regional Office, MHD and Mandeville Regional Hospital. She joined the MHD team in December 2014 as the Parish Accountant, where she continues to make her mark.

The Parish Accountant points out that some of her responsibilities include budget preparation, maintenance of the financial records of the parish of Manchester, processing of claims and all salary related items for staff members among other functions. She describes her working experience as “very enjoyable”, despite the challenges.

When asked what her most important life lesson has been, Simone notes that “whatever we do sticking together as a family will help us to reach ahead in life, and that, not all that glitters is gold”. She also believes that “we should be good to others, encourage others and treat others with respect.”

Described as caring, always smiling and of a calm demeanor, Simone is inspired to do her best by her family, particularly her siblings. She says her brothers and sisters “look up to me, and I will always keep focused to guide them through the stages of life”.

If she were to get an unexpected visit from a colleague on the weekend, this God-fearing and ambitious young lady would be at home doing some chores in the morning; however, if you were to pop-up in the afternoon, she may not be home.

Her favorite singers are dancehall artiste, ‘Kiprich’ and gospel group, the ‘Grace Thriller’. She admits that she is a fan of series movies and her favorite actor is Joseph Morgan from the Originals movie.



## PUBLIC RELATIONS CORNER

"The deliberate, planned and sustained effort to establish and maintain a favourable public image of an organization"

**"How to Address Members of the Senate"**

### THE SENATE

The President of the Senate is formally addressed 'Senator Honourable'.

#### **The mode of address in:**

#### **Writing for the current President:**

Senator Honourable Thomas Tavares-Finson

President of the Senate

[Address]

Dear President Tavares-Finson/Dear Mr. President

.....  
Yours sincerely

[Signature]

#### **Formal speech/Subsequent referrals**

'(Mister) President'

'(Madam) President'

If the holder of this office is a Minister of Religion, the usual 'Senator Honourable' is recommended, except in a primarily religious context where 'The Reverend and Honourable' could be used if preferred.

The Deputy President of the Senate & All Other Members of the Senate

The Deputy President of the Senate and all other Senators are referred to as 'Senator', without the use of 'Mr/Mrs/Miss' both formally and informally.

Senators who are members of the Order of Jamaica or are Ministers of Government are addressed 'Senator Honourable.....'

**Article continues-**<http://opm.gov.jm/1-devon-rd/protocol/how-to-address-members-of-the-senate/>



## Staff Highlight

### Health Team Takes Over Paradise Park for Fun-Filled Day

As part of the Manchester Health Department's celebration of Health Month in June, staff members engaged in a day filled with fun and physical activities at the Paradise Park in Westmoreland. Please see below highlights.







# HR And You:

## “EMPLOYER-EMPLOYEE RELATIONS”

### 16.1. AUTHORITY

The authority for employer-employee relations is vested in the Ministry with responsibility for the Public Service.

### 16.2 ADMINISTRATION

i) The administration of the policies and procedures related to employer - employee relations is vested in the Permanent Secretary in the Ministry with responsibility for the Public Service.

ii) Permanent Secretaries/Heads of Departments may exercise such functions as may be determined by the Permanent Secretary in the Ministry with responsibility for the Public Service.

### 16.3 PROTOCOL

The development of good management practices and industrial relations policies is the joint responsibility of the Ministry with responsibility for the Public Service, employees, and the entities representing employee interests (Staff Associations, Trade Unions, etc).

### 16.4 ROLES AND RESPONSIBILITIES

#### 16.4.1 The Employer

Permanent Secretaries and Heads of Departments in their capacity as agents of the employer should:

- a) recognize the rights of trade unions and staff associations to represent their members and to advocate on their behalf.
- b) respect the rights of employees to belong to staff associations and trade unions and to take part in the activities of these bodies.

- c) ensure that effective relations and adequate procedures are maintained with employees and their representatives for communication and consultation and for the settlement of disputes and grievances.
- d) ensure that the established procedures are known, understood and implemented by all members of the management and supervisory team.
- e) ensure that all supervisory staff have clearly defined responsibilities in the organizational structure, are in charge of manageable work groups, understand their responsibilities and have the necessary qualities and industrial relations training and exposure to do the job.
- f) ensure that supervisors are cognizant of management policies as they affect their individual work groups and that they maintain an effective link between management and members of their work groups.

**Article continues:** <http://www.mof.gov.jm/documents/documents-publications/document-centre/file/937-staff-orders-for-the-public-service-2004.html>



**We welcome your input, please submit your articles and feedback to:**

**Latoya Laylor Brown, Public Relations & Advocacy Officer**

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**Deadline: August 8, 2017**