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LULAMILE LEARNING NEW SKILLS

Lulamile's story shows how determination, perseverance and plain hard work can lead to breaking down barriers and finding new opportunities. He hails from Kham location, between Coffee Bay and Hole in the Wall, and is the second born of eight children. He is the breadwinner for not only his siblings but also his own wife and children. His potential was obviously identified early as although he could not afford to go to high school, a past principal of a school in Mthatha who visited Lulamile's junior school, arranged for him to attend school in Mthatha with both his fees and his lodgings paid for.

After school, Lulamile spent a year teaching the basics of reading and writing to others who had not had any (or very little) formal education and helping people build their rondavels. Using what he could save from these jobs, he then gained a subsidised place at a college in Mapuzi where he decided to study Business Management. After doing well with his level N4 and N5, Lulamile encountered difficulties when he failed a module of his N6 qualification, after which he had to enrol as a private student in order to continue. Unfortunately he failed a second time, but Lulamile is not one to give up easily. After enrolling another time, Lulamile explains "but I had to go to Mthatha to write the exam and I didn't have the money to go at that time. I enrolled again but before I was able to write, I got sick. I ended up being admitted to Zithulele Hospital for two weeks".

After working for a while on a community project, a place on which he gained as a result of being the only person in his community with a matric certificate, Lulamile was offered a two week translating job with Jabulani, assisting on the Mercy Vision programme. While only with us for two weeks, Lulamile made a good impression on us and so when there was a day a few weeks later when a translator was desperately needed, Lulamile helped out even though we couldn't offer anything more than that one day of work. However, says Lulamile, "John called me about two weeks later and offered me a job for two months as a translator in OPD (Out Patient Department). I'm still here doing my 'two months'", although he has actually now worked for Jabulani since 2012.

Lulamile has continued to amaze us since our first experience of working with him. Despite the disappointment of not getting an internal position for an administrator, Lulamile went on to work as a translator in the therapy

department to expand his experience and skill base, adding to what he had learnt and gained as a translator in the OPD. In every department or area in which he has worked, he has impressed his colleagues with this commitment and incredible attitude towards his work, with people fighting to keep him in their department. In January this year, Lulamile was successful in our recruitment for a new ARV pharmacy helper, a position in which he has again excelled. Not only is he getting the opportunity to learn new skills, but his attention to detail and excellent work ethic have been much appreciated. Looking back over the past few years with Jabulani, Lulamile says "I feel great about the progress that I've made. The new job keeps my mind busy and I also get a lot of physical exercise carrying boxes. My mind and my eyes are always working. I enjoy being more in control of the work I am doing, it is up to me if I want to come in early and complete the job I am busy doing whereas in other positions I was dependent on others". It is that hard work, commitment and eagerness to learn new things that makes Lulamile a pleasure to work with.



Lulamile

HERE'S THE STORY

Nal'ibali (isiXhosa for “here's the story”) is a reading-for-enjoyment campaign aimed at stimulating children's potential through storytelling and reading. It operates across the country and every week they supply Jabulani with 150 isiXhosa / English books on a weekly basis! These books come in the form of newspaper supplements that kids or teachers can then fold up, cut out and read. Many of the newspaper supplement books have the same stories and illustrations as books that are sold in bookshops and so they are a fantastic quality resource. Before this year, we had mostly used the Nal'ibali books in our pre-schools and at our weekly pre-school network workshops with teachers from the surrounding areas and the ECD Mentor Mothers from Philani.

In celebration of World Book Day, we decided to hold a reading competition in the library, and the Nal'ibali books seemed the perfect resource for this. Each day, grade threes and fours who visit the library can make a Nal'ibali book to take home. Once they have read the story in the book, our librarian asks them questions to check that they have read it, and then gives them a star on our Nal'ibali star chart.

The kids have been very enthusiastic and we are hoping that this competition will help to promote literacy in our community, and to spark a regular Nal'ibali making Zithudlala session that we plan to start offering on Thursday afternoons.

The aim of the campaign is to “root a culture of literacy into the fabric of everyday life in South Africa”. For more information, go to nalibali.org



The children at Khanyisa Pre-school with their Nal'ibalis

OUT PATIENT DEPARTMENT MAKEOVER

Over the past few years, television has been inundated with shows that focus on a person or building's makeover, and while there were no TV crews to tell our story, the recent makeover of Zithulele Hospital's Out Patient Department (OPD) was no less of an event and accomplishment.

The OPD at Zithulele Hospital is a thoroughfare of people from all over our catchment area and beyond, as people are drawn to the quality of care that they receive here. About 32 000 people come through the doors every year but the space is small and staffing levels make caring for this number of patients a challenge. As a result, a lot of time has been spent trying out different systems of managing patients and patient-flow in order to maximise efficiency and effectiveness.

One of the improvements included changes to split patients into OPD and Casualty, implementing the South African Triage Score, which is used around the country. Re-modelling OPD in this way was a pretty substantial task – the triage score uses colours to assign priority so

the plan was to colour code the passages and rooms to help patients and staff have a clearer idea of who had to go where. Jabulani, with our project management expertise and extra capacity, were brought in to help make it happen.

The hospital decided to create a team-building opportunity out of this, with clinical, nursing, maintenance, house-keeping and Jabulani staff encouraged to work together to make the transformation. As the building still needed to be functional for patients during this time, a weekend was set, when the job would be tackled. Sceptics said it couldn't be done in such a short time as there were the big general waiting and passage areas to be prepared and painted, as well as 12 consulting rooms, but there were enough determined people amongst us to make sure it was. Working straight through from 2pm on the Friday afternoon until almost 9pm on the Sunday evening, many hands gave OPD its facelift. The patients and staff who needed to continue business as usual were very tolerant of us and the

