



Care and camaraderie under COVID-19

All over our health system people have stepped out of their business as usual activities to assist with our response to the COVID-19 pandemic.

Our Emergency Coordination Centre and Emergency Operation Centres have been up and running seven days a week. Key areas such as infection prevention and control, infectious diseases, microbiology, our Labs team and public health have had to massively scale up their usual work as their expertise has been called on far and wide. And our patient-facing staff and those services supporting areas providing care to people with suspected or confirmed or probable COVID-19 have had to quickly become adept with the strict safety measures and PPE requirements when caring for people with infectious diseases as this takes over their regular work. All under an intense public and media spotlight.

The staff of Burwood Hospital's Ward GG have been thrust into high-profile caring roles since the transfer of dementia care residents exposed to COVID-19 at the Rosewood Rest Home and Hospital.

These staff are working in an extremely challenging environment providing complex care to fragile, elderly people including end of life care. However, that doesn't lessen the impact of it on every person involved in caring for our valuable kuia and kaumatua and communicating with their loved ones, whilst experiencing wider intense scrutiny.

I thank the staff of Ward GG for their ongoing professionalism, care and compassion.

Sadly, as of Monday 20 April, seven of those residents who were transferred from Rosewood Rest Home and Hospital have died.

Overwhelmingly, the whānau of these residents have expressed their gratitude and appreciation about the care



Messages of support from colleagues have meant a lot to staff working in Ward GG – as have the heartfelt messages from residents' families

provided and the efforts made by staff to connect them with their loved ones from afar.

The whānau of a woman in her 80s who died on 16 April were not able to be with her when she passed away, but a staff member at Burwood was with her, providing comfort, reassurance and care. The whānau brought in a korowai which was wrapped around their mum. They explained that the feathers represented the fingers of her children and grandchildren.

The whānau said: "...it was so special that the staff caring for her could take photos and a video of Mum in our sacred korowai. We will treasure it forever.

"You were everything and more that we could ask for Nana and she clearly just clicked with you so I'm glad it was you and the team by her side. I know you guys are just doing

In this issue

- > Regulars – Kōrero ai... pg 5-8
- > Flu campaign nets communications award in global competition... pg 9
- > ProjectSEARCH interns send messages of encouragement... pg 10

- > International Administrative Professionals Day... pg 10
- > Marking International Year of the Nurse and Midwife – Grace Neill, nursing reform pioneer... pg11

- > Creative Corner... pg 12
- > One minute with... Sarah Brown, Senior Scientist, Virology/Serology Department... pg 13
- > Notices – Pānui... pg 14

your jobs, but to this level of intimacy within a family, I don't think any training could prepare you for. Our whole family is so grateful and hope you guys are all doing okay as well!"

I would also like to thank the staff supporting the work of our people in Ward GG.

Infection Prevention and Control's (IPC) Clinical Nurse Specialists have focused their time collaborating to ensure the safety and wellbeing of the Ward GG nursing team. Since Easter Sunday, various members of the wider IPC team have spent time with staff at handover meetings answering questions and making themselves available to discuss any concerns.

The initial setting up of Ward GG to convert it from a surgical ward and make it suitable to receive residents happened in two to three hours with the help of nursing staff, management, maintenance, orderlies, IPC clinical nurse specialists and the Burwood Emergency Operations Centre.

And colleagues from across the organisation have showed their care, appreciation and respect for our people working in Ward GG, with many areas sending edible treats and messages of support and encouragement to bolster GG staff.

The consideration and support you give each other in challenging times makes me incredibly proud to be a part of the Canterbury Health System.

I also want to acknowledge the work of our Older Person's Health, Infectious Diseases and Microbiology staff who have provided hands-on support to the GG team and to the Rosewood team. We're still providing staffing support for Rosewood Rest Home and Hospital. This week most of the staff who were in self isolation will be able to return to work. It will be a boost for residents to see the return of some familiar faces to their care teams.

Behind the scenes on Ward GG at Burwood Hospital



Staff start by changing into scrubs



Staff leave their 'home' shoes in storage, with dedicated 'work' shoes worn on the ward



Staff put on their PPE in a dedicated, clean Donning Station



There are plentiful supplies of PPE, with a choice of goggles or visor and surgical or N95 masks



Staff member fully kitted out in PPE ready for her shift on ward GG. PPE should be changed every two hours, or sooner if necessary



After a shift a nurse disposes of her face shield



Staff shower at the end of each shift and change into 'home' clothes



Easter goodies from the Infection Prevention & Control team

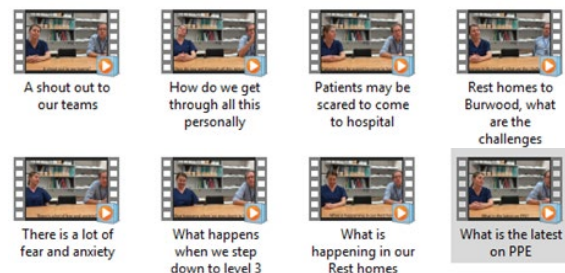


Staff working on Ward GG have been 'showered' with treats from colleagues throughout our health system

Have you seen the latest episodes of the Sarah & Alan show? Series 2 is out now!

Clinical Director of Infectious Diseases Sarah Metcalf, together with Infectious Diseases specialist Alan Pithie present a free, frank and insightful view of their work and some tips on how to get some balance in your life when facing the greatest challenge of your career to date.

Their latest series of short videos is now live on the [COVID-19 PRISM site](#). The duo's video vignettes cover everything from fear and anxiety to PPE and what's happening in our rest homes. The short videos are enlightening and interesting from both a clinical and human perspective. Well worth a look.



Planning for moves through the Alert Levels – what does it mean for health?

At the time of writing this, there are high hopes among many sectors that we will move to Alert Level 3 in the near future. Despite being in the midst of COVID-19 busyness, we're also turning our minds to what our health system will look like under a Level-3 Alert. When the Government announces a change, once again our health teams will be moving swiftly to make and communicate changes to the way services will be provided.

Under Alert Level 3 we will be able to start offering more in the way of planned surgery and there will also be changes to things such as our visitor policies. However, until this is announced our planning continues so that we can move quickly to respond. We're also thinking ahead to when we can transition to new ways of working as we move through Alert Levels 2 and then 1. It's important that we learn from the alternative ways of providing care that have been developed over the past two months, particularly those which save patient and staff time, such as virtual outpatient clinics as one example.

Haere ora, haere pai
Go with wellness, go with care

David Meates
CEO Canterbury District Health Board

When we do move to Alert Level 3 we will continue to encourage staff to practice physical distancing and hygiene measures. While in some cases Level 3 allows people to expand their bubble by a small amount, wherever possible members of the community should still stay home and save lives.

Last week the Prime Minister described Level 3 as 'the departure lounge' and 'the waiting room' so don't expect radical changes in the near future.

Stay home, save lives is still the message under Alert Levels 4 and 3.

In the meantime, here's the official information from the Government's COVID-19 website on what Alert Level 3 looks and feels like. It's remarkably similar to Alert Level 4, with a few notable exceptions: <https://covid19.govt.nz/latest-updates/alert-level-3-information>.

If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at communications@cdhb.health.nz. Please note the deadline for story submissions is midday Thursday.

If you're not a staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).

Bouquets from families of patients in Ward GG, Burwood Hospital

- » It was so special that the staff caring for Mum could take photos and a video of her in our sacred korowai. We will treasure it forever.
- » Dear Nurse Consultant, Ward GG Manager you so deserve the privilege of holding the very scared korowai, your love, compassion and empathy bestowed on [patient] cannot be measured by any means. Thank you and God keep you safe in his care, Aroha Mai.
- » Thank you so much from the bottom of our hearts for the love and care you gave Mum. Keep safe.
- » Hi, I just want to thank you so, so, much for your love and care of my beautiful mum. You are a real gem and would fit right in to our wonderful whanau! Thank you, thank you, thank you. God bless.
- » Hi, thank you so much for looking after our mum and nana, we know she was in the best care under your supervision. We know you will be feeling like us. Thank you so, so much. Take care.
- » I just need to say thank you so much and welcome to our family. You were everything and more that we could ask for Nana and she clearly just clicked with you, so I'm glad it was you and the team by her side. I know you guys are just doing your jobs, but to this level of intimacy within a family, I don't think any training could prepare you for that. Our whole family is so grateful and hope you guys are all doing okay as well.
- » Many thanks to all the staff who cared for my dad to the end. I will always hold a huge part in my heart for you. So kind of you to play Dad's video. I am sure it helped him pass. One day, I hope to be able to thank you in person. Bless you both.
- » The staff are just amazing, doing an incredible job. The communication with us was superb – we had lots of calls, including FaceTime calls with Dad. We're so grateful.
- » We couldn't speak more highly of the staff and care Dad received, both at Burwood and at Rosewood. They Skyped with Dad and the nurse caring for him arranged for him to see a video the family had put together, and there were lots of phone calls.
- » You are doing such a stellar job and words could never match what you do. God bless, take care and may the Lord shower you with love. Aroha Mai.
- » Lovely to meet you on FaceTime this morning. Thank you so much for looking after Mum, we as a family really appreciate your care, kindness and understanding.
- » I just want to say thank you for the video chat with Dad this morning; it gave us a bit of peace. I can't imagine how hard it is to keep smiling and being supportive while there are people hurting behind closed doors. Thank you and your team for all you are doing.
- » You are just a blessing to our loved ones. Be safe. You are appreciated so much.
- » I'm so pleased Dad is under your care, we are so lucky to have you in charge of our loved ones at this time. Thank you so very much.
- » Bless you, you are an absolute angel to the family.
- » Nice of you to make the time (to call), it makes things a bit less stressful when I get an update.
- » You and your team are the most caring people I have ever come across.

18 April 2020

Kia ora koutou katoa,

As I have been reflecting on the past week I wanted to reach out to you, the nurses at Rosewood Rest Home and Hospital and Burwood Hospital to say how very proud I am of the amazing care and commitment you have shown to the patients and by proxy their families during these very hard times. At a time where we are still trying to make sense of how dramatic our world has changed, you have maintained your professionalism and focus on what is at the heart of nursing, or should I say who is at the heart of nursing – and that is our clients, patients and communities. I know that you are doing your very best to meet the needs of those you are caring for in an unprecedented and extraordinary time. Canterbury has been through some extreme challenges over the past few years, and as nursing responded positively in those instances, I know you are doing so now. We started the year planning to celebrate 2020 as the Year of the Nurse and Midwife. While COVID-19 has diverted our attention somewhat, it has inadvertently shone the light on how important nursing is to the health and wellbeing sector. So please know that your mahi is not going unnoticed. Thank you for all that you are doing, I am so proud to be a nurse leader in Aotearoa New Zealand when I know there are nurses like yourselves who are making a difference for patients every day.

Kia pai to ra,
Margareth Broodkoorn
Chief Nursing Officer
Office of the Chief Nurse
Ministry of Health



Bouquets

Ward 17, Christchurch Hospital

I was admitted to Ward 17 with both a viral and bacterial infection. I was nursed in isolation during this time. I want to thank the amazing nurses of Ward 17 who became like family to me as I was alone during the COVID-19 lockdown and saw no visitors or family during this time. I witnessed some fantastic nursing along with some incredible ward aides who were constantly having to change me and my bed due to the sweats from the infections. The compassion and understanding by all the staff was amazing. I was blown away by their patience with some of the more challenging people who came through the ward. I am grateful for the expedient care given, and was humbled by their approach to me – especially when I was having difficulty standing and needed assistance to do the most basic of tasks. Thank you also to the doctors, blood test people and also to the people who ensured I was fed and watered during such strange and unusual times. I

really appreciate all that was done for me and am now almost completely recovered thanks to the care that I was given during my stay.

Gastroenterology Unit, Christchurch Hospital

I was in the Gastroenterology Unit for an endoscopy. I was very nervous as, for various reasons, I was unable to have IV sedation. Right from the start the booking staff were extremely helpful and sympathetic to my transport problems due to the lockdown situation. The receptionist, I'm sorry I can't remember her name, was very welcoming, as was the admitting nurse who soothed my nerves with her wonderful sense of humour! And the warmed sheet she put over me once I was on the bed was very comforting! Heidi, Penny and Jo were the wonderful team who did the procedure. I felt safe and encouraged at all times. It can't have been easy for them with the infection procedures and they showed professionalism and empathy throughout the procedure. Thank

you so much to all the staff for being there in the current circumstances. While I wouldn't choose to repeat the procedure, if it was necessary I wouldn't be so fearful. Thank you.

Steven Soule, Endocrinology, Christchurch Hospital

I recently had a consultation with Steven Soule in the Endocrinology clinic. I am happy to say what a charming person he is. His manner was professional and totally thorough. The examination was a pleasant experience with all his coverage of my medical history. His in-depth expertise is truly an asset to the department.

Ward 18, Christchurch Hospital

Thank you for looking after my mum in Ward 18. She suffers from dementia and broke her hip, so I am sure she was very difficult to care for, especially during this COVID-19 outbreak. Great work in such difficult times. Many thanks to you all.

Ward B2, Burwood Hospital

My elderly mother has asked me to contact you. She was so happy in your care and says the attention and help she received was just so incredible. She wants to thank you and express how great the staff at Burwood Hospital are. Please accept this as a giant thank you and a highly appreciative gesture of the caring way in which she was treated.

Ward 26, Christchurch Hospital

Yesterday I wrote an email regarding concerns for Mum. Today I write to say thank you. I received a call from Christine, Acting Charge Nurse of Ward 26, this morning. My sister also received a call from the consultant and Mum's nurse earlier. Thank you for the promptness in which my concerns were addressed, it is very much appreciated.

Day Surgery Unit, Christchurch Women's Hospital

I recently had surgery at Christchurch Women's Hospital's Day Stay Unit. I received excellent care throughout. Hayley and her surgical team, and Marije and the anaesthetic team, were professional and knowledgeable but they were also friendly and relaxed. I felt very safe, and like a person not a patient. Thank you.

Intensive Care Unit (ICU) South, Christchurch Hospital

I want to say thank you to the staff looking after my dad in ICU – the doctors who operated, the nurses who monitor him, and everyone involved in his care. He is still in ICU after heart surgery and the support Mum gets and the WhatsApp conversations we have really make the difference over the lockdown. You all do an amazing job and I know this personally from being in hospital at Christmas. I can't thank you enough for what you do every day and the sacrifices you make being in lockdown or not. Thank you.

Big Shout Out

I have been working alongside the Ministry of Education with some Integrated Safety Response cases and they wanted to pass along their compliments at how amazing the Child, Adolescent and Family access team are doing especially during a difficult time such as this lockdown.

Ashley Neale - Registered Nurse, Specialist Mental Health Services MHS Child and Family Safety

#carestartshere

Latest COVID-19 information

Check out PRISM for the most up-to-date information about novel coronavirus COVID-19, including the latest news, resources and advice.



ICNet migration to Azure complete

Canterbury DHB's cloud transformation journey reached a major milestone recently with the migration of the application ICNet into the Microsoft Azure Cloud platform. Moving applications such as ICNet to the Cloud provides us with benefits such as quicker deployment times, improved security and reliability and aligns with Cabinet's Cloud First Policy.

ICNet is a sophisticated patient data system that can track and manage all types of information on infections. Currently, our Infection Prevention and Control team rely a lot on ICNet data, as they can see results instantly, and are alerted to positive cases for infectious diseases, such as COVID-19.

The migration of ICNet was completed during COVID-19, Alert Level 4. "The lockdown meant that 90 percent of the team were working remotely, but that didn't stop us from going live! Microsoft Teams provided an excellent collaborative platform for us to stay connected and get the job done from our bubbles," says Team Leader for Capabilities, Results and Diagnostics Rachele Allen.

An added complexity was working with the vendor, Baxter, where staff are based in the United Kingdom.

"This has an advantage that they work when we're asleep, however, conversely, when you need things done you need to wait for them to wake up.

"I feel like we've climbed the first mountain and now we're at the top we can see the ranges further afield, which is an exciting prospect. I'm particularly looking forward to the



new performance dashboards where we can start utilising the data, learn how to pre-empt information technology issues and gain insights into how the application performs in various scenarios. The time we invest early will help with every new application that we bring on in the future," she says.

Canterbury also hosts ICNet data for other DHBs too, including West Coast, Lakes, and Hawke's Bay. Due to the nature of the application, the Cloud Transformation team did thorough testing before the application went live.

For ICNet users, the application will continue to work as it currently does – only where it is stored has changed (Azure instead of ISG at 1 Durham Street). As time progresses, the benefits will become more apparent, such as improved performance and cost efficiencies.

"Many people were involved in this migration in one way or another, so thank you to all of you involved in achieving a successful outcome in very unusual times," Rachele says.

For more information on the Cloud Transformation project, check out the [Cloud Transformation Project site](#) on PRISM.

Flu campaign nets communications award in global competition

Canterbury DHB's Communications team has been recognised with an international communications award for their 2018 flu vaccination campaign.

The International Association of Business Communicators (IABC) Gold Quill Awards celebrates excellence in strategic communication worldwide and has run for more than 40 years.

A panel of international judges reviewed over 550 entries from across the world. Canterbury DHB's entry "Keeping Canterbury flu-free" was one of three to receive an excellence award in the Governmental Communication category and the only entry from New Zealand to be recognised across all categories.

The flu-free campaign aimed to encourage people to get their flu vaccinations, with a particular focus on families given children's propensity for germ spreading. It involved creating a vibrant brand and look and feel to help make the campaign stand out with target audiences, simple messaging, an advertising campaign, media pitching and a resource hub through a new microsite – flufree.co.nz. That site includes mythbusting facts to mitigate misinformation, fun content for kids, practical information about where to get vaccinated, resources for organisations to promote

vaccinations to their staff and communities and information brochures in a range of languages. The materials continue to be used each flu season.

While it is difficult to attribute vaccination rates to specific causes, Canterbury increased the percentage of the population vaccinated in 2018 from 34 the previous year to 37 percent. This was the highest rate in the country and the highest numbers since 2014, a high-profile flu season due to swine flu with significant media coverage. The DHB also vaccinated well above the national average for 0-4 year olds (10 percent of the population versus four) and 5-19 year olds (12 percent versus six).

Judges said of Canterbury DHB's entry, "This is a very strong blueprint for strategic planning and execution. A well-explained and thorough approach to setting strategic goals leading to excellent results.

"This was an extraordinary example of connecting to the community audience in a meaningful and memorable way that impacted the community positively."

The campaign was led by Senior Communications Advisor Renee Parsons and Executive Director Communications Karalyn van Deursen.



ProjectSEARCH interns send messages of encouragement

They may not be able to be with them in person but ProjectSEARCH interns are making sure their Burwood Hospital colleagues know they are thinking of them.

The interns have written and drawn encouraging messages of support which have been printed in the programme’s latest newsletter:

“We have put together some messages to acknowledge our co-workers at Burwood Hospital. We admire and appreciate the work you are all doing and especially the dedication to the care and wellbeing of the Rosewood residents at Burwood Hospital. We are thinking of you and looking forward to when we see you again.

Kia kaha.”

ProjectSEARCH is an employer-led programme providing a year-long internship to students with learning disabilities so they can learn new skills in the workplace, supported by a transitional school environment. Canterbury DHB was the first in Australasia to offer this programme.



A shout out to our two 2019 Interns, Hayley and Jason who are part of the essential workforce and have carried on their work at CDHB during the lockdown. We are very proud of you.



International Administrative Professionals Day, Wednesday 22 April

Administrative Professionals Day has been celebrated internationally since the early 1950s. At Canterbury DHB, our Admin Day provides an opportunity to acknowledge and celebrate the contribution of our dedicated and hard-working administrators.

Due to the constraints of physical distancing, this year’s celebrations are a little more challenging, but it’s still an important day to celebrate. Our administrators continue to focus on supporting our colleagues and teams, including those involved in responding to the COVID-19 pandemic, and will be more essential than ever while we transition back through the level restrictions eventually to business as usual.

To all our amazing administrators – the booking administrators, transcriptionists, ward clerks, receptionists, telephonists, secretaries, medical secretaries, clinical coders, clinical records officers, personal assistants, data entry operators, and those undertaking a raft of other



administrative roles and functions – you are the glue that holds things together, the people who keep things working, moving and organised. Thank you for everything that you do!

Marking International Year of the Nurse and Midwife – Grace Neill, nursing reform pioneer

The 2020 International Year of the Nurse and Midwife is a celebration of the vital role played by these health professionals.

Plans to mark the year had included identifying young leaders and supporting them to grow and develop; afternoon teas; and much anticipated history, art and culture displays. However, COVID-19 has delayed all this.

“Instead, as International Day of the Nurse on 12 May approaches, we’ll look back at our nursing history, reflecting on its leaders and major influencers, and the changes in training during its history in New Zealand,” says Nursing Co-ordinator Projects, Nursing Workforce Development Cathy King.

“We also plan to approach nurses throughout Canterbury DHB about what nursing means to them.

“So to launch this new, interim way of celebrating the year, we want to acknowledge Grace Neill, a pioneering nurse, hospital administrator, journalist, government official, and social reformer, who is credited with beginning the work of organising nursing, drafting the necessary regulations, defining the training curriculum, and appointing examiners.”

Elizabeth Grace Neill (1846 - 1926) was born into a wealthy family in Scotland. She persuaded her father to allow her to attend school and sit the University

of Cambridge entrance examinations. Grace passed with high marks but her father forbade her from going to university. This meant she couldn’t pursue a career in medicine so she turned to nursing.

Grace completed her training in general nursing and midwifery and became the lady superintendent at the Pendlebury Hospital for Children near Manchester. She married Dr Channing Neill, who her father disapproved of, believing he was below his daughter’s social class. Her father cast her out of the family and the couple later moved to Queensland, where her husband set up a medical practice. He died a couple of years later and Grace became a journalist to support herself and her son.

She was appointed by the Queensland Government to a Royal Commission on working conditions for shop and factory workers and in 1893 she became the first female factory inspector in New Zealand. At the time she was the only woman working in Wellington’s Government Buildings and the first New Zealand woman to hold a senior role in the public service.

This was the start of her 13-year career in the New Zealand public service. She was Assistant Inspector in the Department of Asylums and Hospitals from 1895 until 1906 and spent her early years visiting health services and isolated communities around the country.



Grace Neill in the 1890s
Image courtesy of tear.govt.nz

Grace came up with the idea to require nurses to be registered. She helped draft a bill for the Nurse’s Registration Act, which was passed in 1901 and was the first bill of its kind.

It required nurses to have three years of training, a state examination, and a state register. Grace wrote the curriculum, appointed examiners, and even designed the Registered Nurse medal. She also created a curriculum for midwifery training and a registration process and in 1904 helped establish state maternity hospitals in which the training could occur.

After she retired Grace moved to the United States to live with her son. They both returned to New Zealand in 1909 where, despite her advanced age, Grace was a Sister in Charge of the children’s ward at Wellington Hospital.

The Grace Neill Memorial Library was established at the nursing postgraduate school in Wellington in memory of her contribution to New Zealand and to nursing.

Creative Corner

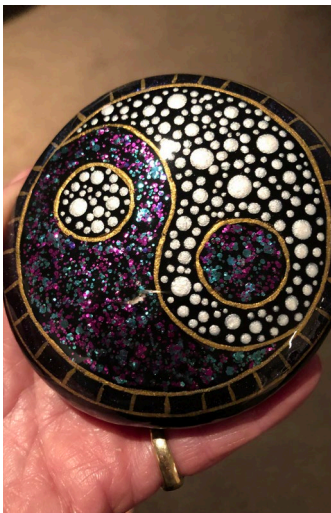
Angela Todd, a registered nurse in the Burwood Spinal Unit, had never painted before – until 18 months ago when she decided to get creative with rocks.

“My first one was a painting of a vintage caravan for a work colleague, then I did some with a heart, a fern and Kia Kaha – these were donated for victims of the Mosque shooting,” she says.

“With the aid of some YouTube videos, with a couple in particular that have given me so much inspiration, I have improved over time. They are hand-painted, so are not perfect, and are then coated in resin,” Angela says.

Angela has given many of them away to friends and family.

“Doing these paintings is very relaxing and meditative after a busy or stressful working week,” she says.



Paintings on rocks by Burwood Spinal Unit Registered Nurse Angela Todd

If you would like to share a photo of your creative work please email it to Naomi.Gilling@cdhb.health.nz.

all right?

**IT'S
ALL RIGHT
TO REACH
OUT.**



One minute with... Sarah Brown, Senior Scientist, Virology/Serology Department, Canterbury Health Laboratories

What does your job involve?

The department is responsible for testing a variety of clinical samples for infectious diseases, either directly using molecular methods in Virology, or by testing for an antibody response in Serology. We have a wide range of tests that are performed, from sexually transmitted infection checks to monitoring of viral loads for chronic infections like hepatitis C or HIV, to identifying infectious causes of many different illnesses. In a normal winter, a large part of our job is to test for respiratory pathogens such as influenza and at the moment we are focusing a lot of our attention on testing for SARS-CoV-2 (COVID-19).

Why did you choose to work in this field?

I've always been interested in the intersection of science and the humanities (I studied biochemistry and anthropology at university), so working in a diagnostic medical laboratory is a great way to get to do cool science with a purpose.

What do you like about it?

I enjoy the fact that there are many parts to my job which means every day is different. Molecular microbiology is also an expanding field with advances being made in bringing exciting research methods into diagnostic laboratory tests, and that gives us all a chance to learn something new.

What are the challenging bits?

At the moment, the volume of work!

Who inspires you?

My teammates! The team I work with are amazing (and a shout out to the staff working elsewhere in the lab – the Registration team are rock stars). I'm really proud of the work that we're doing and how we are all working together to do our part in the pandemic response.

What do Canterbury DHB's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

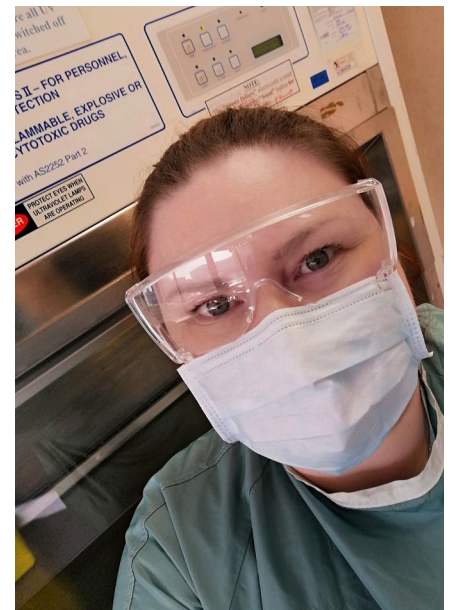
One of the reasons I find my role rewarding is the thought that there is a patient behind every sample. The fact that my work is directly contributing to part of a patient's healthcare means that there is a duty of care to make sure everything is correct so that person can receive the best outcome possible.

Something you won't find on my LinkedIn profile is...

I was the winner of the Downstage Theatre colouring-in competition in 1992.

If I could be anywhere in the world right now it would be...

On a tropical beach with good friends and fancy cocktails.



What do you do on a typical Sunday?

Sunday is usually 'introvert time' so I enjoy pottering in the garden while listening to a podcast, reading a book, or trying out a new recipe.

What's your favourite food?

Anything with cheese! Especially if someone else has cooked for me.

And your favourite music?

Anything that I can sing along to, especially if it can be part of an impromptu harmony with my colleagues while we work!

Something For You



Something For You is the Canterbury DHB employee benefits programme. The deals offered are from the Canterbury business community to say thank you for all that you do.

Check out [Something For You](#) on the intranet for more information on these deals and many more! Remember, you'll need your Canterbury DHB ID badge to claim these deals, so be sure to take it along with you.



SHOE CLINIC is shipping essential footwear and accessories through its [website](#) – find the code on the intranet and use it in one of the address fields at the checkout and you will receive a gift voucher for 20% off with your purchase that you can use next time you are able to head instore.



All essential service parents are eligible for FREE childcare through MASH. This nanny service is for children aged 0-16 years for six-or 12-hour days. [Click here](#) to book a nanny online or email nannies@mashkids.co.nz for more information.

Wellbeing support

For anyone who is feeling stressed, anxious or who needs some advice, then there are places you can all for more support.

- › Phone or text 1737 to be put through to a trained counsellor any time of the day or night. This is a free service for everyone.
- › Employee Assistance Programme – EAP is still available for all staff on 0800 327 669.
- › Workplace Support – for a list of workplace support options, visit the [Wellbeing, Health & Safety page](#) on PRISM.

Free online mental wellbeing resources

There are also a number of free online apps, toolkits, and other digital resources available to help New Zealanders look after their mental wellbeing.

- › [Getting Through Together](#) – tips and advice on how to cope with the stress of COVID-19.
- › [Sparklers at Home](#) – a resource for parents to talk with their primary-school-aged children about their mental health and wellbeing.
- › [Mentemia](#) – practical tips and techniques to help you take control of your mental wellbeing.
- › [Melon](#) – provides a health journal, resources and self-awareness tools to help you manage your emotional wellbeing.
- › [Staying on Track](#) – this online course teaches practical strategies to cope with the stress and disruption to everyday life from COVID-19.

