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## **Message from the Editor**



Patricia Gill  
Communications Manager

Welcome to the autumn edition of Shared News. Our third edition of Shared News for 2003 brings us news of great achievements and ongoing developments. The Staff Information Days held in early July were a great success and we use this opportunity to highlight the satisfaction ratings received. EHSS employees voiced their hopes and concerns regarding the Health Service Reform Programme and further to this we have published the Department of Health and Children's Frequently Asked Question. A further update on the Programme of Action for Continuing Excellence Programme is also provided. Other articles in this edition include a focus on our obligations under Sustaining Progress, several exciting developments in Financial Services such as the Information Warehouse which is a co-ordinated project with ICT and a look at the latest developments in Payroll.

In addition to these articles we take a look at the Social Club Staff Barbeque in July, a personal experience of the Special Olympics from Mary McCamley, Employee Services, and a special Congratulations section which features Michael Delaney's medal win in Quebec. Again we have our book and cinema reviews and there is the usual Competitions section in this issue which include a chance to win two tickets to Holiday On Ice and the Ideal Homes Exhibition.



Deirdre O'Riordan  
Communications Department

As always your input and feedback is essential to making this newsletter an interesting read. Your news, views, ideas and comments are always welcome. Finally I would like to say goodbye, as this is my last newsletter for a while, I will be on career break for one year to study an MSc. in Multimedia. Thank you to everybody who has contributed to this and other editions of Shared News for your support throughout the year. In the meantime, for the next edition, if anybody has any articles that you feel might be of interest to your colleagues either in a work or social capacity please feel free to submit them to the Communications Department at the details below;

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Eastern Health Shared Services, Block D, Parkgate Street Business Centre, Parkgate Street, Dublin 7.

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Email: [mary.byrne@ehss.ie](mailto:mary.byrne@ehss.ie)

## **EHSSnet achieves highest ever hits in its first week**

EHSSnet was launched on Tuesday the 15th of July and achieved 84,441 hits on its first day. A great deal of positive feedback has been received for the new look intranet and various new areas to the site have generated a lot of interest. In particular, the new homepage layout received the greatest number of hits and old favourite the jobs board also maintained the usual level of interest. Among the top three pages accessed by employees were new areas of the site, such as the new search facility.

Buy and Sell is also as popular as ever and the new online sandwich ordering facility proved a big hit.

Statistics for ehssnet are now available on the intranet at  
<http://ehssnet/ictsupport/intranetstatistics>



The new EHSS Intranet Site

Over 20 users have been trained on the Content Management system and they have begun to update their own content material within the various Directorates. This new system will

relieve some of the pressure on the Intranet team who have now started to migrate the SWAHB and ERHA sites into the system and plan to develop new sites for SWAHB and NAHB.



## News from the ECAHB

The sun has been shining down on the East Coast this summer, much to the delight of Health Board staff. In July, Cllr Andrew Doyle attended his last two official events as Chairman of the East Coast Area Health Board. At the AGM in July, Board members thanked Cllr Doyle for his hard work and commitment. Cllr Doyle said he had greatly enjoyed the experience and spoke positively about the dedication of staff he had met during his time as Chairman. Cllr Tony Fox was voted in as the new Chairman. Cllr Fox is no stranger to the role, having served as Chairman from 2000-2001.

On the 1st of July refurbished catering facilities and a high support hostel were officially opened in Newcastle Hospital. The hostel was named 'Fitzwilliam House', the building's original name. Situated in Newcastle Hospital, Fitzwilliam House is a high support hostel that aims to rehabilitate people for independent living. The hostel has the potential to house up to 20 residents, who will benefit greatly from the experience of enjoying a greater degree of independence. Outlining the history of the facility, Cllr Doyle said, 'While we bear witness today to a new client-centred model of mental health, it is important to acknowledge the long history that this facility has had with health. The hospital was opened in 1896, and one of the first buildings was named Fitzwilliam House. Since it was handed over to the State for the purpose of establishing a mental health service for the people of Wicklow, it has been at the cutting edge of delivery of a community-oriented mental health service.'

Helicopters, Ambulances, Fire Tenders and a variety of emergency response vehicles swung into action when the Eastern Region Ambulance Service held a very successful major incident exercise on Saturday the 16th August 2003 in the Scientific Park, Cherrywood, Loughlinstown.

During the major incident exercise, the emergency services assisted 40 casualties with various injuries, using triage of casualties to determine priority for evacuation - categorising them as requiring immediate, urgent or delayed assistance. All necessary health services, including providing Pre Hospital



At his last official event on the 8th of July, Cllr Andrew Doyle officially opened the Portview Day Centre in Arklow. The Day Centre will provide social care and a rehabilitation service to between 30-35 service users, enabling them to live more independent lives in a community setting. Speaking at the Opening, Cllr Doyle said 'The Day Centre has a unique therapeutic role in the overall service position, aiming to provide service users with high quality individualised systems of care and support. This approach, where the Health Board works with the service user and their family, is essential to the provision of equitable care.'

Emergency Care and basic life support were provided.

Pat McCreanor, Chief Ambulance Officer felt it was an extremely important training exercise, saying 'Our role is to respond effectively to any emergency situation we encounter. Planning is key to enabling us to achieve this - in the case of our work, it's true to say that if you fail to plan, you plan to fail. This major incident exercise will facilitate learning - working in partnership with other emergency services, we will have an opportunity to test out and, if necessary, refine our responses'



## Accenture hosted the Fourth Annual Global Shared Services Conference in Dublin

An Tanaiste and Minister for Enterprise, Trade and Employment, Mary Harney opened the 4th Annual Global Shared Services Conference in the Four Seasons Hotel, Dublin on the 16th of June.

Over 285 delegates from around the world, including South Africa, South America, Asia Pacific, Europe and the United States, attended the fourth annual conference in Dublin.

The aim of this conference was to showcase the strategic vision and practical experiences of several distinctive organisations that have successfully addressed challenges in their shared services.

Speaking at the conference, Mary Harney said, "It is significant that I am attending here today. Following this event I am on my way to a cabinet meeting where we will

discuss a radical reform of the Health Services. One of the Recommendations is to extend the Shared Services approach in the health sector to improve cost effectiveness and service delivery to clients".

Valerie Judge, Chief Officer, Eastern Health Shared Services (EHSS), and a key note speaker at the conference said, "Working with the many multinational shared service centers based in Ireland, we in EHSS have benchmarked and developed best practice systems, processes and procedures. Our talented team in EHSS and colleagues have worked in partnership to bring about real change and innovation in the management of the "back office" and we look forward to bringing even greater volume in the future".

Eastern Health Shared Services presented Shared Services in the Public Sector in Ireland, Eastern Health Shared Services experience as part of breakout sessions covering two broad areas Achieving the Vision and Maximizing Value. These break out sessions provided essential information for those interested in or just beginning the Shared Services journey. In addition Eastern Health Shared Services were among some of the clients that offered virtual site visits.

## Kevin McConville speaks at Automating Accounts Conference in London

Building and launching the business case for public sector automation was the topic that Kevin McConville, Director of Financial Services spoke about at the Shared Services Network Conference in London last June. The Conference title was Automating and Cutting Costs in Accounts Payable and Purchasing Processes and featured representatives from organisations such as Tesco, Reuters, Statoil and Consignia to name but a few.

The purpose of the Conference was to provide an opportunity for the sharing of information and experience in cost reduction and automation from other Shared Services Organisations.

Kevin McConville spoke about the case for Automation in a Public Sector Accounts Payable. Representing Eastern Health Shared Services's case Kevin outlined the Accounts Payable legacy issues in 2001 and the resolutions reached to tackle these in 2002. Kevin spoke about the decision to concentrate on addressing basic financial routines and deadlines, with no SAP development unless there was quick payback on added functionality. In order to tackle this an Accounts Payable review was initiated which included the documentation of policies and procedures. This resulted in the identification of pipeline SAP automation projects and the completion of an Annual Financial Statements automation project.

Kevin pointed out that lessons were learned from the Accounts Payable review which highlighted the right approach to automation. For instance EHSS concluded that automation of



Kevin McConville, Director of Financial Services

inefficient procedures is not worthwhile and there is a need to tackle the full purchase to pay cycle including the reduction of purchase orders and invoices.

During 2003 there have been three live Accounts Payable Projects ongoing in EHSS, Intelligent Character Recognition (ICR), Workflow and Electronic Funds Transfer (EFT). Kevin pointed out that Key Performance Indicators should be developed and a baseline set for projects such as these. EHSS has also various projects planned for 2004, such as, Invoice Exchange, ERS and Purchasing Cards.

"There is no single answer to automating Accounts Payable, you must deal with the bread and butter issues first as a solid foundation is essential for success, however I would say that streamlining of processes through P2P and compliance with procedures are key to success" concluded Kevin McConville, Director of Financial Services, EHSS.

## Health Service Reform Programme FREQUENTLY ASKED QUESTIONS

### What are the main elements of the Reform Programme?

The main elements of the reform programme are

- \* Mainstreaming, consolidation and abolition of 32 agencies (including existing health boards and ERHA).
- \* Establishment of a Health Service Executive incorporating a National Hospitals Office, Primary Community and Continuing Care Directorate and National Shared Services Centre.
- \* Restructuring of the Department of Health and Children.
- \* Establishment of the Health Information and Quality Authority.
- \* Changes to financial accountability and improvements in financial management systems.

### Will the Reform Programme Work?

The existing health structures have been in place for more than 30 years. Changes in society and modern health care expectations means that it now faces challenges and levels of demand that were never envisaged at the time it was created. It is clear that change is required. The issues involved have been the subject of lengthy consideration. The recommendations represent a way forward to implement much needed change and reform in the system. Yes it will work with the leadership, commitment and engagement of every person across the system from government level right through to frontline workers and the general public. An appropriate legislative and regulatory framework clearly delineating the roles, responsibilities and powers of agencies and office holders within the reformed structures will provide the necessary framework. To minimize difficulties in the initial transition period it will be necessary to carefully manage the transformation process.

### How does the Minister plan to implement this Reform?

The Minister and the Government recognize the scale of the reform programme. It is a complex, system wide and potentially lengthy agenda for change. The Government intend to appoint a National Implementation Steering Group who will be charged with a general oversight role in respect of the reform programme, setting direction and ensuring objectives are delivered. Specifically, the Steering Committee will validate the project plan and independently audit progress in meeting project deadlines. It will report directly to the Minister for Health and Children. In the early stages of implementation, a series of action groups will be established to develop more fully proposals on implementation of the various reforms proposed. The working groups will be supported by a Project Office. The Project Office will comprising 20-25 staff drawn from within the Department of Health & Children and the wider health service will plan and manage the various work streams arising from the reform programme. It is also intended that an interim board of the Health Service Executive will be established to add further momentum to the implementation process. The Government recognizes that change on this scale brings with it a level of

uncertainty. The Government accepts that concerns of the different groupings involved need to be addressed through a programme of communication. The feedback for this communication process will feed-back into the work of the implementation group.

### How are the planned changes to improve the organisation and delivery of services and give better value for the money being invested?

- The new structure will provide a national focus on service delivery and executive management of the system.
- It will reduce fragmentation and duplication of effort and thereby make the system more manageable and efficient
- It will facilitate far greater consistency between the level and types of services provided in different parts of the country &
- Facilitate the alignment of responsibility and accountability throughout the system. The objective is to strengthen local services while developing a national framework which will yield the full potential of available resources.

### What is the Health Services Executive?

The Health Services Executive will be the first ever body charged with managing the health service as a single national entity. The Executive will be organised on the basis of 3 core divisions:

- \* The National Hospitals Office
  - \* The Primary, Community & Continuing Care Directorate
  - \* The National Shared Services Centre
- The Health Services Executive will have its own board and will be accountable to the Minister for the executive management of the health service. The CEO will be accountable to the board of the HSE and will be an Accounting Officer. An interim board of the Health Service Executive will be appointed shortly.

### What will be the respective roles of the DOHC/HSE?

The Department's role will be more tightly focused on policy formulation, regulation and monitoring and evaluating the delivery system – basically holding the delivery system to account. The Health Service Executive role will be to execute the National Service Plan (as approved by the Minister for Health and Children) within budget and ensure adequate delivery of high quality services.

### What is happening to the Health Boards and the ERHA?

The functions of the Health boards and the Eastern Regional Health Authority will be transferred in their entirety to the Health Service Executive (HSE) and will be redistributed, as appropriate, across the three pillars of the HSE.

### Will there be four Health Boards?

There will be no health boards. Primary care, continuing care and community care and other non-acute services will be delivered through a network of four Regional Health Offices supported by the existing Community Care Area Structures (Local Area Offices). The Regional Health Offices will act as regional offices of the Health Services Executive and will therefore come under the same accountability structures as the Executive. It should be noted that the four regions apply only to the Primary, Community and Continuing Care directorate.

Hospital services will be organised separately under the National Hospitals Office and are expected to be based on hospital networks. It is envisaged that hospital networks will be co-ordinated with whatever regional boundaries are ultimately decided on. There will be no board structure for regional offices of the primary, community and continuing care directorate, the national hospitals office or the national shared services centre.



### What will the structures in the Regional Health Offices be like? Will they be the Health Boards under another name?

The Regional Health Offices (RHO's) will not be health boards under another name and will not have a board. The four RHOs will act as regional offices of the Health Services Executive (HSE) with a clear line of accountability from local to national level ie from the local manager through to the CEO and Board of the Executive. The HSE will be responsible for ensuring that service plans consistent with the national level service plan set down by the Department of Health and Children are in place for each Regional Health Office and Local Health Office. Specifically the RHO will be responsible for planning, commissioning and funding all non-acute services within the region and supporting a population health focus. This will include managing delivery of primary, community, continuing and other non-acute services; managing the relationship with acute hospitals within the region; and being accountable for resources and outputs at a regional level.

### How will the boundaries of the Regions be decided?

A more detailed analysis will be necessary to work out the exact boundaries of the regions. In the implementation of the new structures specific consideration will be given to this issue. The consideration that need to be taken account of in setting the boundaries would include:

1. The need to achieve an approximate balance of population size within the component parts of the new organisation
2. The need for the structures to recognise geographic and demographic variations
3. The need to cluster certain services which are not appropriate for either local or national delivery for reasons of scale, cost or geography, e.g. laboratory, public health services, emergency planning
4. Reasonable span of control and responsibility over the Local Health Office groupings proposed, given their functions and state of development
5. Effective planning, commissioning and budgetary link between local areas and the centre, without compromising the integrated nature of the new delivery system
6. The degree of potential fit with other regional 'maps', political or public service.

### What is the timescale for the Reform Process?

It is planned to establish an interim board of the Health Service Executive immediately and also to set up an interim national hospitals office to support early development of the proposals in relation to the hospital sector. It is anticipated that the change from health boards to regional and local structures will take about eighteen months to two years to complete. Preliminary work on the development of new legislation to advance the project will also begin immediately. A number of action projects will also begin straight away to plan and elaborate on other key elements of the reform programme with a high priority attached to the development of governance framework and the internal restructuring of the Department of Health and Children. It is likely that it will take between 18 months and 2 years to carry through all of the proposed changes to their full statutory basis. However, it will be possible to effect many changes on an administrative basis in the meantime. Overall, the programme of reform will take approximately three years.

### What input can staff have to the process at this stage?

The Reform Programme will include a nationwide communication process with stakeholders. This process will be facilitated by the OHM. This presents a unique opportunity for staff to influence the way in which the change programme will be implemented. Staff will be offered the opportunity to have an input individually and collectively into developing the best way to implement the programme of reform.

### STAFF COMMUNICATION AND CONSULTATION FOLLOWING REFORM ANNOUNCEMENT

The Office for Health Management was asked by the Department of Health and Children to carry out a communication/consultation programme in relation to the reform programme. The purpose of this communication/consultation process is to ensure that all employees are fully informed about the reform in the health system and have an opportunity to have input to the implementation process.

The role of the Office for Health Management in this process is to design, manage and quality control the communication/consultation exercise, liaising throughout with employers and the Department. There will be three elements to the process carried out at local level:

- \* Briefing on the Proposed Reforms,
  - \* Dialogue on the Proposed Reforms and
  - \* Discussion of the Future Implementation Process
- A briefing session on the proposed reforms was held by Valerie Judge, Chief Officer in the Boardroom on the morning the reports were released. At the Staff Information Days Eastern Health Shared Services held breakout sessions with employees on the Proposed Reforms and feedback has been gathered and is available on our Intranet. Finally in order to gather employee suggestions on the future implementation process, an on-line questionnaire has been made available on EHSnet to allow employees to voice their views on how best to go forward. Once all the data has been received by the Office for Health Management and analysed, a final report will be completed and submitted to the Department of Health and Children.

## 96% Satisfaction with EHSS Staff Information Days

Eastern Health Shared Services held the fifth Staff Information Days since they began in May 2001. This years sessions were held on the 2nd and 3rd of July in the Boardroom, Dr. Steevens' for two half days. Feedback forms filled out on the two days showed that 54% of attendees found the overall day to be very good and 42% found it satisfactory.

The primary objective of this summers Staff Information Days was to brief employees on the PACE Project and also to keep employees up to date on the reports that had been published by the Government in relation to the Irish Healthcare system. A video from the Minister for Health And Children, Michael Martin and the Secretary General at the Department of Health and Children outlining the details of the reports were shown.

Following this Valerie Judge, Chief Officer and Yvonne Gilligan, Corporate Services Manager gave an Overview of PACE - Programme of Action for Continuing Excellence. A sample selection of representatives from three of the PACE Projects presented to employees on current status and future plans.

Presentations included;

- \* Recruitment Development Project
  - Deirdre Kelly/Kim Hayes, Employee Services
- \* Workflow and ICR - Caroline Whelan, Financial Services
- \* Slim Portal Development - Eoin Darcy, ICT Services

After a short break employees at each table broke out to discuss Hopes and Concerns in relation to PACE and the Health Service Reforms. David Allen, Director of Planning and Operations facilitated feedback from each group on

these topics. Feedback was collated and made available on ehssnet shortly afterwards, this information is still available to view.

Finally Yvonne Cantwell launched ehssnet which was positively received by all present. To view further details on employee feedback to the Staff Information Days click on to ehssnet to see percentage satisfaction with each aspect of the days.



## PACE - Update

PACE – (Programme of Action for Continuing Excellence) is a dedicated programme of service quality delivery improvements and development for EHSS services. The PACE programme identified 38 projects which have to be completed in each Directorate over a lifecycle of six months ending in December 2003. Each of these projects was assigned a local Project Manager who has the responsibility for delivering the work packages associated with a particular project.

Each Directorate in turn appointed a Project Co-ordinator who has overall responsibility for co-ordinating and managing the work of the local Project Managers. This person is accountable to the Programme Steering Committee for delivering the work programme in each Directorate.

A Steering Committee was established and have met on a number of occasions. They are responsible for ensuring the project milestones, tasks and activities are completed to acceptable standards, within timescales identified in the relevant project plans. This committee is chaired by Tony Carroll, Director of ICT and the other members are

- \* Declan Hynes, Employee Services
- \* Joe Redmond, Procurement & Materials Management
- \* Mary Brodie, Planning & Operations
- \* Tadhg Costello, Financial Services
- \* Cathy Reilly, Staff Steering Group
- \* Tom Gordon, ICT Services
- \* Sean Murphy, Architectural Services
- \* Yvonne Gilligan, Office of the Chief Officer

PACE aims to ensure that EHSS stays ahead with organisational developments and in the process learns new skills and enhances its reputation.

The team in EHSS is committed to the PACE programme and look forward to continuous process and service improvements. Many of the projects are well under way and making significant progress.



### FINANCIAL SERVICES

- \* Funds Management
- \* Electronic reporting
- \* Operational excellence and
- \* Exploiting existing SAP functionality

### MATERIALS MANAGEMENT

- \* Standardisation of procedures for Customer User Groups
- \* Exploiting existing SAP functionality
- \* e-procurement/tendering

### ARCHITECTURAL AND PROPERTY SERVICES

- \* Expand functionality of existing property and insurance databases
- \* Expand Information Management system
- \* Construction Industry Consultant Panel information,
- \* e-strategy review

### EMPLOYEE SERVICES

- \* Improve Superannuation capability
- \* Introduce SAP Time Management and payroll modules
- \* eAdmin – Personnel files
- \* Pilot Intranet site, HR – how-to
- \* Payroll – Paypath for temporary officers
- \* Recruitment Process Automation and Tracking

### PLANNING AND OPERATIONS

- \* Communications of the PACE Project,
- \* Who does What Matrix, clearly establishing roles and responsibilities
- \* Development of Service Management and roll-out of Service Level Agreements,
- \* Knowledge transfer programme roll-out and evaluation
- \* Training programme in Customer Care and Efficiency

## Performance Verification Process underway for Sustaining Progress

Sustaining Progress - Social Partnership Agreement 2003-2005 published in February 2003 and agreed with all parties with effect from 1st July 2004 was the sixth in a series of Agreements between government and the social partners dating back to 1987. The overall goal of Sustaining Progress is to "sustain economic growth and maintain height levels of employment and secure living standards for all, while strengthening the economy's competitiveness and thereby its capacity to resume trend growth in more favourable international conditions".

Central to the achievement of objectives of the Agreement is the quality and effectiveness of the public service institutional arrangements at national and local level in terms of evidence-based policy making. In order to do this Performance Verification Groups (PVG) in respect of each sector of the public sector will be established to assess progress in each sector.

The performance verification process requires that heads of organisations within the health sector prepare and submit progress reports on the attainment of objectives set out in the Action Plan agreed by the National Partnership Forum and approved by the PVG. Heads of Organisations are required to submit such progress reports to the Health Service National Partnership Forum, which in turn is required to submit them, in addition to an overall report on the health sector, to the Secretary General of the Department of Health and Children. The reporting format requires response to a series of questions drawn from both the health specific and broader public sector elements of Sustaining Progress.

The Health Service Performance Verification Process Action Plan is now underway. The information to be supplied to the

Health Services National Partnership Forum (HSNPF) from EHSS is currently being gathered by Planning and Operations and the Eastern Regional Health Authority have been charged with the task of providing one overall report to the Health Services National Partnership Forum on behalf of the 39 agencies.



The Public Service Pay Agreement provides that payment of the final two phases of the benchmarking increases and the general round increases is dependent on verification of satisfactory achievement of the provisions on co-operation with flexibility and ongoing change; satisfactory implementation of the agenda for modernisation set out in Sections 20 to 26, and the maintenance of stable industrial relations and absence of industrial action in respect of any matters covered by the Agreement. For further information the report on Sustaining Progress can be viewed on [www.taoiseach.gov.ie](http://www.taoiseach.gov.ie)

A brief look at what is new in this agreement:

1. Pay increases subject to verification of progress on modernisation agenda
2. P.V.G. to assess whether progress on modernisation agenda warrants payment
3. No industrial action until issues have been progressed fully through State I.R. machinery
4. High level National Joint Council (NJC) group
5. "Work under protest" clause
6. Industrial stability part of modernisation agenda
7. Binding Labour Court adjudication in specific circumstances

## EHSS 2002 Annual Report

Eastern Health Shared Services will publish its 2002 Annual Report during September. The Annual Report is the first from Eastern Health Shared Services and allows us the opportunity to highlight some of the many achievements for our organisation last year. The foreword by Michael Lyons, former Chairman, EHSS Board pays particular tribute the employees of EHSS for our commitment and dedication during 2002.

Each employee will receive a copy of the report and it will also be widely distributed throughout the eastern region. The annual report will also be available on EHSSnet and [www.ehss.ie](http://www.ehss.ie), hard copies can be obtained by contacting [communications@ehss.ie](mailto:communications@ehss.ie).



## Countdown to a Smoke Free Workplace

Are you preparing for the countdown to a smoke free workplace in January 2004?

As most people are probably aware from recent reports, changes to current legislation is being proposed to ban smoking in all workplaces from the 1st January 2004. The Policy for a Smoke Free Workplace is currently being reviewed in line with these proposed changes. As part of the communication process a briefing session has been arranged, as follows, for all staff to outline the proposed changes, the

legislation (Public Health & Health & Safety), the current policy and also supports available to smokers wanting to quit. Presentations will be given by Health & Safety, Health Promotion and Environmental Health.

Date: Thursday 30th October 2003.

Venue: Boardroom, Dr. Steevens Hospital, Dublin 8.

Time: 09.30 - 12 Midday.

All staff are welcome to attend.

If you require additional information please contact the Staff Health, Safety and Welfare Department, EHSS at 01 635-2789.

This is an initiative of the Smoking Policy Working Group representing the three Area Health Boards, ERHA, and EHSS.

## Library News

### Library System Rollout

The rollout of the new library management system (Unicorn) is on target, with 2 new libraries coming on stream so far this year. James Connolly Memorial Medical Library went live in February with Unicorn. The library was closed for a week to facilitate the rollout. Co-operation of library staff Fiona McCarthy and Patricia McAuley was a key factor in the success of the project.

In August, St. Ita's Hospital Library in Portrane was the second library to come on stream with the new system this year. Padraig Manning the Librarian onsite is delighted with the new system as are the students and staff at Portrane. The library previously ran a manual system for circulation of books. The library at Portrane caters for a wide range of users including staff working in community mental health and mental handicap services throughout Community Services Area 8.

The catalogue is now available via the EHSSnet under Regional Library - Search Catalogue. St. Ita's is the 4th library to start using the system, there are 8 in total throughout the EHSS, ERHA and Area Health Boards. Bennery Rickard the Regional Librarian said 'I am delighted that the rollout of Unicorn is ongoing, this is a significant step towards building a common catalogue for all libraries throughout the region. None of it would have been possible without the continued co-operation and commitment of staff'.

Books from both JCM Medical and St. Ita's collections are now available for loan to library members of St. Ita's and other library service points via Inter-Library-Loan. Please contact the Regional Library at Dr. Steevens' for more information. Students and staff of St. Ita's Hospital may collect their new library cards from the Librarian Padraig Manning.

### Book Buy

The Regional Library carried out an extensive book buy in May this year with the result that the stock is now updated and many new titles are available for loan. Check the What's New section of the Intranet for a list of new books.

### Intranet Updated

With the launch of the new EHSS Intranet, library content has been significantly revamped. New editions include the ability to view and print full text journal articles. The articles may be printed and saved directly from the Intranet. A list of all electronic journals are available under Regional Library - eJournals with instructions on how to view them.

A list of relevant websites is available and a brochure and all library forms are available for download from the Intranet under the Help section. The library catalogue contains records with links to electronic publications.

Such publications may be viewed and printed online.



## ICT Continues to Strengthen its Capabilities

Information and Communications Technology Services have continued to grow and develop and there are many exciting ongoing projects. During the first six months of 2003, more than 15,000 support calls were processed by ICTS, an increase of 22% over the same period last year. In addition the number of active email users increased to 6,945 while the number of emails delivered was almost 614,000, a 23% increase when compared with the Jan-June period in 2002. The number of hits on the EHSS Intranet site continues to increase each month, with an average monthly hit rate of 273,000 while the number of network connections has also increased and currently stands at 5,436.

### SERVICE IMPROVEMENTS AND DEVELOPMENTS

In order to adapt and grow with developments ICT Services commenced a major restructuring programme in January 2003, this restructuring was accompanied by a comprehensive change management program and additional training for staff migrating to new divisions. The new organisation is continuing to take shape and customers are beginning to see the benefits of this programme coming to fruition. These changes have been implemented within existing resources.

The ICT Functional family set up in January last year continue to meet on a regular basis. The agenda is always an ambitious one and strategy has been agreed to date in a range of subject areas including Capital Funding, Client Expectations, Service Level Agreements, ICT Charge back, Conjoint Projects and service delivery matters. The ICT Functional Family has played a key role in reviewing the ICT capital requirements in the light of current developments.

ICT Services published an E-Services Strategy in April. This sets out our overall aims and objectives in e-enabling the shared services organisation on behalf clients. A number of major projects have been identified including the rollout of intranet and email services throughout the region, the

## Pay Path for Temporary Staff – Pilot Project

As part of the ongoing activity to streamline our service, Payroll Operations initiated a project in line with the Programme of Action for Continuing Excellence (PACE), to start moving all temporary officers on to pay path. In effect this will allow Temporary Officers to be paid directly into their bank account. This facility is currently unavailable for weekly paid staff due to bank time constraints. Under the terms of reference of the project four pilot sites were selected, St Columcilles Hospital, St Mary's Hospital, Cherry Orchard Hospital and the Payroll Department itself in EHSS. Over the duration of the project, working in close co-operation with our colleagues in the Human Resource Departments at Area Board Level, all Temporary Officers working in these sites will be moved from payment by cheque to pay path. As a result two of the four pilot sites have been chosen to go live in October 2003. The sites chosen are Cherry Orchard Hospital and EHSS Payroll Department.

exploitation of e-solutions across EHSS and client organisations. An EHSS portal or 'one-stop shop' for desktop services is currently being piloted as part of the strategy. A number of infrastructural initiatives have also been completed including the deployment of local storage facilities for clients, the implementation of the government VPN and a significant upgrade to the ICT helpdesk in order to provide enhanced services. EHSS has played a key role in e-government projects on behalf of our clients. In addition to completing a Secure Messaging Strategy, a Health Digital TV Pilot and an e-learning prototype have also been developed.

A major project has commenced to examine a Managed Services Options with respect to Disaster Recovery, Data Centre Services, Desktop Support and Call Centre Services. Health Systems UK has been retained to work with ICT Services on this significant project, the outcome of which will be available by the end of September 2003.

Health Services management in the 21st century is driven by information. The healthcare consumer has become more discerning in acquiring knowledge about personal health and the provision of health services. The Internet is often the primary tool for providing such knowledge. However, there is no formal training for healthcare consumers in Health Resources or health management.

eCHIP - Citizens Health Information Passport is a key development to tackle this. The purpose of eCHIP is to develop a health information management course for European health-care consumers. It is hoped that this course will become the de-facto standard for consumers on a similar basis to the Information Technology (IT) standard offered by the European Computer Driving License (ECDL). The working title is e-CHIP - electronic Citizen Health Information Passport. The project has received funding from the Information Society through Hebe's eGovernment group. Research and development work for a Prototype has been completed, which included, Design, Graphics, Animation, and Content. A fully working model of eCHIP, is currently being progressed. It is intended that eCHIP will ultimately be made available to Health Consumers and to other Health Boards.

A new pay group (pay group 009) is being created and staff in the pilot sites will be transferred to this new pay group. Staff will move from being paid weekly, 4 days in arrears to being paid fortnightly, 11 days in arrears. Staff will be paid a technical adjustment of one weeks basic pay and are also being offered an advance if desired (repayable over 6 months). These terms were negotiated in conjunction with the Human Resource Department in the local Area Boards These monies will be paid on Thursday 18th September 2003. There has been a very positive response to this initiative in all pilot sites, and as all the technical ground work has now been completed to allow this to happen, Payroll are pleased to report that on pay date the 2nd October the two initial pilot sites will receive their first payment by pay path, with the other pilot sites following soon afterwards. If you would like more information in relation to this issue please contact your local Area Health Board, Human Resource Department. As this is a pilot project the Payroll Office will not be accepting any bank details from employees not on the pilot project. Employees on the pilot project should contact their local Areas to complete the appropriate forms.

## Interim Financial Statements

EHSS has an ongoing responsibility to its customers to continually upgrade processing productivity and information quality while at the same time maintaining appropriate and unassailable levels of regulatory and control compliance. In pursuit of this ongoing strategy Financial Services have produced "Interim Financial Statements" and associated supporting documentation to the balance sheet as at 30th June 2003. The benefits of this are as follows:

- \* The resulting account analysis and reconciliation at the interim date reduces the amount of analysis required at the year-end and therefore generally facilitates more timely reporting of the final year-end financial results.
  - \* Early identification of problem areas, including implementation of new or changes to existing accounting policies, as well as technical difficulties surrounding the automated financial reporting.
  - \* Availability of balance sheet information when faced with a decision.
  - \* It ensures a higher level of confidence on income /expenditure variances and will assist management decision-making based on accurate financial information.
- This achievement would not have been possible without the contribution and support of staff in Financial Services.

## Digital Signatures

Financial Services in conjunction with ICT have initiated the implementation of digital signatories to enhance e-mail security. Digital signatures ensures authentication and non-repudiation, assuring confidentiality and data integrity. This security measure will feed into existing e-mail applications and a unique digital ID will be assigned to each individual user. This will ensure information remains confidential and is not altered. Mail messages will be inextricably linked to individual users. The introduction of digital signatures to Financial Services will enhance the controls in relation to financial information received from our customers.

## SAP Training

During July the two SAP trainers Fiona Flynn and Sinead Comiskey moved to their new home in Parkgate Street. SAP training is now part of the brief of the SAP Business Implementation Group. The first SAP training classes were held on Monday the 25th of August. This two-day course was on SAP Procurement, and the attendees were all new users of SAP who work in various online locations. The class began with Eddie Hogan the SAP Logistics Manager who gave a brief overview of the procurement process used in the Eastern Region. All seven attendees at the class filled course evaluation sheets and it is proposed to hold a refresher course for these attendees before the end of September. Information on SAP courses that are available can be obtained directly from Fiona or Sinead or by sending an email to [saptraining@ehss.ie](mailto:saptraining@ehss.ie). Input into the SAP Training process is welcomed and any suggestions can be forwarded to [saptraining@ehss.ie](mailto:saptraining@ehss.ie).

## Update on SAP ICR/Workflow project

EHSS is investing in ICR scanning technology, which will be used to facilitate the processing of a greater number of documents through Accounts Payable in Parkgate Street. Replies to the ICR

## Financial Services Information Warehouse

A key aspect of Shared Services strategy is to facilitate easy access to financial information.

In line with this strategy, Financial Services in conjunction with ICT have launched the "Information Warehouse", which is a repository of financial information and reports for use throughout the Boards. This will ensure faster and guaranteed delivery of reports. The "Information Warehouse" currently includes the following categories:

- \* Accounts payable cancelled cheques
- \* Daily Bank balances
- \* Bank reconciliations
- \* Cash Control reconciliations
- \* Cheques issued
- \* Creditors reconciliations
- \* Debtors reconciliations
- \* Intercompany reconciliations
- \* Management Accounting reconciliations
- \* Payroll Accounting reconciliations
- \* Local Area Returns

Access to the site is read only and available to designated staff within the Area Boards, EHSS and ERHA. Future additions to the "Information Warehouse" will include "Financial Procedures and Policies" documentation and periodic Financial Statements.



Orla Dooley, Financial Accountant, Eoin Darcy Grade VIII, ICT and Caroline Whelan, Grade VII, SAP Financials

# Here's The Plan...

## EASI-TRAVEL PLAN



....You save on P.A.Y.E.  
Your employer saves on P.R.S.I.

Info from - [www.taxsavers.ie](http://www.taxsavers.ie)  
or ask for brochure 7034639

### Irish Blood Transfusion Service

Once again the Irish Blood Transfusion Service are coming to the Boardroom, Dr. Steevens' Hospital on the 26th September. The Transfusion Service will be in the Boardroom all day and the procedure will be similar to last year.



#### Giving a Blood Donation

##### REQUIREMENTS

The requirements needed if you wish to donate blood are that you need to be;

- \* between 18 and 65 years
- \* at least 50kg (8 stone approx.) in weight
- \* in normal health
- \* no history of infectious hepatitis (jaundice) after 13 years of age
- \* the period between donations is a minimum of 90 days

##### SCREENING

When giving blood to ensure that donors have sufficient blood to spare, a trace of blood from the donor's finger is dropped into a solution of copper sulphate. In addition a short health questionnaire is completed and signed by the donor.

##### DONATING

The needle is inserted painlessly and 425ml (1/2 pint approx.) of blood is withdrawn which takes about: 3-5 minutes.

##### RESTING

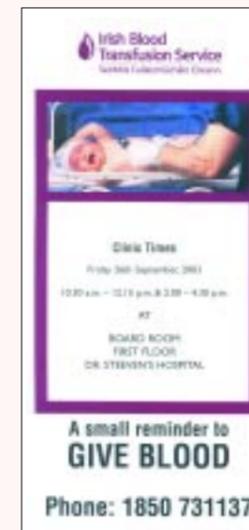
After giving blood donors should relax for twenty minutes or so, over refreshments.

##### REPLACEMENT

The fluid (plasma) portion of the blood loss is completely replaced within 12 hours and the red cells are replaced within 10 days, but the normal individual has a reserve which is more than enough for ordinary requirements.

##### GROUPING

A sample of the donor's blood is subsequently tested to determine the ABO and Rh groups. The sample is also screened for the possible presence of hepatitis (jaundice) and other diseases or antibodies.



### Upcoming Events

#### THE IDEAL HOMES SHOW

Simmons Court, RDS. 23 - 27 Oct

As well as over 150 exhibitors, a number of special features are planned for this year's show, including the popular Finish Dream House, Health, Beauty & Fitness Pavilion, Age Action Ireland 50+ Expo, Home Heating Pavilion and the exciting PC Live! Experience. Following the huge success of its launch at the 2002 show, the Food & Drink Pavilion and the Home Heating & Energy Pavilion will return with even more new products. This year's new feature is the DIY and Self-build Pavilion, showing you the easy way to make those upgrades to your home. All in all, the 2003 AXA Insurance Ideal Homes Exhibition promises to be a bumper event - with something for everyone. Don't Miss It this October Bank Holiday Weekend!

#### LA BOHEME - PUCCINI

National Concert Hall. Sat 18th October, 7.30p.m.

The story of the poet Rodolfo and the fragile Mimi, their estrangement and their reunion in the face of tragedy inspired some of Puccini's most vivid and beautiful music - the bloom of love Act 1 to the depth of overwhelming loss in Act 4. The score includes the famous "Che gelida mania", "O, soave fanciulla!", "Quando men' vo", "Vecchia zimarra" and the wonderful chorus scene at the Café Momus in Act 2  
PRICE: €18 - €38

#### FACE TO FACE - SEVE BALLESTEROS

National Concert Hall. Mon 13th October, 8.00p.m.

A live interview by legendary broadcaster Gay Byrne with one of the great sports superstars of our time - Seve Ballesteros. He introduced his own tournament, The Seve

Trophy, on the European Tour in 2000; a unique and truly memorable occasion. Forthcoming guests in the series include former UK Prime Minister John Major on 8 November and astronaut Neil Armstrong on 17 November. PRICE: €80, €60, €40

#### YOU'RE ALL STARS

National Concert Hall. Sat 4th October, 8.00p.m.

Finalists from the 'You're a Star' TV series Michael Leonard, Brian Ormond and Susan McFadden, Karishma Sadhai. Exciting, hilarious, unforgettable. Any show by Graffiti Classics will leave you with a smile on your face - sixteen strings, eight dancing feet and four voices. Not gypsy, not jazz - not trad, not classical, but scintillatingly slap-stick with brilliant arrangements and mischievous behaviour. Every item in the programme reveals a unique talent, displayed in amazing individual and group performances with an exciting choreographed presentation. PRICE: €20 - €25

#### FOSTER AND ALLEN

The Helix (The Mahony Hall). Wednesday 22nd October 8.00pm

Foster and Allen's music spans three decades with international album sales of 18 million. Join them for one night where they will be performing their biggest hits including Maggie, A Bunch of Thyme and One Day at a Time.  
PRICE: €25, €22.50, €20

#### The Harlem Gospel Choir

The Helix (The Mahony Hall). Wed 24th - Thurs 25th Sept 8.00pm

The Harlem Gospel Choir who sang on U2's Rattle and Hum album return to Ireland with their foot-stomping, hand-clapping show of blues, jazz and spirituals. Having performed for Nelson Mandela at the Yankee Stadium, for the Pope in Central Park, with the Chieftains on their US tour and on U2's Rattle and Hum album, film and tour, the Harlem Gospel

## Farewell to David Allen



On the 1st August 2003 David Allen, Director of Planning and Operations left Eastern Health Shared Services to set up his own Management Consulting business. Dave had been with Eastern Health Shared Services since the very beginning, joining the organisation in March 2001. Dave will be greatly missed by all in Planning and Operations and the Management Team. All the team wish him well with his new venture.

The post of Director of Planning and Operations will be advertised shortly but in the meantime Paula Lawler, Human Resources Manager will be acting Director of Planning and Operations.

## Appointments



Paula Lawler,  
*Acting  
Director of  
Planning and  
Operations*

## A warm welcome to PPARS

We would like to wish a warm welcome to PPARS who moved to Parkgate Street during July. They are now on the second floor of Parkgate Street Business Centre and new extensions are as follows;

Fionnuala O'Brien 6352843  
Elayn Ryan 6352832  
Dave Armstrong 6352833  
Frances Gorman 6352834  
Orla Barry 6352835  
Mary Kennedy 6352842



## Cinema Review

### Upcoming Releases in September 2003



**TEARS OF THE SUN**  
15PG,  
Release Date: September 12th, 2003

In director Antoine Fuqua's (Training Day) new action-adventure film, Bruce Willis stars as Lt. A.K. Waters, the loyal veteran officer of a Navy S.E.A.L unit. When he is sent into the heart of Africa, the usually hard-bitten Waters finds himself deeply conflicted at having to choose between following orders and the dictates of his own conscience. Lt. Waters travels to war-torn Nigeria to rescue Dr. Lena Kendricks (Monica Bellucci), a U.S. citizen who runs a mission in the countryside. Dr. Kendricks refuses to abandon the refugees under her care and Lt. Waters finds himself conflicted. This is a gritty, action story and succumbs to many storyline clichés and sees Willis in another of his now trademark roles.



**THE ITALIAN JOB**  
12PG,  
Release Date: September 19th

The plan was flawless, the job executed perfectly and the escape clean. The only threat mastermind thief Charlie Croker (Mark Wahlberg) never saw coming was from a member of his own crew. After pulling off an amazing gold heist from a heavily guarded palazzo in Venice, Italy, Charlie and his gang; Steve (Edward Norton), Lyle (Seth Green), Rob (Jason Statham), Left-Ear (Mos Def) and Bridger (Donald Sutherland) - can't believe it when one of them turns out to be a double-crosser. Now, with the help of Stella (Charlize Theron), a beautiful nerves-of-steel safecracker, they plan to re-steal the gold by tapping into Los Angeles' traffic control system, manipulating signals and creating one of the biggest traffic jams in L.A. history! The Italian Job is a contemporary update of the 1969 classic, "The Italian Job" which starred Michael Caine. The remake features the ever-popular MINI in state-of-the-art chase scenes down Hollywood's Walk of Fame, through the Metro Rail tunnels and down narrow escape routes only the MINI can go.

## Book Reviews

**TALES FROM A REAR VIEW MIRROR** Donal Ruane

Dublin taxi driver Donal Ruane has written a revealing book about what he hears and sees going on in the back seat of his car. Tales from a Rear View Mirror is a collection of episodes he witnessed from behind the wheel since he started driving a cab six years ago. It is made up of 30 short stories in total, all of them true about his experiences driving a cab in Dublin. It is a very honest, no-holds-barred vision of the city. The following are some of the incidents related in the stories in the book, with many of them involving drink, drugs and aggressive behaviour. Some are funny, some extremely sad.

We meet Alan, just leaving his Christmas party in Break for the Boarder. He obviously failed to charm and as he finishes the last of his kebab he spy's Sarah (straight out of Sex and the City) and decides to persuade her to share a taxi - despite the fact she lives in Blackrock and he lives in Killester!!!

We meet the drunken woman on St. Stephen's Day with her 10-year-old daughter on Camden St. She asked to go to Basin St. while the child wanted to go to her granny's in Ringsend. From their exchange on the back seat it was clear that Christmas had been miserable for the little girl. She really wanted to go to her granny's instead but knowing she now faced hours watching her mother drinking with friends the night ahead didn't look much better.....

## Michael Delaney, ICT wins Bronze at International Blind Sports Association World Championships in Quebec, Canada 2003

Michael Delaney became one of the first Irish Male medal winners since 1984 at either World or Paralympic levels when he won bronze in the B2 High Jump at the World I.B.S.A. Championships in Quebec.



**High Jump**  
Michael Delaney, finished 4th in the B2 High Jump at the Sydney 2000 Paralympics.

Michael has been ten years competing at International level, with the added disadvantage of an injury and ongoing physiotherapy Michael won his first medal at World level with a best of 1.70metres.

### Long Jump

Michael Delaney placed 11th in the Men's Long Jump B2 with a leap of 5.22metres.



## Congratulations

Congratulations to Rory Callery Financial Accountant's Office, and partner Tara Heavey on the birth of their baby boy Leo on Friday 25th July.

Congratulations to Ciara O'Connell (Recruitment) who got engaged to John Hynes in Paris recently

Good luck to Deirdre O'Riordan who will be leaving Communications at the end of August for one year to do an Msc in Multimedia at DCU.

Goodbye to Karen Mooney and Susan Hogan (Recruitment) who will both be sadly missed by all in Recruitment. Karen has moved to another job and Susan has gone back to college to do a Masters in Business Management.

Congratulations and Best Wishes to Yvonne Gilligan, Corporate Services Manager who got married to long term boyfriend, Wally Eastwood, Eastern Regional Ambulance Service on the 29th August. We wish you all the luck from everyone in Planning and Operations.

Congratulations to Helen Tinkler who was married to Aidan Dunne on 3rd July.



Holiday on Ice

# CELEBRATION

# WIN

## 2 FAMILY TICKETS!

(5 People)

*In what venues will the Holiday On Ice Troop perform in Cork and Dublin?*

Please send your entries to  
[mary.byrne@ehss.ie](mailto:mary.byrne@ehss.ie)  
Closing date 30th Sept.

# DUBLIN, POINT THEATRE, 9 - 12 Oct '03

# CORK, MILLSTREET, 2 - 5 Oct '03

Tickets €32.50, €27.50, €23, €12. Discounts apply. Tickets available from Ticketmaster and usual outlets.

**24HR CREDIT CARD BOOKINGS: 0818 719 300**

Telephone & internet bookings subject to €2.95 per ticket service charge on tickets up to €25 & 12.5% per ticket on tickets over €25 to a maximum of €5.50 per ticket.  
Agents €2 per ticket handling charge.

buy on-line via: [www.aikenpromotions.com](http://www.aikenpromotions.com)



Irish Independent



AIKEN PROMOTIONS

The Evening Herald

### EHSS Social Club Annual Barbeque

EHSS SOCIAL CLUB again organised the Summer Barbeque Party in the Courtyard, Dr. Steevens' Hospital on Friday 4th July 2003 to coincide with the end of the Staff Information Days.

The Barbeque started at 6.00p.m. with live music from "Rainbow" followed by a DJ. Music and Dancing carried on well into the night and included Special Surprises on the night for Social Club Members.

If you missed the night here are some photos to show you what you missed.



## A Very Special Week

by Mary McCamley

Having attended the many training and induction gatherings throughout the year, taken notes at question and answer sessions, sat through various videos and listened to numerous speeches given by celebrities from the media and sporting fraternity, the day came at last to collect "the uniform".

### Team 2003

Special Olympics official outfit for the 30,000 volunteers - peaked cap, bum bag, t-shirt, polo shirt and raincoat.

### Fashion Chic

What all the most up to date volunteers were wearing. If you weren't 'in' now you were too late to join the club. And what a club it was; what a fellowship. The companionship and camaraderie among the volunteers and athletes was incredible. The sporting party started on day one and continued in magnificent weather for nearly two weeks.

I was assigned to the Croke Park/Clonliff College and RDS. The roster seemed gruelling for a middle-aged female unaccustomed to rising before seven am. Work commenced before dawn....

On the first day I parked my car by Glasnevin cemetery intending to walk the short distance to Croke Park. Others had similar intentions. But drivers were stopping to offer lifts to volunteers; buses were coming to a halt between bus stops to collect stragglers, horns were honking, strangers greeted strangers in carnival mood. The festivities had begun. The streets were a sea of blue, yellow and red uniformed citizens - the official colours of the Special Olympics. I was so pleased I was in the blue - yellow was so passé and red was never my colour. We looked great as we signed in for our tour of duty.

Clonliff College proved to be a staggering mind blowing experience.

The huge double sized marquee housed the athletes as they arrived. The DJ played every party song ever composed as the volunteers greeted each contingent /country with whoops of joy and enthusiastic gusto. We had snacks and soft drinks to hand out to the athletes accompanied by prolonged applause, cheering and shouts of encouragement. "Ladies and Gentleman please welcome our friends from Cuba" more Salsa music, more dancing, more running with snacks, more hugging, "Now we say good bye and good luck to the Australian Team". As a lone soldier led them from the other end of the enormous tent towards the stadium we ran to wish them luck, shook their hands, dashed beside them as the strains of 'Waltzing Matilda' sounded out over the streets of Drumcondra. Meanwhile cheers rang out as yet another country made their way into the parade at the other end of the marquee. Every athlete wore his or her national dress with pride. The fusion of colour was amazing as each county took to the floor to yet another rendering of the YMCA song. 'High

Fives' were mated out from athlete to volunteer to army cadet and to members of the St. John's Ambulance - no one was excluded.

Meanwhile I was on a high. The opening ceremony was just across the road and my pass allowed me to attend. When there I took a lift to the higher levels accompanied by two other volunteers and John Bon Jovi. We giggled and tittered like teenagers.

Later requested by officials to work alongside other volunteers on the pitch beside the stage we made our way through the tunnel where the various artists were waiting to entertain the massive crowd. Pierce Brosnan waved as we passed and Bono was shaking hands as he made his way through the throng. The Athletes were already in situ. The spectacle had begun. It was such a memorable night and a wonderful success. I later met David from Derry who had lit the torch. He visited us at the RDS during the week.

I was on catering duty at the RDS looking after athletes, volunteers, media and the VIP lounge. The action however lay with the athletes. We had such fun with them. Every day they would show off their medals, try to converse with us in English, teach us foreign words for the types of food on offer. We worked longer hours than we needed afraid of missing any of the action. Most working days were 12 hours long and when not working we went to enjoy the various events on view. We swapped official 'pins' with athletes and their coaches in the Olympic Village. Our peaked hats were handed over as souvenirs as were the bum bags and the

raincoats. The daily news-paper from the venue kept us abreast of what was happening on the ground. So many anecdotes recorded and so many friendships made.

By the end of the week I was totally exhausted. The closing ceremony was yet to come. The last day at the RDS was so emotional and many a tear was shed. Goodbyes to Oliver from Paris, and Marlene from South Africa and Sharon from USA and to all the young teenagers I had worked with who had given their all to make the whole thing a success. We put a banner together to take with us to the closing ceremony, we spent hours painting it and autographing it. Later we had our photograph taken with it.

I had been involved with the Special Games from the previous year and had made friends then which were later renewed during 2003. Hopefully through Special Olympics I will be able to keep these friendships going as we continue to prepare the way for our athletes to compete in future games. Next time its Japan.....



Mary McCamley, Employee Services



Letter of Thanks from The Special Olympics Committee for the use of our training room in Phoenix Hall during the Games

## Competition Winners

Congratulations to all the winners of last issues competitions!



Briefene McKeever, Aged 11yrs



Jonathan Flanagan, Aged 9yrs



Darren Lunney, Aged 5yrs

Lorna Kavanagh, Accounts won the €100 voucher for Blanchardstown Shopping Centre, her winning entry was picked out by Gillian Radburn, Property Services.

Gavin Corcoran, SAP Logistics won the €200 voucher for the Great Southern Hotels, his correct entry was picked out by Brian Lunney, Planning and Operations.

The competition for two tickets to the Nissan Irish Open was won by Mary Smithers, The Library who answered correctly to the question, who was the first person to commission a set of golf clubs and when? - the correct answer was - The first person to commission a set of golf clubs was King James IV of Scotland in 1502. Mary Smithers entry was picked out by Mary Byrne, Chief Officers Office.

As there were only three entries received for the drawing competition each entrant won a prize, Briefene McKeever, aged 11, daughter of Valerie Judge won the €35 HMV Voucher and Darren Lunney, aged 5, son of Brian Lunney won the €35 Smyths Toystore Voucher and Jonathon Flanagan, son of Philip Flanagan, Recruitment also won a €35 voucher for Smyths Toystore.

## Competitions

### BEWLEYS HAMPER

Win a luxurious Bewleys 'Slieve Beagh' Hamper, which contains many Bewleys products such as Bewleys own Coffees and Teas, Bewleys Preserves and various confectionery. Answer the following question to be entered into the draw;

In what year was Bewleys established?

Answers to mary.byrne@ehss.ie by Friday 10th October 2003.



### Cinderella in the Gaiety

Win two tickets to see Cinderella in the Gaiety Theatre on the 7th December 2003.

Answer the following question;

**In the classic Cinderella story how does the Prince find her after the ball?**

Answers by email to mary.byrne@ehss.ie by Monday October 20th 2003.

## COOKERY CORNER

### QUICK PAVLOVA

**INGREDIENTS** 3 Large Egg Whites  
1 tablespoon Cornflour  
1 teaspoon White Vinegar  
1 teaspoon Vanilla essence  
4 tablespoons boiling water  
350g/12oz Sugar

**TO DECORATE** 300ml/half pint cream  
**METHOD** Put all the ingredients into a bowl and beat until thick. Shape meringue into a ring on baking parchment. Bake in preheated oven at 120C, 250F for one hour. Reduce heat to 110C, 225F for a further 30 minutes. Allow to cool. Place on serving dish and fill with whipped cream and fruit of your choice.

### IDEAL HOMES EXHIBITION 2003

Win tickets to this years Ideal Homes Exhibition in the RDS, Simmonscourt between the 23rd and 27th of October Bank Holiday Weekend.

Answer the following question;

**Who is the main sponsor of this years Ideal Homes Exhibition?**

Answers by email to mary.byrne@ehss.ie by Friday October 10th 2003.

**Great Value**

AXA INSURANCE

# IDEAL HOMES EXHIBITION

**23 - 27 October 2003**  
Bank Holiday Weekend  
RDS SIMMONSCOURT DUBLIN

Thurs/Fri. 2pm-10pm Sat/Sun. 10am-6pm Mon. 11am-6pm

Admission Charges	Thurs/Fri/Sat	Sun/Mon
ADULTS	€7	€9
CHILDREN/OAP's	€4	€7

Visit

The **Dettol** Home Of Tomorrow

Sponsored by **LJM TIMBERFRAME**

**PCLive! Experience** **Age Action** **50th Anniversary** **food drink**

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Serving the staff of EHSS since 1971

In addition to the normal savings and loan services the Credit Union also provides:

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- Travel Insurance
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- Foreign Exchange Ordering Service
- Drafts in Stg., US\$ and €
- Annual Bursary Fund
- Rail Vouchers
- Hospital Saturday Fund
- Death Benevolent Fund

If you wish to join the Health Services Staffs Credit Union you can have your contributions paid by way of payroll deduction.

For more details about the Credit Union and its services you can call our main office @ 6778648 or email us at [info@hsscu.ie](mailto:info@hsscu.ie)