

“The adrenaline rush was phenomenal”

Just hours after finishing her First Responder training for the day, Senior Customer Support Representative in the St John Medical Alarm Team Julie Rumsey was first on the scene at a serious road accident.

Julie described herself as “an extra pair of hands” for the paramedics that had arrived on the scene to treat the injured patients. She supported the extrication of a critically injured patient trapped in the car, closely following the instructions given to her by the paramedics on scene.

During First Responder training just hours before the incident, Julie’s intake had learnt about this specific scenario and the rarity of having to perform this procedure.

“It was quite ironic that I had learnt how to do it just hours before and was now in the position

to apply that knowledge. The adrenaline rush was phenomenal.”

Although impromptu, this was the first incident she had attended in a First Responder capacity and for Julie this has proved to be an impactful experience. After working in Telecare within St John, volunteering frontline has provided Julie with a different perspective about what St John does.

Julie feels “quite proud to wear the uniform because at the end of the day it represents what St John’s about – helping people.” ■



Julie Rumsey, Senior Customer Support Representative in the St John Medical Alarm Team

Share your story with us!

Do you have a story, a favourite recipe or a great 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 M. Aitken and P. Hurford you will both be receiving your voucher shortly for sharing your respective tip and recipe.



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

Let us know you are going away

It is important that you let us know if you are going on holiday for three or more days to assist us in monitoring your alarm. You can let us know by:

<b>Calling us:</b> Call St John on <b>0800 50 23 23</b> before you leave.  If you are calling after hours, <b>press 1</b> to speak to one of our staff members.	<b>Cutting off and sending this card:</b> Complete this form, cut off this card and pop in an envelope and post to:  Customer Services St John Medical Alarm team Private Bag 14902 Panmure Auckland 1741	Customer number: _____ <small>(if known—don't worry if you don't have this)</small>  Name: _____  Address: _____  Date going away: ____/____/____  Date returning: ____/____/____
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Please note our Finance department are also taking a break over the festive season so we may take a little longer than usual to process any financial requests to your account.



Thanks to Pam Hurford from Hamilton for sharing this recipe with us

Easy steam pudding recipe

**Ingredients:**

- > 100g butter
- > 2 eggs
- > ½ cup milk
- > 1½ cup flour
- > 1 cup sugar
- > 1½ tsp baking powder
- > Few drops vanilla essence
- > 2 Tbsp golden syrup

**Method:**

- 1 Soften butter
- 2 Add eggs
- 3 Beat in milk, flour, sugar, baking power and vanilla essence
- 4 Place golden syrup in a greased 9 inch diameter bowl
- 5 Add combined ingredients
- 6 Microwave on high for 7 minutes
- 7 Turn upside down to serve.

Serve hot with custard or icecream. ■

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.

**Christmas general knowledge answers**

1	Harry Belafonte and Boney M
2	Panettone
3	Cratchit
4	5th January (Twelfth Night) (There is a tendency for discussion on this subject! To help, please see below definition of Twelfth Night from the Oxford English Dictionary)
5	Capricorn
6	Nintendo Wii
7	Saint Stephen's Day (Feast of Saint Stephen)
8	Thomas Smith
9	Bing Crosby – White Christmas (Sales in excess of 50 million worldwide)
10	False – you get 364

**Word ladder answers**

L	E	G
L	E	E
K	E	E
K	L	E
F	L	E

In Touch

Your St John Medical Alarm newsletter

Issue 019 | December 2018

We hope you enjoy the last edition of In Touch for 2018. As you will have noticed, we are now sending you the newsletter in a paper envelope instead of plastic wrap. By switching to paper we are doing our bit to help reduce the amount of plastics ending up in our environment.



We want to wish you all a happy and safe festive season ahead. Please share any stories, photos, tips or recipes from over the summer period, we'd love to hear from you! You could be lucky and win a voucher if your story is published in the next edition of In Touch, 2019. Thanks for supporting St John! ■

A date to remember forever  
19 September 1893

On this day, New Zealand became the first nation in the world to grant women the right to vote.

We celebrate the New Zealand women who tirelessly fought 125 years ago for what was right when society told them they were wrong and reflect on how St John has also changed over time.

One of our Archivists, Noeline Marks, shares with us some of the change she's seen since joining St John in 1949. Noeline started as a cadet at 11 years old and moved up the ranks to later become the Superintendent in the Auckland Nursing Division.

Noeline says when she joined as a cadet, girls and boys were kept separate, which was also the case for her daughter Karen when she joined in the 1970s.

On providing equal opportunity for men and women, she says that St John has always reflected society norms.

“You wouldn’t see women running around with a stretcher back then. St John always did what was appropriate to the era and what was acceptable within society,” Noeline says.

Her husband Guy, another St John Archivist, remembers reading over notes of a meeting from the 70s where male members were having “spirited debates” about whether women could do rugby duty.

“Eventually the men came to the conclusion that women could go on duty at rugby games, however

they were to stay in the first aid room at all times, and there could only be two on duty at a time.

“Although, funnily enough, some of the men did say that their wives wouldn’t let them go on duty if another woman was there.”

Guy says a stand out moment in St John’s history for women was when the first paid female Ambulance Driving Officer, Karen McConnon was appointed in Dunedin in 1979.

“She actually wrote an article titled “A Woman’s View” for Ambulance News that we have here in Archives,” Guy says.

“It was written by her once she had been in the job for a few months and it was all about her experience as a female ambulance driver, what she actually does in her job and any opinions she held.”

Today we’re proud that St John supports equal opportunities across all areas of our organisation and we think our suffragette sisters would be pleased with the progress. ■



The St John Archivists including Noeline (2nd from left) and Guy (far right)





## Top tip

### Removing pollen from your clothes

Mavis Aitken from Pukekohe sent in a tried and true tip on how to remove pollen from your clothes if you accidentally brush up against it – gently dab it with cello tape! ■

## A gift to St John reception in Auckland



Kay Hamilton with St John CEO Peter Bradley

Back in July, Kay Hamilton kindly gifted a handmade piece of quilt work she created that is now proudly displayed in the reception area at the St John Headquarters in Auckland. Kay was inspired to create the piece because of the good work that St John does in the community.

Kay says there was a lot of work involved to get the quilt right. She based the piece on a big Heart of Gold sticker that was on the reception floor, using different colours and fabrics to truly bring it to life.

“I used a completely new technique. I’ve been taking classes for the last 12 months and got shown a new way of doing things.”

While Kay isn’t certain how long it took her to design the piece, she estimates it took around 40 to 50 hours to complete it.

Chief Executive Officer Peter Bradley met Kay to personally thank her for the gift, saying the piece was “really impressive”.

“It’s beautiful. We really appreciate the time and effort, the attention to detail and care that when into this.” ■

## Heart of Gold Ambulance Roadshow 2018

During Annual Appeal 2018, New Zealanders were invited to “Be a Saint” in a digital campaign to crowdfund an ambulance. In September, that ambulance joined the fleet and went on a roadshow around New Zealand. All campaign donors were invited to have their name, or the name of a loved one, printed onto one of the two large hearts adorning each rear side window. When the roadshow came to Christchurch, the ambulance had a very special little visitor; the lovely baby Bella, whose story was the focus of the 2018 Annual Appeal. Bella’s name is the only one that is printed in white. Bella and her mum Rachael came to see

her name and we’re thrilled that Bella is now a happy and healthy toddler.

After the roadshow, the ambulance was dedicated at a ceremony at the Christchurch Ambulance Hub and the vehicle is now based in Christchurch and helping local communities. ■



Rachael and baby Bella

## Have you heard of the St John Health Shuttle service?

*This is a free community service that transports people to essential medical and health-related appointments, and then brings them home again.*

Our Health Shuttle service is often used by older people who live alone and no longer drive. It’s also used by people who are too unwell to drive and those who can’t physically access other transport options.

Recently St John released a report to the public that shows there is a growing need for free or low-cost health transport services, like our health shuttles, around the country.

Our service improves accessibility and independence but most importantly it improves health outcomes for our communities, with our health shuttles completing almost 75,000 client trips in 2017. We are excited about working with stakeholders, partners and Government on the next steps in the health transport space.

The key reasons to use the service include doctor visits, dental appointments, specialist appointments, hospital day-stays for minor surgery and any other types of health appointments.

Health Shuttles run at different times, depending on what each community needs.

And like our other community programmes, the service is staffed by St John volunteers. **To inquire about the Health Shuttle Service or if you’re interested in becoming one of our volunteer drivers, we’d like to hear from you – contact us on 0800 000 606** ■



### St John Health Shuttles are currently available in:

Ashburton	Motueka	South Auckland
Cambridge	Nelson	South Taranaki
Central Otago	North Canterbury	Tauranga
Dannevirke	Northern Southland	Te Puke
Feilding	Otaki	Thames
Gore	Otautau	Tokoroa
Greymouth	Paeroa	Waihi
Hamilton	Pahiatua	Waitakere
Invercargill	Queenstown	Whangamata
Levin	Rotorua	Whanganui
Marlborough	Russell	Winton
Marton		
Masterton		

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

**Tell us the name of one of St John Archivists, who has been with St John since 1949.**

To enter, either email us the answer at [intouch@stjohn.org.nz](mailto:intouch@stjohn.org.nz) or write the answer on the back of an envelope and send it to us along with your details to: **St John In Touch competition, c/o Product Team, Private Bag 14902, Panmure, Auckland, 1741.**

Congratulations to the winners of the last edition: J.Brabazon, A. Crombie, D. Spencer & M. Purcell

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## Puzzles

### Christmas general knowledge

- 1 The song ‘Mary’s Boy Child’ reached number one twice in the UK charts – can you name both acts who performed it?
- 2 What is the name of the traditional Italian Christmas cake?
- 3 What is the surname of the family in Charles Dickens ‘A Christmas Carol’?
- 4 By the end of which date should all Christmas decorations be removed, so as not to bring bad luck upon the house?
- 5 What is the star sign of a person born on 25th December?
- 6 Which elusive piece of technology was the most popular Christmas gift in 2006?
- 7 26th December is known as Boxing Day and which saint’s day?
- 8 Who invented the Christmas cracker?
- 9 What is the greatest-selling Christmas single of all time?
- 10 True or False; if you add together all of the gifts in the song ‘The Twelve Days of Christmas’, you get 363 gifts.

### Christmas word search

C H R I S T M A S E E R T Q B H  
F L E U F M F S X Y L M D P D N  
O R N A M E N T G D G A I E Y Q  
P E O P L E A R D N Y N C P C D  
S E V S P H E L G A E O E L U R  
Y V H E A E O N C C R P A N K A  
O O I W T C I I Z A P U R P A C  
T L R I U V K W T E S R E A J C  
S S N D I P O I R E J E T L B S  
T G A G B L O M L L N E N H O T  
L H P N J N I W Y I H D I G O A  
C L G L T N O B B I R N W I Y R  
D S E I T A L E G N A I J E X I  
O B Q B L X A W O N S E X L J T  
S T O C K I N G B Y Z R Z S B F  
P R E S E N T V V E L D N A C O

★	ANGEL	CANE	COLD
	EVE	LIGHT	PEPPERMINT
	RIBBON	SNOW	TREE
	BELL	CARD	DAY
	GIVING	LOVE	PINE
	SACK	STAR	WINTER
	CANDLE	CHRISTMAS	DECORATION
	GREETING	ORNAMENT	PRESENT
	SANTA	STOCKING	ELF
	CANDY	CLAUSE	REINDEER
	HAT	PEOPLE	
	SLEIGH	TOYS	

### Word ladder

Change out one letter on each row to get from ‘elf’ to ‘gel’.

E	L	F
G	E	L