



JANUARY, 2023



A Castle Retreat that Forged Unbreakable Bonds!



Qitma Noor
(Communications and Marketing Assistant)

At the start of the year, our staff members were given the opportunity to take part in a two-day team-building exercise held at the Tafari Castle in Nyahururu...[Continue on Pg 1](#)

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Our Mission

We work with our communities and partners to respond to medical and trauma emergencies through the provision of accessible, responsive and quality...pre-hospital care to save lives. Our patients will receive prompt and appropriate emergency medical pre-hospital care from properly trained and certified professionals.

Our Vision

A regionally recognised leader for responsive, superior-quality emergency medical and trauma response services.

Our Core Values (iSPIE)

Innovation: E-Plus continues to pursue new ways to improve its' service offering in a socially responsive manner in order to create transformative changes in patient experience.

Sustainability: E-Plus provides its services while ensuring long-term financial and social positive outcomes.

Professional Excellence: E-Plus provides the highest level of compassionate services at all times. It demonstrates quality and ethical behavior in its work and acts in the best interests of the people its serves. Treating people with dignity and consideration.

Integrity: E-Plus is honest and reliable. Its actions and decisions are guided by its professionalism, transparency and respect for others. E-Plus is accountable to the people it serves, the community and each other and to its authorities.

Empathy: E-Plus actively seeks to understand how patients, family members, caregivers and its own staff experience the emergencies they respond to, taking into account the emotions they go through and using this knowledge to improve their well being and its service delivery.



Staff engaging in field activities

A Castle Retreat that Forged Unbreakable Bonds!



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(Communications and Marketing Assistant)

At the start of the year, our staff members were given the opportunity to take part in a two-day team-building exercise held at the Tafari Castle in Nyahururu.

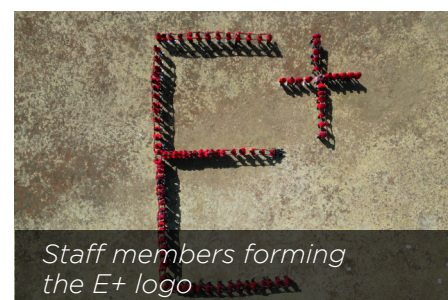
The event marks a time that is invaluable to our organization: a chance to bond with one another, reflect on past successes and challenges, and rejuvenate as we take stock of one another's performance moving forward. Staff members participated in intimate sessions focused on financial and mental wellness while appreciating those around them who have gone above and beyond throughout the past year.

This enabled them to feel supported and motivated, which in turn improved their morale, motivation and performance. The annual team-building exercise not only embodies our commitment but serves as testament to the potential of our team and organization as we transition into 2023.

Our team-building exercise for this year was a huge success. Our staff members had the opportunity to build relationships, gain knowledge and skills, experience, rejuvenation and form meaningful connections that will last throughout the upcoming year.

By holding this annual event we ensure that our staff not only achieve their objectives but also feel appreciated for their contribution to the company's success.

Investing in yearly team building sessions pays off in terms of improved morale, productivity and efficiency within any organi-



Staff members forming the E+ logo

zation; such exercises promote social connectedness between all staff members as well as trust between employers and employees, which could even lead to loyalty from both sides.

Here's to a wonderful and even more successful new year!



Our Managing Director, Susan Ng'ong'a and Finance Manager John Mwangi during the financial wellness session.

Empowering Kids to be Ready for Emergencies



Margaret Onyancha
(Complaints Handling Assistant)



A child learning how to use a stethoscope

conditions, and how to respond in case of an emergency.

Other important first aid tips that children should be taught include how to treat burns, cuts, and broken bones. They should also be taught how to use a first aid kit and how to properly clean and bandage a wound.

It is important to note that children should be taught these emergency numbers and first aid tips in a way that is age-appropriate and easy for them to understand. Parents can use role-playing and other interactive activities to help children learn these skills.

It is also important to regularly review these emergency numbers and first aid tips with children to ensure that they remember them and can use them in case of an emergency.

In conclusion, teaching children emergency numbers and first aid tips is essential for their safety and well-being. By teaching them at an early age and regularly reviewing the information, children will be prepared to handle emergencies and provide first aid in case of an emergency.

Teaching children emergency numbers and first aid tips is an important aspect of child development and safety. Children should be taught these numbers and tips at an early age so that they are prepared in case of any emergency.

One of the most important emergency numbers that children should know is 1514. This number is used to contact emergency services, such as the police, fire department, and ambulance.

Children should be taught that 1514 should only be called in case of an emergency, and that it is not a toy or something to be used

for fun. They should also be taught to give their name, address, and phone number when they call 1514, as well as a brief explanation of the emergency.

In addition to knowing emergency numbers, children should also be taught basic first aid tips. For example, they should be taught how to stop bleeding by applying pressure to a wound with a clean cloth.

They should also be taught how to perform CPR on an adult, child, or infant, if necessary. Children should also be taught how to recognize signs of a heart attack, stroke, and other serious medical

A New Year – A Time to Reflect



Zainab Athman
(Customer Care Assistant)



As the calendar turns to a new year, it is the perfect time to reflect on the past. Seize the opportunity to take stock of what has gone by-the highs and lows, the hits and misses, the gains and losses, the challenges and opportunities, the experiences earned, the lessons learnt, the mistakes made, the little joys shared, what worked for you and what didn't. It's a time to reminisce all these.

Here are a few suggestions to help you wrap up the previous year on a happy note and prepare yourself for the year ahead with renewed enthusiasm and motivation.

Self-evaluation

What better way to begin than by carrying out a personal audit and reviewing your personal growth and development? It will give your insight into how you have evolved over the past years-the new skills you acquired, the knowledge you gained, new things you learnt, the good habits you picked up and the bad ones

you got rid of. How you have shed your limiting beliefs and embraced who you truly are.

You may have fallen short on few of your goals but you would certainly have lived up too many others. You may still have your limitations, shortcoming, weaknesses that drug you behind. There may be many areas you need to work on, but that's okay. you have not achieved it all but it's encouraging to know that you have adopted, changed, improved, bettered yourself and made positive changes that will help you move forward in life.

Self- appreciation

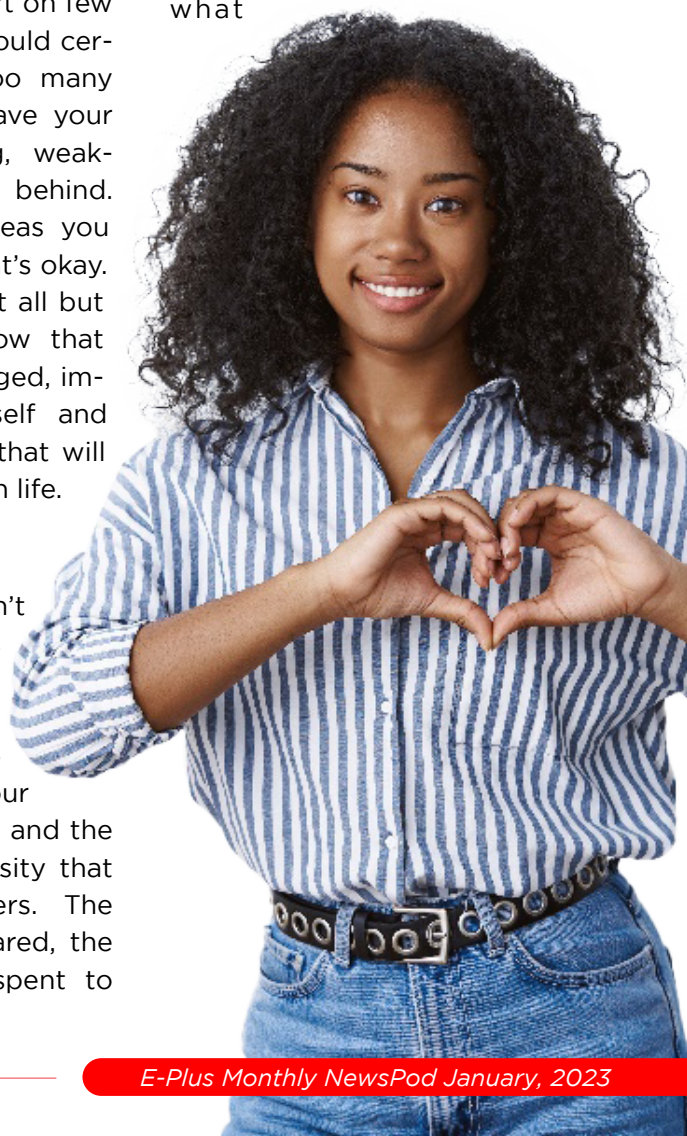
Helping others doesn't come naturally in today's self-centered world and it's easier said than done. Take this time to remind yourself of all your random acts of kindness and the compassion and generosity that you have shown others. The knowledge that you shared, the time and efforts you spent to

solve problems that near and dear ones faced. How you went out of the way and helped others, the pains you took to be there when friends and loved ones need you and how you added value and bought meaning to the lives of those around.

Fighting the enemy within

Applaud yourself by mustering the courage to fight back your fears and self -doubt and moving past the mental barriers. There may be things that you still stuck up with, you have your complexes and vulnerabilities but that's not a reason to be hard on yourself.

Credit yourself for stepping out of your comfort zone, stretching yourself to limits and achieving what



others thought was impossible. Pat yourself on the back for overcoming the temptation, ignoring the distractions and keeping the focus on your goal.

Mistakes made and lessons learned

No one is perfect and you're not an exemption. You had your share of mistakes and goof ups. You have erred, blundered, messed-up some things, totally gone wrong with others but at-least you didn't deny them.

You choose to be honest about them. Owned responsibility and learnt from those mistakes

making yourself stronger, wiser and richer in experience.

Tackling problems and difficult situations

There were many instance where things didn't go your way, life was though and everything around seemed nebulous. But you stood tall in the face of challenges and didn't let frustrations get the best of you.

Instead of playing the victim and wallowing in self-petty. You gathered yourself up and focused on making the best out of the worst.

Bad chapters

Remember the rough times when all your plans failed and your world almost came crushing down. Instead of complaining or questing 'why me' you just picked yourself up and put yourself together. It was tough keeping your balance when everything around you seemed to fall apart.

You kept yourself motivated when life seemed hard and there was no help in sight. You became the cheerleader when others showed little interest in you. When others deserted you.

10 reasons why getting a First Aid Kit should be on your 2023 bucket list



William Kimanzi
(Paramedic)

It is a common sight in work-places, public spaces and you probably even have one in your car - but what exactly is a First Aid kit and what makes it so important?

Birthered from an idea dating back to the late 1800s, it is a collection of necessary materials used to provide emergency help to ill or injured persons.

Here's 10 reasons why getting one should be on your bucket list this year;

1. Provide assistance before EMS arrives - You can use basic items from your kit to provide life-saving interventions as you wait for the ambulance to arrive. Dispatchers offer first aid tips on the phone to guide you on what to do.

2. Stay travel and adventure ready - Be it an unwinding road trip, camping, hike expeditions, road trips or just a routine trip up-country - you never know what the road holds. Having a kit in your car prepares you for common outdoor emergencies

like allergic reactions, injuries and common environmental conditions.

3. Everything you need in one place - A compact box when well packaged helps you find first aid supplies with ease.



E-Plus First Aid Kits

4. Prevent infection resulting from minor wounds and cuts -

antiseptics and disinfectants can be used to help in infection prevention & control.

5. Stop severe blood loss - Uncontrolled bleeding has been shown to be the leading cause of preventable death after an injury. Sterile gauzes and different types of bandages contained in the kit can help you prevent these deaths by stopping the bleeding and promoting clotting.

6. Treat minor injuries quickly -

Having a First Aid kit enables you to give quick interventions after minor emergencies, eliminating the need for further referral.

7. Avoid panicking in an emergency by knowing whom to call -

Our emergency numbers are well displayed on the outer casing of the kits, making them easily visible to anyone in need.

8. Peace of mind - The hope is that you never have to use it, but simply having a first aid kit can help provide you and your loved ones some peace of mind. Just be sure to restock supplies every often and make sure everyone in the household is aware of where the first aid kit is.

9. Legal compliance - Enshrined under Chapter 514 of the Kenyan law, legislation mandates the presence of a first aid kit in workplaces, well equipped as per the number of staff.

10. Confidence to act - Having the right tools for any job gives a sense of confidence to perform related tasks. The same applies in health matters - having a First Aid kit makes you better equipped and consequently, more prepared to help.



A staff member with an E-Plus first Aid Kit

Depending on the type of First Aid kit you have, it could include the following;

- Emergency contacts
- Quick First Aid guide
- Elastic bandages
- Thermometer
- Sterile gauze pads
- Adhesive tape and bandages
- Triangular bandages
- Crepe bandages
- Safety pins
- Scissors / shears
- Tweezers
- Disposable non-latex gloves
- Antiseptic wipe
- Instant cold packs
- Emergency / thermal blanket
- Eye pad

- Barrier devices, i.e. CPR mask / face shield
- Documentation material - pen & notebook

Always ensure that the kit is easily accessible, well stocked and has emergency numbers in case advanced medical help is needed.

Contact us on
0700 395 395
to learn more
on the different
categories
of kits.

Pictorial

Team Building 2023





Executive Data Analytics Training at the Strathmore Business School, iLab Centre



If you need to contribute articles/materials to the E-Plus NewsPod, kindly get in touch through

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