

Customer Call Centre Representatives profile

Get to know one of the lovely St John Telecare Customer Service Centre Representatives who are on the other end of the phone.

Name: Sam Biss

Position: Telecare Customer Service Centre Representative

Age: 50

Where did you grow up? Martinborough in Wairarapa

Favourite food? All fruit!

How long have you worked for St John? Two and a half years

What do you enjoy most about your job? Talking to customers

Name a few of your hobbies/interests: Tennis, novels, movies ■



Sam Biss

Honey crunch recipe

Ingredients:

- > 125g butter
- > 2 dsp honey (creamed)
- > 125g sugar
- > 4 C rice bubbles



Method:

- > Combine butter, sugar and honey into a medium saucepan and boil for exactly 3 ½ minutes
- > Remove from the heat and quickly pour the hot liquid into a large bowl with the rice bubbles
- > Stir to coat the rice bubbles
- > Pour into a sponge roll tin and flatten with a spoon
- > Leave to set before cutting into squares to enjoy with a cup of tea

Thanks to Mervyn Leathem from Christchurch for sharing this recipe! ■

Share your story with us!

Do you have a story, a favourite recipe or a great gardening tip you would like to share?

Then we want to hear from you!

Email your story (plus any photos), recipe or tips to intouch@stjohn.org.nz or via post to:

St John In Touch stories
C/O Product Team, Private Bag 14902, Panmure, Auckland 1741

Congratulations to Bev Beck, Cheryl Thibodeau, Mervyn Leathem, Avon Clark & Stan Anderson who will receive a \$50 Four Square gift card for sharing their respective stories and recipes.



You will receive a \$50 Four Square gift card if we use your story in our newsletter!

Christmas mazaruka recipe

Ingredients:

- > ¾ C each of currants, sultanas, raisins & chopped dates
- > ½ C chopped dried figs
- > ¾ C each of roughly chopped almonds, papaya and mixed peel
- > ½ C chopped glazed cherries
- > ½ C chopped glazed pineapple
- > ½ C dark chocolate bits or carob
- > 1 tsp mixed spice
- > 1 ½ C flour
- > 3 eggs
- > ¼ C honey

Method:

- > Pre-heat oven to 140°C
- > Place fruit and chocolate in a large bowl and mix
- > Sift flour and spice then combine with the fruit
- > Beat eggs and add with honey, mix until well combined
- > Press evenly into a greased and lined sponge tin. Bake at 140°C for 45mins–1 hour or firm to touch
- > Cool in the tin, cut into squares, enjoy! (or store in the fridge)

Thanks to Bev Beck from Tauranga for sharing this recipe! ■

4	9	1	7	8	5	3	2	6
6	8	5	2	3	1	4	7	9
3	7	2	6	9	4	8	1	5
5	6	3	4	7	8	1	9	2
2	1	9	3	5	6	7	8	4
8	4	7	9	1	2	6	5	3
7	3	4	8	2	9	5	6	1
1	2	6	5	4	7	9	3	8
3	5	8	4	6	9	2	7	1

Sudoku 2

Sudoku 1

Riddle answers:
1. Teapot 2. Footsteps. 3. A cold 4. Address

In Touch

Your St John Medical Alarm newsletter

Issue 014 | Summer 2016



St John

Here for Life

Whakatane heroes

Two well-known Whakatane locals – Avon Clark, (Mother of Ken Clark Fire Chief) and Stan Anderson both suffered a cardiac arrest recently and both within the same week. They are now both at home enjoying life and they came to meet their rescuers at Whakatane Fire Station recently.

Avon Clark activated her St John Medical Alarm when she experienced chest pain. She suffered a cardiac arrest shortly after the ambulance arrived and was successfully resuscitated and transported to hospital.

In the same week one morning at 8.30am Stan suffered a cardiac arrest at home, everything was on Stan's side that morning, his family promptly called 111 and followed the instructions of the Emergency Medical Dispatcher who guided them in CPR. The Whakatane ambulance and Fire Service arrived in less than 3 minutes. Thanks to a team effort by 9.08am, Stan was resuscitated and in hospital.

Sudden cardiac arrest is a considerable public health issue, with ischaemic heart disease being the second most prevalent cause of death in New Zealand. Improving outcomes from cardiac arrest prehospital is a community team effort – from the patients using St John Medical Alarms, 111 call handlers, public first aid trainers, emergency ambulance crew and New Zealand Fire Service and first response units. Since 2013 the New Zealand Fire Service has been assisting St John with every cardiac arrest. Every fire appliance is manned by first responders who are trained in CPR and carry defibrillators. (AEDs)

The focus is to provide the right care at the right time by providing faster response times, having the right people on scene and ready access to a defibrillator as quickly as possible. This will all lead to a greater chance of survival.



Ken Clark, Avon Clark, Carol Gibbs, Stan Anderson



Stan with the St John and NZ Fire team

If a family member becomes short of breath, experiences chest pain, becomes suddenly unwell, collapses or is unconscious, phone 111 immediately and listen for instructions from the Emergency Medical Dispatcher. If the person is not breathing begin CPR.

Everybody should have some level of first aid ability, because accidents and medical emergencies can happen anywhere at any time.

Find out about the courses we provide to help save lives by calling us on 0800 FIRST AID (0800 347 782) or www.stjohn.org.nz/first-aid ■

Z brings more than 200 defibrillators to Kiwi Communities



More neighbourhoods across the country now have free access to defibrillators in their back yards, with Z Energy installing them in their (over 200) retail sites. Z, in partnership with St John, has rolled out the life-saving devices in November. They'll be available to anyone in the community to use, whenever the Z site is open. At about 70 percent of sites they'll be available 24/7 and can be taken off-site if needed.

Z Community Manager, Christine Langdon, said defibrillators could save the life of someone in cardiac arrest and there was a big need for communities to have easy access to one, whenever they needed it.

"Our communities are important to us, our people live and work there, our customers live and work there and we wanted to do something that would make a real difference."

"Now people will know exactly where to go in an emergency to get access to a defibrillator, no matter what time of the day or night it is," Christine said.

Z's network of sites up and down the country makes it perfectly placed to deliver more defibrillators into communities, especially after business hours.

"Auckland alone will now have 65 more defibrillators for the public to access. But this move is especially critical to smaller communities, like the West Coast of the South Island, which have been crying out for defibrillators," Christine said.

The defibrillators talk users through the process, making them accessible to all.

St John Medical Director, Dr Tony Smith, says for every minute without CPR or defibrillation, a patient's chance of survival falls by 10–15 percent. AEDs shock the heart back into rhythm and are essential in the chain of survival for somebody suffering cardiac arrest.

"New Zealand's low rate of public access to defibrillators remains an issue so AEDs at Z stations in New Zealand communities is an excellent step forward," said Tony.

Kiwis can find their nearest defibrillator and opening hours on the AED locator website (aedlocations.co.nz) and the nearest Z (z.co.nz/about-z/find-us/) and its opening hours on the company's website. The defibrillators are on all sites from 9th November.

Facts:

- Applying CPR and rapid defibrillation can increase a patient's chances of survival by up to 40 percent
- 38 people are treated for cardiac arrest by St John each week in New Zealand
- While 64 percent of patients had bystander CPR performed, only 4 percent of patients were defibrillated using a public access defibrillator
- AEDs shock the heart back into rhythm and are essential in the chain of survival for somebody suffering cardiac arrest. ■

Source: St John, Out of Hospital Cardiac Arrest (OHCA) report December 2015



Would you prefer In Touch via email?

Send us an email at intouch@stjohn.org.nz if you'd prefer to receive this to your inbox rather than in the post. We are looking to start emailing versions of the In Touch newsletter in 2017.

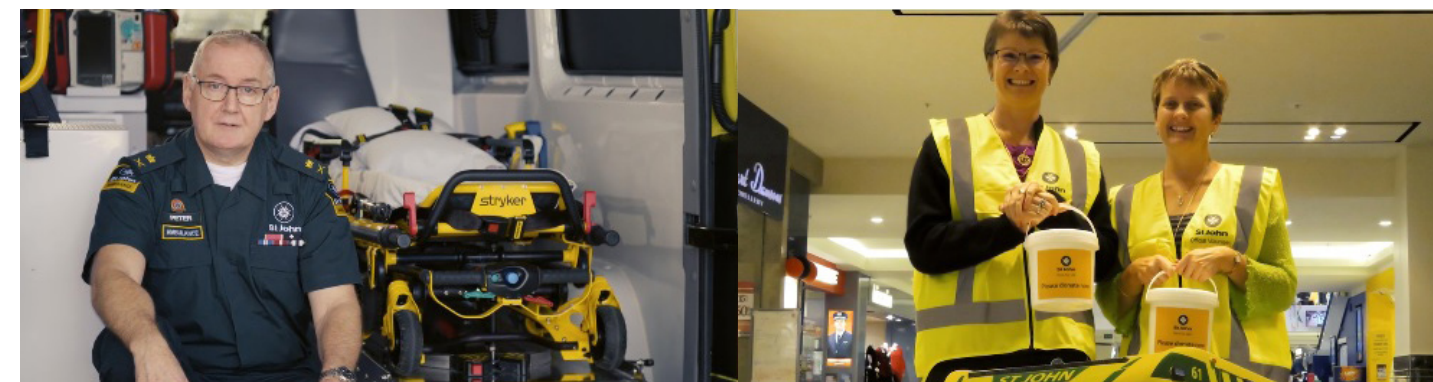
St John Annual Appeal 2016 – Thank you!

We're delighted to share with you the final figure for this year's Annual Appeal: \$2.75 million! We've exceeded our original target and reached the biggest Annual Appeal total in our history. That's enough to put 14 ambulances on the road.

Funds raised in the St John Annual Appeal 2016 will be spent directly on ambulances and a variety of hi-tech clinical and medical equipment – mobile data terminals, stretchers, defibrillators, heart rate monitors, specialised extraction equipment – along with ambulance officer training and uniforms.

"We want to thank you, the New Zealand public, for your generosity," says Peter Bradley, St John Chief Executive.

"Demand for our services has never been greater and as a charity we rely on the generosity of the communities we serve. Knowing we are going to jobs with the support of an entire country behind us is inspiring." ■



St John Medical Alarm Team interpret call for help

Cheryl Thibodeau has shared her story with us of when she recently activated her St John Medical Alarm for help during a seizure.

"The kids were in bed and I was at the computer checking emails. I began to feel strange with tingles up my arm and my face on the left tightened up. Soon I realised that I was having a seizure so I pressed my St John Medical Alarm. When the call came through I found that due to the seizure I was unable to speak so I knocked on my desktop to indicate that I was there. The St John Medical Alarm Team asked if I required help and I knocked again.

At this stage my father who lives a few doors down had arrived (he is contacted by St John when I activate my alarm) and my son, aged 7, had woken up.

Unable to tell anyone what was happening I started spelling the word 'seizure' to my son a letter at a time in sign language. (I am totally deaf but have a cochlear implant). He told my father each letter, which he wrote down until they had the complete word and they were able to let St John know what was happening.

The ambulance arrived and I was taken into hospital. I was unable to begin speaking again until about 30 minutes later. I regularly travel by ambulance and the staff as always were wonderful.

Thanks to the St John Medical Alarm Team who were able to interpret my knocking. I was discharged from hospital a couple of days later after this seizure/mini stroke." ■



Cheryl and her children

Riddles

- 1 What begins with T, ends with T and has T in it?
- 2 The more you take, the more you leave behind. What am I?
- 3 What can you catch but not throw?
- 4 What type of dress can never be worn?



Sudoku

1	6				3			
9		1						
	4				5			
	7				6	5		
2	1			6		8		
	6	4						
	7	2						
	8		3	1		7	9	
4			7	8			2	

3			4					7
			1		5			9
		9		7	8			6
		5		4	1			8
					2	4		
2	7						1	
4			9				3	1
					4			
6	8	1	3					4

*Answers to the riddles and sudoku puzzles feature on the back page.

Be in to win a \$50 Four Square gift card!

You could win 1 of 5 \$50 Four Square gift cards!

All you have to do is tell us how many 'f's are in this sentence:

"Finished files are the result of years of scientific study combined with the experience of years."

To enter, send us your answer along with your details to:

St John In Touch competition
C/O Product Team, Private Bag 14902, Panmure, Auckland 1741

Or email intouch@stjohn.org.nz

Congratulations to the winners of the last edition: MJ Middlemist, A Crombie, J Young, P Dwyer.

