



Appendix 4:5

CHAPLAINCIES

<p style="text-align: center;">The Annual Report 2012 Cornwall Regional Hospital Chapel and Supportive Service</p>

The Theme for 2013: **“Console you must. Care and stay Connected.”**
Philippians 2:1–3.

Brief overview: The planned activities for the year under review were executed by a committed team of volunteers and staff as we sought to improve and expand the quality of care to clients within and outside of the hospital environs. It was a challenge to network with organizations and mission groups that requested our support. We were nevertheless motivated by our theme and pleased with our accomplishments. Theological students from The Bethel Bible College remarked that “the work conducted in the hospital challenged their approach to Christian ministry towards a servant-oriented leader. The period of practicum was filled with intensity, compassion and joyful satisfaction.” The main focus of this report will be centered on the embracement of the theme, awards, routine and other activities and thankfulness to supporters and God Almighty.

The Theme “We are Conquerors” was of tremendous spiritual blessing. There emerged three sub-themes as we encouraged clients and staff to put on the full armour of Christ daily. These were as follows:

- **‘Love Conquers All’:** annual **‘Love Feast’** held in February was an explosion as individuals shared their love stories, songs and testimonies. The serene atmosphere vibrated with the chant to conquer with love. Three sessions were held because of the time schedule of participants.
- **‘Conquer with Prayer’:** At the **Spiritual Retreat** held in February at the Hillcrest Retreat Centre, four new volunteers were affirmed by Rev. V. Jennings, who guided them to maintain prayer journals/diaries and to trust God’s faithfulness.
- **‘Conquer with Love, Prayer and Praise’:** Dr. Delroy Fray, the Senior Medical Officer posited that praises were beneficial in the healing process, while, Dr. Marcia Johnson-Campbell, the acting Regional Technical Director ‘shut down’ the myth that Cancer was a death sentence at the annual **Breast Cancer Expo and Extravaganza** held in October. A total of approximately fifty-one persons were in attendance.

Annual awards:

These awards were given to the following recipients at our **Annual Thanksgiving Service** held 16th December, 2012.

- Mr. Everton Anderson, the Chief Executive Officer for his conquering spirit, apt leadership and reform/support of the Chapel and Volunteers' Service.
- Ms. Daphne Daley, a volunteer for devotion to Worship Services for the past nine years.
- Mr. Calvin Watts, a volunteer for dedicated visitation five days weekly to clients and commitment to "Field Feeders' Program."
- Mrs. Sheila Maitland, who is a Cancer survivor, accompanied the Chaplain to other sectors re the promotion and prevention of Cancer. She was quite open in sharing her story.
- Mrs. Nadine Laidlaw Satchwell, the Human Resource Manager for the dynamism at our 'Breast Cancer Expo.'
- The Security Department for their courageous efforts and connectedness displayed by their performance at our **Annual Staff Choral** held 13th December.

Routine Activities:

The daily visitation to clients on the wards encompassed admissions, surgical cases, referrals for counseling and grief support, Cancer support, attendance at meetings, offering of prayers and otherwise.

Ongoing devotions in the chapel, clinics and wards.

The **Men's Chat/Health and Wellness** sessions were well attended by clients. A focus group interview was done by researchers from the Epidemiology Unit re 'Prostate Cancer.' Some of the clients who participated in the interview were from the Brotherhood of St. Andrew.

The **Caring and Courageous Women's Group** focused on the prevention of abuse, child protection and healing. The average attendance was eighteen at each session.

The **Women's Prayer Ministry** was expanded because more staff members attended the devotions conducted by Pastor Lami from Africa/ The Christ Embassy Ministries.

The planning and coordinating of projects: the early morning tea ministry (8 volunteers); compassionate boxes re distribution to clients (7 departments); fundraising projects (4); educational/training sessions (7); candle lighting service (Dr. Barrington Dixon and Sister Delcine Woodbine) and annual events. These were done in collaboration with the Hospital Christian Fellowship and the Women's Prayer Ministry.

Exhibitions: These were numerous and included Child Protection, Breast Cancer, Parenting, Love Conquers and Breath Prayers from the Cross.

Other Activities:

Outreach services to:

- Mount Salem Primary and Junior High, St. James Primary and St. James High, and Glendevon Basic Schools – devotions and prevention of abuse.
- Chance and Open Hearts Foundations – devotions.
- Hospice and Salvation Army – delivery of compassionate boxes.
- Delta Tours, University of The West Indies and Cancer Society – Cancer Awareness support/talks/selling Breast Cancer pins etc;
- The Women's center – sharing personal testimonies and the support of a garden project (Deanery Mothers' Union Project).
- St. Augustine, St. Georges, and United Churches – assisted with conducting of Vacation Bible School.
- Mothers' Union Group – visited and held discussions on prayer and healing.
- Holy Trinity, West Gate – chalice bearer and participated in Health Fair etc;

Educational activities: The following were attended * Healing Conference, *Children At Risk Seminar,* Bible Studies and Expo, *Clergy Conferences and Retreat, *annual health seminars, and *conducting research for educational and sermon presentations. There were four publications of 'Healing Hearts and Hurts Newsletter'.

Thanks to Ms. Shanneil Whyte of The United Theological College for sharing on the topics Prayer and Healing, Mr. Dwayne Taylor, Keron Blackford and Mrs. Eveleth Kerr of The Bethel Bible College for 'Comfort Management.' These theological students must be commended for their cooperation in assisting with seminar presentations and willingness to be trained as facilitators.

Autism Project:- This was a very successful project for a child re assistance with transportation and speech therapy. This will be included in our annual events. Children of two staff members were recipients of bursaries.

Summer Splash Back to School Dash – this event was held August 20-24.

A total of eleven volunteers, staff from four departments and two parents participated in this yearly event. They created an impression on all parents as they interacted with their children. "I think that parents were eager to listen and to assist their children with the activities that were done. I hope that next year this event could include other places such as Type 5 and Mount Salem Health Centers where there are numerous children daily." (Comments from a teacher/past volunteer – Ms. Sharon Headley). A total number of one hundred and thirty-eight children and ninety-one parents had an encounter at this event.

An educational tour of Port Royal, Bob Marley's Studio and Devon House was a treat for the 50th Anniversary of Independence.

Gratitude:

Thanks for the support of the Bishops, Archdeacons and all ministers, all volunteers and staff members, Rev. Annette Brown re steel orchestra, Rosemount Missionary and Glendevon Pentecostal Churches re musicians/choirs, Mrs. Beverly Fagan/preacher, and trumpeters of Fresh Bread Ministry, Divine Ecstasy and Salvation Army bands, service clubs and organizations, clients and donors, especially "Food for the Poor", and missionaries. Your gifts for and to the clients were well appreciated. Thanks for your prayerful support and love.

Glory to God! God's Blessings!

Melvorn Stewart

Chaplain/Church Army Officer – Cornwall Regional Hospital

Date: 07-01-13

<p>REPORT OF THE NATIONAL CHEST HOSPITAL, SIR JOHN GOLDING REHABILITATION CENTRE & THE HOPE INSTITUTE</p>

NATIONAL CHEST HOSPITAL

The medical needs of the patients were more complex over the last year and the pastoral care became more challenging as they sought clarity in an attempt to cope with their situation. The spiritual questions and concerns of persons who were hospitalised for a “routine” procedure was no less urgent to be addressed than those who were facing a life threatening disease. Each person who required support, had to be allotted time with the chaplain to express the fear and apprehension which he/she felt in order to find a resolution.

THE HOPE INSTITUTE

The patients in this hospital were given the pastoral care which was appropriate for their illness. Many of them verbalised their fear of death especially when their illness was in an advanced stage and this concern was a reality. The chaplain has to, be able to work through a theology of death and offer support and hope with the aid of the Scriptures, Prayer and the Sacraments so that the patients can come to terms with their own death as fully and constructively as they can. Especially for those persons of faith, trust in God in addition to the three religious aids, was an effective prominent coping mechanism at this stage of the journey. Most times the patients’ relatives are a good source of support when they are aware of the plan of action for the patients’ management.

SIR JOHN GOLDING REHABILITATION CENTRE

The patients in this centre required much support. Because of the chronic nature of their injury the healing process is sometimes slower than was anticipated and they quite often become despondent. Much reassurance and encouragement had to be given to these patients to enable them to complete their rehabilitation programme.

THE CHILDREN

The children continue to benefit from church school classes. This includes pictures and word games as well as the singing of choruses and they enjoyed Bible stories. They are also visited by other Church groups. Their visitors included the annual Radio Love One O One “small people” programme on the grounds of the Centre. This the children enjoyed. They also participated in the annual carol service on the grounds of the Centre.

ACKNOWLEDGEMENT

I owe a debt of gratitude to the all the members of staff of all three institutions for their support to me as a part of the healing team.

Rev. Dr Patricia Johnson
Chaplain.

**ANNUAL REPORT TO THE DIOCESE OF JAMAICA
AND THE CAYMAN ISLANDS
FOR THE 2013 SYNOD HANDBOOK – NUTTAL MEMORIAL HOSPITAL**

JANUARY 23, 2013

OVERVIEW

2012 was a year of growth and implementation for Nuttall Memorial Hospital.

Specific areas of the five-year strategic plan were targeted for execution with the limited cash reserves that were available for redevelopment.

Our newly constructed Business Office became operational at the end of the year.

Concurrently the previously acquired hospital management and accounting software was inducted into use. In the long run this will satisfy the organisation's ability to accurately assess its financial position on an ongoing basis within a short time frame.

Other sundry services such as the speedy production of medical records will be in-force and effective cost-cutting exercises will now be able to be properly undertaken as the manual systems did not allow for the accurate capture of every item of expenditure.

Our financial statement information was almost brought up to date with the statements for fiscal 2011 almost completed, and those for fiscal 2012 to be completed by mid-February 2013.

Completion of these reports will place the hospital in a position to access financial assistance and also qualify for other benefits that would have been previously unavailable due to the absence of recent financial records.

Increased marketing and public relations activities targeted the medical fraternity and the general public in a bid to raise our visibility within the industry. Electronic and print media advertisements were significantly increased locally and overseas, and the expanded use of social media and localized campaigns within our Kingston 5 business community was also increased.

Ongoing customer service training sessions were also implemented for all levels of staff at the hospital as with increased growth internally, and a growing number of smaller medical facilities now offering competing services, the need to distinguish ourselves way above the other industry players has become more evident.

Attempts to attract a suitably qualified Medical Doctor to manage our Accident & Emergency unit were not successful in 2012, however at the end of the year several interested individuals surfaced and it is hoped that

within the first quarter of 2013 the unit will become operational and provide an additional revenue stream for Nuttall.

The maternity and general wards continue to perform well and we have expanded our potential array of surgeries to include complex brain surgeries as our Neurosurgeons successfully performed several craniotomies throughout the year.

We commenced the process of acquisition of new equipment for our X-Ray and Diagnostics unit late in the year and this will also lead to improved revenues as in 2012 the unit suffered from significant downtime in the equipment due to age and obsolescence, and that translated into significant lost revenue.

Towards the latter part of 2012, dialogue was renewed in earnest with a major private sector investment group to examine the feasibility of a joint venture investment to be situated on two acres of vacant land to the north of our property. Successful negotiations will see a small initial capital injection into the hospital's cash flow, and the creation of a future revenue stream.

PRE-MOTHER'S DAY HEALTH FAIR

Our public relations drive continued in 2012 with the successful staging of the 2nd renewal of our Pre-Mother's Day Health Fair. This year's event was attended by the Minister of Health, Dr. the Hon. Fenton Ferguson and the Mayor of Kingston, Mrs. Angela Brown-Burke.

Overall in excess of one thousand community residents and guests received a wide variety of free health checks.

Extensive media coverage was carried out prior to and on the day of the event.

89th ANNIVERSARY TEA PARTY

The Redevelopment Committee hosted a Tea Party on Saturday December 8, 2012 at the residence of the Bishop of Kingston, Dr. Robert Thompson and his wife Charmaine who also is a member of said committee.

The successful event catered to only Three Hundred guests and tickets sales were targeted at congregants from the corporate area Anglican community.

The event was not primarily a fund-raiser but intended to open much needed direct relationships between members and leaders within these chapters and the hospital. Nevertheless a profit of just in excess of \$250,000 was realised and proceeds are specifically being used to renovate two rooms on our Maternity Ward.

EMMANUEL CHAPEL

The Emmanuel Chapel located beside our Facey Wing, was put back in to regular usage late in the year with the celebration of a service of Thanksgiving on All Souls Day, Friday November 2, 2012.

Bishop Robert Thompson led the celebration and was duly assisted by Rev. Leslie Hosang who has since been officially appointed as the Chaplain for the Hospital.

Mrs. Charmaine Thompson performed duties as the organist on that occasion.

A Christmas Carol service was held on Wednesday December 19, 2012 and this was led by Rev. Hosang and attended by staff, patients and relatives, and members of the Board of Governors.

Mr. Vivian Crawford, a member of our Board of Governors, and an accomplished musician, served as the organist on this occasion.

SMART PARTNERSHIPS

The hospital continued on the path of our previously instituted strategic decision to enter into **Smart Partnerships** where there is the opportunity to have a '**win-win**' alliance with specialist medical personnel or service providers who have individual technical skills but who are also entrepreneurial in outlook.

We added another surgeon with a C-ARM machine which is used in surgeries involving the brain, the heart, the bones, and the kidneys. This has increased the inflow of patients in that area and raises our profile tremendously as an institution with a variety of service offerings.

Value added partnerships were also entered into as a small take out caterer began operations in March from its location right next to our Pharmacy. The entity provides breakfast and lunch to staff, visitors, and the general public.

Throughout the year several overseas entities had indicated interest in providing specialist medical services from our compound. A few of them visited from overseas to discuss their proposals and also toured our compound. The lack of extensive historical patient data in order to properly assess our patient flows in several areas was discouraging, and this problem should now be solved going forward with the implementation of Hospitalgate.

FINANCIAL POSITION

Over the year in review, the hospital successfully managed its cash flow situation such that we were able to continue to carry out our daily operational activities, perform significant maintenance tasks, replace a few items of

bio-medical equipment, and also increase our public profile with extensive marketing ventures.

In addition to all this, the employees were given a nominal wage increase for the first time in four years as our dire financial position did not allow for such an award prior to then. Another nominal increase is projected for this fiscal year also.

The large arrears owing to the tax authorities and the utility companies continue to be of grave concern, however we successfully renegotiated interim payment arrangements with the National Water Commission, and are in process of negotiating a similar arrangement with the Jamaica Public Service Company Limited. The continued increase in our current monthly charges however has been making a rational repayment arrangement difficult to conclude.

Several entities have approached us regarding the conversion of our systems to utilise solar energy, and this is an area that serious attention will be given to in this fiscal year.

Based on our unaudited financial reports for the fiscal year ended October 31, 2012 our bottom line reflected a net loss of approximately \$4 Million. This was against a thirteen (13%) increase in gross revenues from \$132 Million to \$149 Million.

Our budget for fiscal 2013 is being finalised and projects gross revenues of \$162 Million and a net loss of a mere \$86,000.

Fine tuning and adoption of this projection will occur at our Board of Governors meeting of January 2013.

A handwritten signature in blue ink, appearing to read 'Harvey Levers', with a stylized, cursive script.

Harvey Levers
Chief Executive Officer

<p style="text-align: center;">DIOCESE OF JAMAICA AND THE CAYMAN ISLANDS HOSPITAL CHAPLAINCY REPORT 2012 (SOUTH EAST REGIONAL HEALTH AUTHORITY)</p>

DUTIES

The Chaplain's arena of functioning continues to include:

- I. The Kingston Public Hospital
- II. The Victoria Jubilee Hospital
- III. The Bustamante Hospital for Children
- IV. The Kingston School of Nursing
- V. Various post-graduate schools located at KPH/VJH
- VI. Function as Justice of the Peace
- VII. Conduct of Sunday services and preaching at the St. Michael's/St. Patrick's Cure as well as the conduct of Bible Study on Monday evenings. This is possible only because the Chapel of St. Luke the Physician is still in disrepair. It is hoped that within the next few months repairs will be completed.

THE CHAPELS

The KPH/VJH Chapel of St. Luke the Physician

A request to use the KPH chapel to do grief counseling for relatives of those deceased and waiting to do identification of their loved ones, has been agreed to. The chapel is adjacent to the morgue, which does not possess adequate seating for those waiting. Recently, entry doors to the chapel were broken open by a group wishing to hold a meeting inside. The doors have now been repaired.

There are few areas available in the hospital for meetings. Security in this area is a matter of vital concern, thus the Chapel cannot be left open. Father Khan Honeyghan, curate at Kingston Parish Church, a post-graduate student in a counseling programme, is presently assisting on Mondays and Fridays with grief counseling within the Chapel.

The Bustamante Chapel of St. Mary the Virgin

Contrary to the Chaplain's expressed wishes, the Chapel is opened only on the day the Chaplain is present; thus persons wishing to use it for private prayer find it closed. It is hoped in the New Year 2013, this will change. It has been suggested that a number of denominations might be asked to share in worship on weekends.

The Chapel's folding chairs which are often borrowed for use elsewhere in the hospital, and not returned; will I hope, in the New Year be replaced by chairs connected together and hopefully irremovable. The chapel is used for Sunday school on Sunday afternoons, for children mobile enough to be

present, and as a counseling room by the Chaplain who has no office at this hospital.

CHRISTMAS CAROL SERVICES – BHC/KPH/VJH

This again took the form of caroling by invited students from corporate area schools; singing as they walked through and visited the hospital wards. Thanks this year are due to:

- St. Hugh's Prep. and St. Hugh's High
- St. Andrew High
- St. Anne's Primary and St. Anne's Comprehensive (Career Advancement Programme)
- Gaynstead High School
- Excelsior High School
- Hospital Staff who helped to sing, as well as conducted the choir groups throughout the wards.

THE SCHOOL OF NURSING

The School of Nursing Half Way Tree Road had their own Carol Service sitting down with invited guests. Students as usual presented the Christmas Story in Jamaican idiom; the Chaplain applying the message in the context of today's Jamaican society.

Graduation exercises for three Nursing Schools were held in December at St. Luke's Church Hall, Cross Roads; the Chaplain saying prayers.

Counselling of students and/or staff takes place when requested by administration. Referrals are made to specialist agencies when necessary.

CLINICAL PASTORAL PLACEMENTS

Within the last year requests have been made both by the Jamaica Theological Seminary, West Avenue, and the United Theological College of the West Indies, Golding Avenue, for supervision by the Chaplain of post-graduate students desiring experience in hospital chaplaincy. Their assistance is welcomed by the Chaplain who hopes she is equal to the task of supervision.

THE MINISTRY OF PASTORAL CARE

- I. Ministry is not confined to those occupying beds on the wards. Often out-patients from the clinics wend their way to the Chaplain's office, when they find themselves unable to access medication because of their physical health. Those also included are those needing a meal, or bus fares to return home to far distant parishes, after being discharged. Funds are more often not now available from hospital agencies – Patient Affairs and Social Work, due to Government's inability to provide financial support.

An appeal by the Chaplain to Church House in 2012 was not successful, as the Church has its own struggle to make ends

meet. This year's donations from the Chaplain came to approximately Three hundred and twenty-five thousand dollars (\$325,000.00). Donations of materials were begged from various construction and hardware stores to enable the rebuilding of a wall for a poor family in Jones Town.

- II. The Bedside Ministry, because of sheer numbers in-patients at three hospitals, requires that the Chaplain prioritize. My original effort to try and visit every patient's bed on a ward is not possible. Special requests from Cure Clergy; those patients on Critical Lists receive first attention, along with anxious relatives and grieving family members.
- III. Open-Heart surgery most Wednesdays and during special week long periods of visiting overseas surgical teams always requires the ongoing presence of the Chaplain at Bustamante Hospital.
- IV. Support and Assistance to relatives needing to report to Police Stations, or the Poor Relief Offices, as well as Community home visits were also included in the Chaplain's duties.
- V. Requests for Baptism are often made by critically ill patients not expected to live, many of whom are not Anglican and who have no settled congregational membership. Where denominational allegiance exists referrals are made, where there is none, the Chaplain carries out the baptism after adult's instruction.

TEENAGE CLINIC (PRE-NATAL AND ANTI-NATAL) – VICTORIA JUBILEE HOSPITAL

- I. This clinic is an ongoing area of concern. It is hoped that a programme can be initiated to deal with Jamaican's family life in its present forms. The book – "Answers to Questions Parents Asks" by Faith Linton and Barry Davidson, is being distributed to the young expectant mothers to form the basis for discussion, and learning. Victoria Jubilee relates to pregnant and post-delivery patients who too often experience both emotional and financial poverty; which often has ongoing generational consequences. It is recognized that males as well as females need to be reached if the present deficient role-modelling, wreaking havoc in Jamaican society, is to be addressed.
- II. The Chaplain's role is confined to one day, working sometimes along with the Social Worker and Psychologist in counseling sessions. Bedside visits are too often few and far between, as time does not allow.

THE ROLE OF JUSTICE OF THE PEACE

This added responsibility which while necessary, makes further inroads on the Chaplain's time for ward visits. Thanks are due to Mrs. Nardia

Wilson, a volunteer, who often takes on the typing of letters on her lap-top when secretarial help is overtaxed. Helping sick patients write their Wills is the most recent addition to this portfolio. Thanks are also due to Mrs. Verleta Green, Attorney-at-law, for her advice and help without charge.

THANKS TO DONORS:

- I. Mrs. Kay Price, Kendal, Florida and Mrs. Norma Thompson, Deerfield Beach, Florida, as well as Food for the Poor, and members of St. Luke the Physician in Kendal, Florida who helped to provide an electric kettle, a small fridge and a microwave for the Chaplain's Office. Included also from the above persons, was a carton of cup-soup to help those needing something to eat. A donation of US\$500 also came from members of St. Luke the Physician in Kendal, Florida.
- II. Mrs. Nardia Wilson and Mrs. Edlyn Dixon who volunteer in the visiting of the sick, the former at KPH/VJH; the latter at Bustamante Hospital for Children.
- III. The various corporate area school children who came to sing Carols at Christmas in the three hospitals.
- IV. The KPH/VJH secretaries – Mrs. Easington, Miss Black, Miss Dale and Mrs. Cheddah, as well as Ms. Sweeney at Bustamante Hospital, who undertook typing for the Chaplain
- V. Thanks also to the Social Workers – Mrs. Evans, Ms. Duke and Mrs. Peck

NORTH-EAST REGION HEALTH AUTHORITY

This part of the Regional Health Authority is anxious to learn how Hospital Chaplaincy functions in the South-East Region, in order to put in place a similar service in that region. They will seek to visit and discuss in the New Year, 2013.

Question:- Would the Diocese want to play a role by entering into dialogue with those concerned?

Rev. Jean Forbes
Hospital Chaplain