

# Staff profile

Get to know a bit more about one of our valuable St John staff members.

**Name:** Donna Maru

**Position:** Telecare and Home Health Inventory Controller, National Headquarters

**Age:** 46


**Where did you grow up?** Manurewa, Auckland

**Favourite food?** Pies

**How long have you worked for St John?** Just over 10 years

**What you enjoy most about your job?** Knowing, that what I do, helps to make a positive impact not just to our customers in need but to their family and friends’


**Name a few of your hobbies/interests (Tell us about yourself):** I am married to the most amazing, kind, caring man in the world. His name is Buddy and we have two gorgeous girls called Natasha 11 and Kasie 6. I like to make people laugh as that is the best medicine around. I like to think of myself as a recycled teenager. ■



Donna Maru

# New home health representative uniform and vehicle

Home Health Representative Fran Music-Burke who works in the South Island showcases our new Telecare uniform. You will also notice the new Hyundai i40 Wagons which have recently been integrated in to the St John Commercial Fleet. ■



Fran Music-Burke

# 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](mailto: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 Kathleen Murdoch and Jan Reeve, who each received a \$50 Four Square gift card, for sharing their respective story and recipe.

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



# Quick and easy salmon fritters

**Ingredients:**

➤ 1 packet oriental flavoured noodles

➤ 210g tin pink salmon

➤ 2 or 3 eggs (beaten)

➤ Parsley

➤ Oil for cooking

**Method:**

➤ Cook noodles as per instructions on packet, cover and leave to stand until water is absorbed.

➤ Add beaten eggs, parsley and flavouring from packet enclosed.

➤ Drain, de-bone and remove black skin (my family don't like these).

➤ Add to noodle mixture.

➤ Heat frying pan and drop in spoonsful of mixture, flip over when one side cooked.

They do not take long at all. These fritters are my family's favourite!

Thanks to Jan Reeve from Feilding for sharing this recipe! ■

**Riddle answers:**

1. Your shadow. 2. A map. 3. Starting.

**Puzzle answers:**

1. (9-3) × (4+4) = 48

2. The sequence consists of the single digit numbers (0 to 9) ordered alphabetically by the spelling of the number. The single digit number that comes next alphabetically after six is three.



# In Touch

Your St John Medical Alarm newsletter

Issue 015 | 2017



# St John New Zealand responds to third major earthquake in 6 years

St John New Zealand faced its biggest incident since the 2010 and 2011 Canterbury earthquakes when a 7.8 magnitude earthquake struck the South Island at two minutes after midnight on Monday 14 November. The incident was rapidly escalated to national level with Civil Defence issuing a tsunami warning and land threat. Much of New Zealand was affected, including the capital, Wellington, where many high rise buildings in the central city have since been demolished. A state of emergency was subsequently declared in the worst affected areas.

St John's National Crisis Coordination Centre was activated in the early hours of Monday morning led by Director of Clinical Operations Norma Lane, and worked closely with Civil Defence, Government and emergency and health agencies. Local St John Emergency Operation Centres had been set up in the South Island to manage the response on a local level. There were two fatalities as a result of the quake, and infrastructure damage was extensive. The worst affected was Kaikoura, a South Island town of around 2,000 people and 1,000 tourists, where road access was cut off for several days, and the community was without power, water and telecommunications.

Kaikoura ambulance personnel moved their families to higher ground before heading back into the town to help with the rescue and recovery effort.

As the scale of the damage in Kaikoura became known extra ambulance personnel were transported into the area by helicopter (there was no road access) to support local St John personnel and other health professionals. Air ambulance cover was maintained in the area 24/7 and St John supported



a large scale evacuation of trapped residents and tourists from Kaikoura by naval vessel the HMNZS Canterbury two days after the quake. Other challenges for St John included the immediate need to relocate staff, resources and emergency equipment to higher ground in order to maintain response capability in the event of a significant tsunami. A major weather event hit a different part of the South Island, requiring extra resourcing, and the quake damaged communications infrastructure.

A strong focus on emergency planning and lessons learned in Canterbury ensured St John New Zealand was ready to respond quickly and effectively when the Kaikoura quake hit.

Source: Ambulance Today Magazine.  
Winter 2016 – Issue 4, Volume 13 ■



# We're making an improvement to the way St John answers 111 calls in your area

The changes will help St John get an ambulance to you faster when you need us urgently. If you call us with something that isn't time-critical or life threatening, we'll see if there is a better way to help you.

Every day St John receives 1,200–1,500 emergency 111 calls. A small number of those calls are from people who need medical help, but for whom an ambulance is not the best treatment. We have a better way to help those people. St John has registered nurses and paramedics sitting in our 111 Clinical Control Centre. Their job is to carry out in-depth clinical assessments over the phone and give healthcare advice.

If you call 111 with a problem that isn't a medical emergency, we'll take your phone number and a nurse or paramedic will call you back as soon as possible. They will find out more about your condition, and help you get the best treatment.

If you need an ambulance, we'll get one to you as quickly as possible, and you will be treated by our ambulance officers. They may transport you to the best place for your care, e.g. the Emergency Department, an Accident and Medical centre or your GP's practice. Or you might be able to stay at home to recover. If you call 111 with a life-threatening or time-critical issue (e.g. chest pain or difficulty breathing) nothing will change. St John will send the first available and closest ambulance immediately.

St John has been successfully using the new approach in Northland, Auckland, Waikato, Hawkes Bay, Bay of Plenty and Nelson Marlborough areas.

**Remember, if there's an emergency you should never think twice about pressing your medical alarm or calling 111.**

**If you'd like more information on this please call 0800 ST JOHN (0800 785 646), visit [www.stjohn.org.nz/111](http://www.stjohn.org.nz/111) or you can talk directly to your GP.**



Kathleen Murdoch and Valma Pask

## Medical alarm customer celebrating a special birthday

Jo Gunn (Field Force Team Leader – Central Region) had the pleasure of riding along with Valma Pask (Home Health Representative – Central Region) and delivering flowers to one of our lovely customers Kathleen Murdoch on her very special 105th birthday.

## Would you prefer In Touch via email?

Send us an email at [intouch@stjohn.org.nz](mailto: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.



## Christchurch ambulance hub

Prime Minister Bill English officially opened the St John Christchurch Ambulance Hub on 17 March. The \$5.2 million facility is the first of its kind in New Zealand.

“The Christchurch Ambulance Hub replaces the previous St John ambulance station on St Asaph Street in CBD Christchurch, which St John had occupied since the early 1990s and which had to be abandoned after the earthquakes,” said Graham Gillespie, Chair of Christchurch Area Committee. “It was paid for by Christchurch Area Committee with support from the Christchurch community.”

Dion Rosario, Canterbury District Operations Manager said that the facility, which is based on best practice from overseas, allows our clinical staff and volunteers to focus on caring for patients and not having to focus on restocking and cleaning of vehicles. “It also allows improved health and safety and infection control procedures,” Dion added.

Kerry Mitchell, District Operations Support Manager, said St John was pleased to host the Prime Minister and Nicky Wagner, MP for Central Christchurch. “While the PM was on site he met several members of staff and many of our volunteers, and took the opportunity to have a look round the facility,” Kerry said.



The Prime Minister cuts the ribbon (with ambulance shears, of course) with Ella McClure, St John National Cadet of the Year.

## Be part of the St John design team

Here's your chance to help shape the services that St John delivers to people just like you.

Have you ever wanted to be a part of an organisation that helps thousands of people every day? Well now is your chance. We want to create a special team of volunteers who can help us make a real difference. This team will work alongside us, testing and giving valued feedback on new medical alarm related products and services that St John hopes will benefit thousands of New Zealanders. In return, you'll get to try our cutting edge products and services – and your feedback will help us decide what works and what doesn't. We think it will be a pretty exciting and special team.

### Does this sound like you?

We are looking for volunteers who;

- Enjoy being part of a team.
- Have some free time to review products and services for us.
- Have family members who could also provide feedback (although if you don't, that's ok too).
- Have computer/internet skills and confident using email (will need an email address).
- Are able to give their honest opinion.

### How will the team work?

Don't worry – you won't be expected to travel to be part of the team. A St John staff member will bring any physical products to you and will help with training. You'll provide feedback online or by hardcopy. You'll also be able to share your knowledge and ideas with other team members and St John via the online community. When an evaluation concludes, St John will remove any products you may have been given. You have the option to exit the team whenever you want.

To register your interest, please email [team.tui@stjohn.org.nz](mailto:team.tui@stjohn.org.nz) by 1 July 2017.

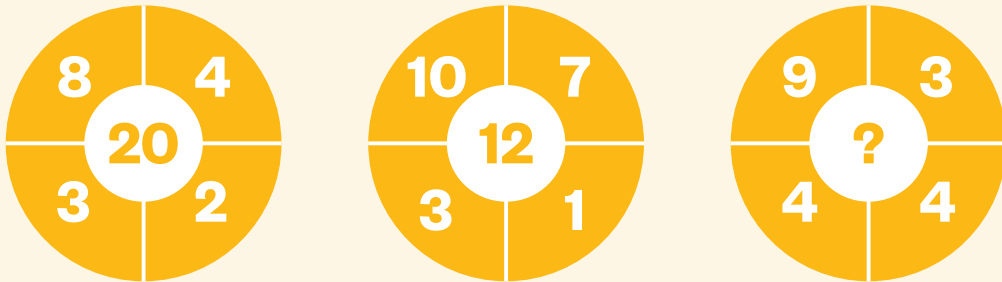


## Riddles

- 1 Each morning I appear to lie at your feet, on a bright sunny day we're most likely to meet. All day I will follow no matter how fast you run, yet I nearly perish in the midday sun. What am I?
- 2 I have towns, but no houses, rivers, but no water, forests, but no trees and mountains, but no rocks. What am I?
- 3 What 8 letter word can have a letter taken away and it still makes a word. Take another letter away and it still makes a word. Keep on doing that until you have one letter left. What is the word?

## Puzzle 1

In the following circles, the four outer numbers are used to calculate the number in the middle. Can you figure out the rule to determine what number should replace the question mark in the third circle?



## Puzzle 2

What number comes next in the odd-looking number sequence below?



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

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

**All you have to do is tell us what is the name of St John National Cadet of the Year?**

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](mailto:intouch@stjohn.org.nz)

Congratulations to the winners of the last edition: M McNeil, M Kauhala, M Strange, M Williams & M McCosker.

