



SEPTEMBER, 2021



## Senior Officials from the International Federation of Red Cross and Red Crescent Societies (IFRC) Visit E-Plus

By Felix Musila (Communications and PR Officer)

E-Plus Managing Director, Susan Ng'ong'a hosted a delegation of senior ranking officials from the International Federation of Red Cross and Red Crescent Societies (IFRC) who paid a courtesy call on her on the 16th September, 2021

The officials were led by the Under-Secretary General for Global Relations, Humanitarian Diplomacy and Digitalization....[Continue on Pg 1](#)

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## EDITORIAL TEAM

### Editor in Chief:

Susan Ng'ong'a

### Editor:

Felix Musila

### Contributors:

Felix Musila

*(Communications & PR Officer)*

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*(Business Development Manager)*

Margaret Moraa

*(Complaints Handling Assistant)*

Qitma Noor

*(Communications & Marketing Assistant)*

Zainab Athman

*(Customer Care Assistant)*

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## Our Mission

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

## Our Vision

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

## Our Core Values (iSPIE)

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

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

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

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

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





From left to right (Ms. Snezana Stoilkovic, Mohammed Mukheir, Susan Ng'ong'a, Rukia Abdulkadir, Simon Missiri and Felix Musila)

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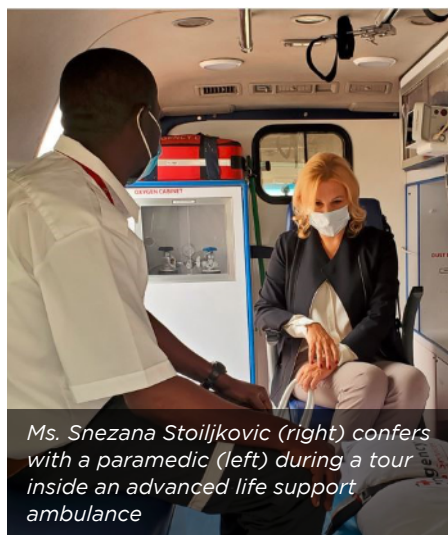
The officials were led by the Under-Secretary General for Global Relations, Humanitarian Diplomacy and Digitalization, Ms.

Snezana Stoilkovic, Mohammed Mukheir, IFRC Africa Regional Director and Mr. Simon Missiri, Director Global Humanitarian Services and Supply Chain Management, IFRC Geneva.

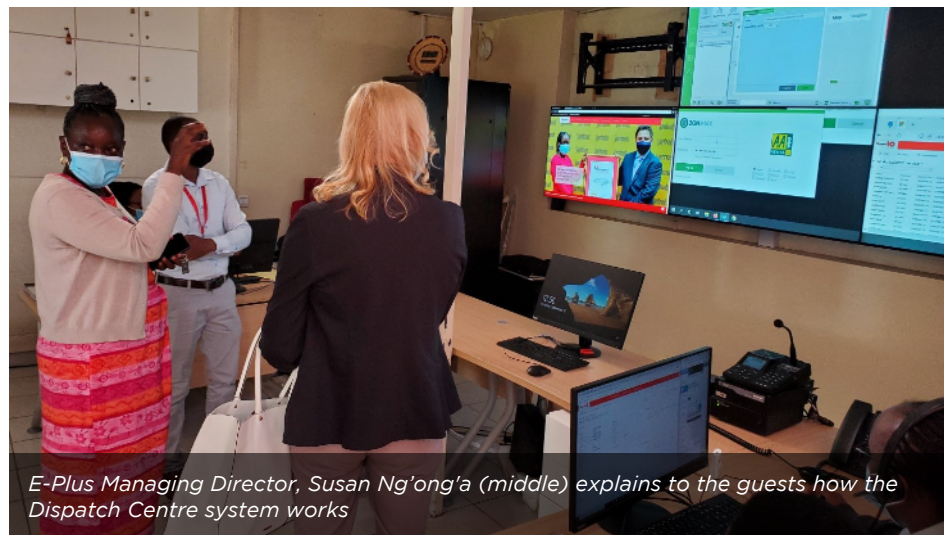
They explored and held discussions on the mutual areas of collaboration between the two entities, besides also being appraised on the different programmes and activities that

E-Plus was undertaking. The officials were later taken on a brief tour of the E-Plus facilities including the state of the art Dispatch Centre, Advanced Life Support and Basic Life Support ambulances.

Also present during the visit was the Quality Management Representative Rukia Abdulkadir and Communications and Public Relations Officer, Felix Musila.



Ms. Snezana Stoilkovic (right) confers with a paramedic (left) during a tour inside an advanced life support ambulance



E-Plus Managing Director, Susan Ng'ong'a (middle) explains to the guests how the Dispatch Centre system works



# Extending a Hand of Compassion to Those Who Need it the Most

By Felix Musila (Communications and PR Officer)



Right (Ann Mbau, Ambulance Paramedic), Left: Daniel Kamau (Ambulance Operator) attend to the patient inside the ambulance during the evacuation process

Once again, E-Plus extended its hand of compassion to a young man aged 28 from Satellite town, Nairobi County who has suffered severe burns as a result of a domestic accident.

The patient who is also epileptic, had suffered severe burns and was unable to access proper medical help for quite a while. E-Plus partnered with Usikimye, (a community based organization in Nairobi) to evacuate the patient from his home to the Komarock Modern hospital in Nairobi for free under our Corporate Social Responsibility arm.



The patient being assisted out of the ambulance (in a stretcher) by the ambulance crew





*Our team of paramedics during the event*

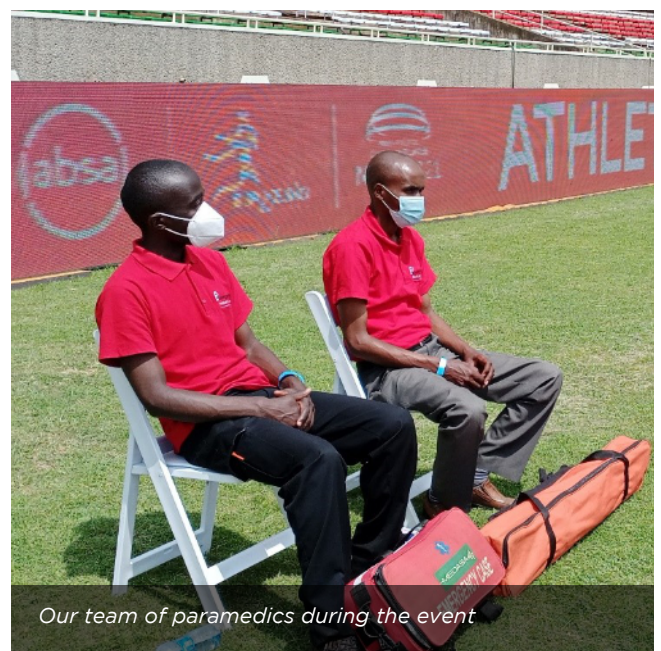
## **E-Plus at the 2021 Kipkeino Classics Championships!**

*By Felix Musila (Communications and PR Officer)*

**E**-Plus was contracted to offer emergency medical ambulance services in the just concluded second edition of the 2021 Continental Tour Gold meeting in Nairobi, dubbed the 'Kipkeino Classics'.

The event, with a representation of athletes from more than 10 countries officially kicked off on the 18th September, 2021 at the Moi International Sports Centre, Kasarani in Nairobi, Kenya.

E-Plus deployed a total of 5 ambulances with 10 crew members for the one-day event. The event comprised of 15 track and field events and our crew members were strategically positioned at all the event points offering emergency medical services to all the athletes and participants.



*Our team of paramedics during the event*





E-Plus Business Development team engage with clients during the expo

## E-Plus Business Development Team Participates in the 2021 Kenya Homes Expo

By Florence Kariuki (Business Development Manager)

The E-Plus Business Development team led by their Business Development Manager, Florence Kariuki participated in the just concluded 30th edition of the 2021 Kenya Homes Expo at the Sarit Centre in Nairobi.

The expo that took place from the 23rd to 26th September saw a huge number of exhibitors participating in the fete, held under strict Covid-19 protocols.

Due to the uncertainties of Covid-19 pandemic, the expo didn't take place last year and had to be postponed to this year.

The expo gave the E-Plus marketing team a good opportunity to showcase our services, products and also prospect for new clients and business. The expo provided a powerful platform where exhibitors interacted with potential customers for four days

in a row increasing sales and brand awareness.

Exhibitors ranged from land owners, realtors, contractors, landscape artists, interior design companies, insurance companies, bankers among many more.

Apart from showcasing from the booth in the main exhibition arena, a standby ambulance was also at hand for the entire duration of the expo.



E-Plus Business Development Team engaging with clients at the expo



# Uncertainty During the Covid - 19 Pandemic

By Margaret Moraa (Complaints Handling Assistant)

Life is filled with uncertainty, especially at times like these. While many things remain outside our control, your mindset is key to coping with difficult circumstances and facing the unknown.

The current COVID-19 pandemic has heightened uncertainty over the economy, employment, finances, relationships, and of course, physical and mental health. Yet as human beings, we crave security. We want to feel safe and have a sense of control over our lives and well-being.

Fear and uncertainty can leave you feeling stressed, anxious, and powerless over the direction of your life. It can drain you emotionally and trap you in a downward spiral of endless “what-ifs” and worst-case scenarios about what tomorrow may bring.

Uncertainty is normal and an unavoidable part of life. As this pandemic has shown, life can change drastically. To cope, many of us tend to worry and try to predict the future in a bid to avoid unpleasant surprises later on. However, worrying does not help us in any way, if anything it just leaves us feeling even more overwhelmed.

So what helps?

Here are a few tips to help you cope:

## ✓ Take Action over the Things you can Control

While you can't control the spread of a virus, the economy and many other things, there are a few things you have control over. For example, if you're worried about your health and the coronavirus pandemic, you can take the necessary precautions to protect yourself and those around you.

## ✓ Focus on the Present

One of the surest ways to avoid worrying about the future is to focus on the present. Instead of trying to predict what might happen, switch your attention to what's happening right now. By being fully connected to the present, you can interrupt the negative assumptions and predictions running



through your mind. You can do this by starting a mindfulness program like meditation or even exercising e.g. taking walks. Each time you focus your attention back on the present, you're strengthening a new mental habit that can help you break free of uncertainty.


## ✓ Manage Anxiety and Stress

The present coronavirus pandemic is causing a lot of stress and anxiety, which is natural. It might be reassuring to know that you are not alone and that others share your feelings; no matter how difficult circumstances are. Taking steps to reduce your overall stress and anxiety levels can help you interrupt the downward spiral of negative thoughts, find inner calm, and better cope with the uncertainty in your life.

## ✓ Remember: You are Not your Thoughts

When you're anxious, remind yourself that it's a natural aspect of being human. It's critical to recognize that we are not our thoughts. Thoughts might enter your mind for a variety of reasons. When you're in a tough situation try writing down the words that are running through your thoughts. Then read them aloud as though they were written by someone else. This can assist you in seeing that your thoughts are not you and accepting them for what they are: thoughts.





A woman in deep thought

### ✓ Practice Tolerating Uncertainty

One thing we dread about uncertainty is that it can cause things to go wrong if we allow it into our lives. Predictability therefore can give one a sense of control and reassurance that life is in order and that nothing awful is going to happen. You can begin by experimenting with doing simple things differently, such as cooking a meal without triple-checking the recipe, or even randomly picking a show/movie to watch without knowing anything about it. The idea is to learn that even if things don't go as planned, you can still deal with them.

### ✓ Draw on Skills you have Used Before

You've probably coped with uncertainty before, and you can do it again. Reflect on what strategies and tactics you have used in the past to deal with uncertainty, or ask someone who knows you well. Make a list so you may refer to whenever you're getting anxious.

In times of uncertainty, figuring out our abilities and then playing to them might help us feel more confident. If you're artistic, for example, you may spend 30 minutes each day doing something creative, such as sketching, playing an instrument, or trying out a new recipe.

If one of your values is compassion, you can practice acting compassionately by doing small, unexpected things for others.

### ✓ Find Ways to talk to Others

One of the best and most efficient ways to feel better when you're going through a difficult moment is to talk to someone. If you can't meet in person, try to engage them through phone, text, WhatsApp or even Skype.

Tell a trusted friend, family member, or healthcare provider what's bothering you and why. They may not have all the answers, but simply sharing what

you're going through might help you get it out of your head and feel less frightening.

### ✓ Stay Up to Date with the Facts

Keeping up to date with factual resources can provide some more certainty about what's happening. Choosing media sources wisely means that you're less likely to get overwhelmed with the constant coverage and it will be easier to stay grounded. It's a good idea to limit your media intake to a few times a day so you don't become overwhelmed.

### ✓ If you Feel Overwhelmed, Seek Support

Sometimes things can be overwhelming even if you've been practicing all of these skills. Since most people have been physically distancing or isolating themselves, telephone and online services, including online therapy are an excellent alternative. You could also get professional help from your doctor or a mental health expert.

Let's be real: so much about this coronavirus is outside of our control. Not just the virus itself, but all the other aspects of life that might be impacted, from work and finances to socializing and travel.

While we might not wish to acknowledge it, uncertainty is a very normal part of our life now, as proven by this pandemic and the effects it has had on our lives. However, we should not let these uncertainties make us fall into anxiety or depression, our focus should remain on the present and the positives that surround us.

Give yourself credit as you cope with these tough times and recognize that dealing with this challenges can make you more resilient. Try staying in touch with your loved ones via social media platforms and always remember to do things that make you happy. Together, we will and we shall overcome this.





## Breast Cancer Awareness Month

By *Qitma Noor (Communications and Marketing Assistant)*

**N**ext month October, is the Breast Cancer Awareness Month and hence you are likely to see a plethora of information on breast cancer. That is, in fact, a good thing.

Breast cancer awareness is critical because early detection, frequently through screening, allows the disease to be identified when it is most treatable giving you a better chance of survival.

### So, What Exactly is Breast Cancer?

Breast cancer is a type of cancer that starts in the breast. Cancer starts when cells begin to grow out of control. The cancer cells usually form a tumor that can often be seen on an x-ray or felt as a lump. Breast cancer occurs almost entirely in women, but

men can get it too. It's important to understand that most breast lumps are benign and not cancerous.

The two main types of breast cancer are:

- ✓ **Invasive ductal carcinoma.** Here, the cancer cells begin in the ducts and grow outside the ducts into the breast tissue. Invasive cancer cells can also spread to other parts of the body.
- ✓ **Invasive lobular carcinoma.** Cancer cells begin in the lobules and then spread from the lobules to the breast tissues that surround it. These cancer cells can also metastasize (spread) to other parts of the body.

According to the World Health Organization (WHO), breast cancer is the most prevalent cancer globally

with 2.3 million women being diagnosed and 685,000 deaths reported in the year 2020. The average risk of a woman developing breast cancer sometime in her life is about 12%, or a 1 in 8 chance. The chance that a woman will die from breast cancer is about 2.6%, or a 1 in 38 chance. Today, there are more than 3.1 million breast cancer survivors including women still being treated and those who have finished treatment. A heightened awareness of the disease has unquestionably led to a greater number of women being screened for breast cancer. Patients are experiencing better outcomes as a result of early diagnosis, state-of-the-art treatment options and less extensive surgery.

### Signs and Symptoms

- ✓ Lump in the breast or underarm (armpit)
- ✓ Swelling or thickening of all or part of the breast
- ✓ Dimpling or skin irritation of breast skin
- ✓ Localized, persistent breast pain
- ✓ Redness, flaky skin or thickening of the nipple or breast skin
- ✓ Nipple discharge (other than breast milk)
- ✓ Any change in the size or shape of the breast
- ✓ Pain in any area around the breast

### Risk Factors

Being a woman and being older are two major risk factors for breast cancer (most breast cancers are found in women ages 55 and older). Personal/family history, race, breast density, and menstrual period history are other uncontrollable factors that may increase the risk. Additionally, carrying mutations in particular breast cancer genes (BRCA1 and BRCA2) increases the risk of breast cancer. Birth control medications, hormone therapy after menopause, having children, drinking alcohol, being overweight or obese, and not being physically active are all lifestyle-related risk factors.

### How to Lower the Risk

- ✓ Maintain a healthy weight. Balance your food intake with physical activity to avoid excess weight gain.
- ✓ Be physically active. Every week, get at least 150 minutes of moderate intensity or 75 minutes of vigorous intensity activity (or a combination of these).
- ✓ Limit or avoid alcohol. It's recommended that women have no more than one alcoholic drink per day.
- ✓ If you are taking, or have been told to take, hormone replacement or birth control pills, ask your doctor about the risks and find out if it is right for you.
- ✓ Breastfeed your children, if possible.

### Early Screening is Important

Breast self-exam, or regularly examining your breasts on your own, can be an important way to find a breast cancer early, when it's more likely to be treated successfully.

While no single test can detect all breast cancers early, performing breast self-exam in combination with other screening methods can increase the odds of early detection.

Seek medical advice on when you should take breast cancer tests e.g. mammograms or clinical breast exams. Women previously diagnosed with breast cancer may also benefit from supplemental screening with magnetic resonance imaging (MRI), especially if their cancer was diagnosed at or before the age of 50. Staying healthy throughout your life will lower your risk of developing cancer, and improve your chances of surviving cancer if it occurs.



# All About Heart Attacks

By Zainab Athman (Customer Care Assistant)

## What is a heart attack?

A heart attack, also known as myocardial infarction, occurs when the flow of blood to the heart is blocked. The blockage is most often a buildup of fat, cholesterol and other substances which form a plaque in the arteries that feed the heart (coronary arteries).

Sometimes, a plaque can rupture and form a clot that blocks blood flow. The interrupted blood flow can damage or destroy part of the heart muscles.

## Symptoms of Heart Attacks

- Chest pains or discomfort. Most heart attacks involve discomfort in the center or left side of the chest that lasts for more than a few minutes or that is on and off. The discomfort can feel like uncomfortable pressure, squeezing, fullness, or even pain

- Feeling weak, light headed, or faint. You may also break out into a cold sweat
- Pain or discomfort in the jaw, neck or back
- Pain or discomfort in one or both arms or shoulders
- Shortness of breath; this often comes along with chest discomfort, but shortness of breath also can happen before the chest discomfort

Other symptoms of heart attack could also include unusual or unexplained tiredness, nausea or vomiting.

## Causes of Heart Attack

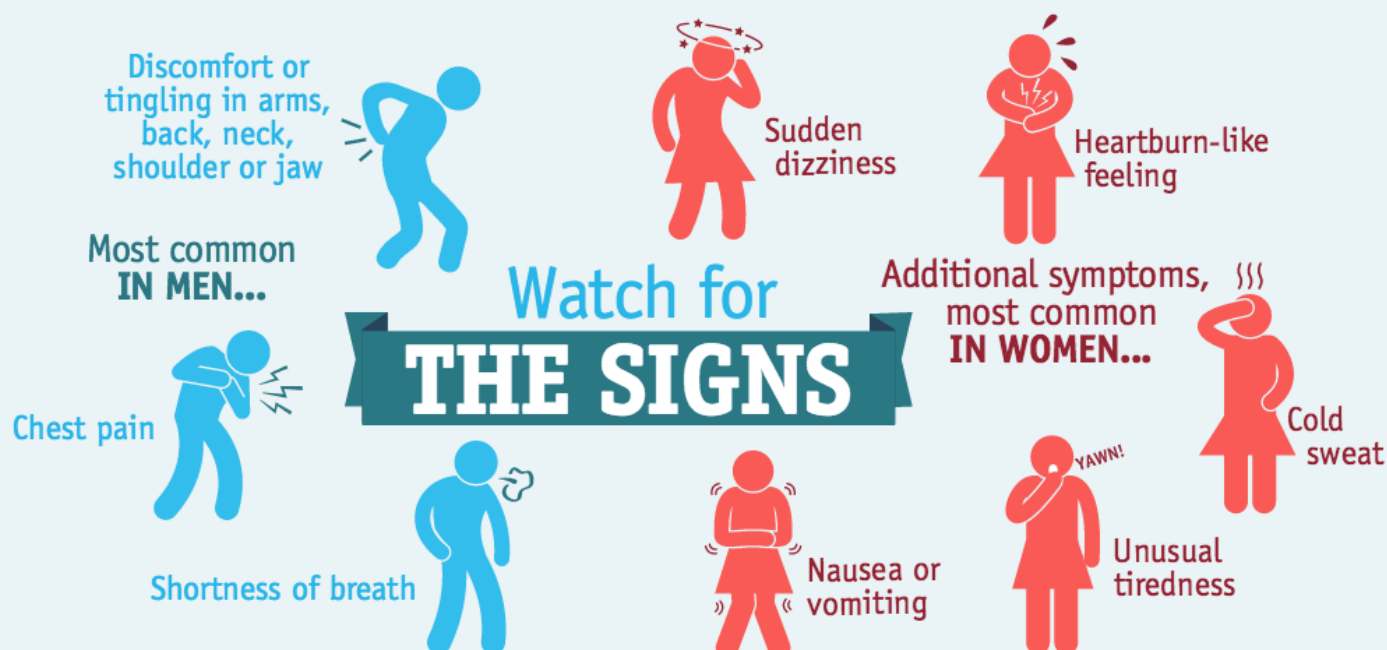
Your heart needs a constant supply of oxygen rich blood. Your coronary arteries give your heart this critical blood supply and if you have coronary artery disease, those arteries become narrow and blood

can't flow as well as it should. When your blood supply is blocked, then you are more most likely suffering from a heart attack.

Fat, calcium, proteins and inflammatory cells build up in your arteries to form plaques. These plaque deposits are hard on the outside and soft mushy on the inside. When the plaque is hard, the outer shell cracks. This is called rapture, forming a blood clot that blocks your artery. Your heart muscles become starved for oxygen then muscles soon die, causing permanent damage.

## Risk Factors

Certain factors contribute to the unwanted buildup of fatty deposits that narrow arteries throughout your body. You can improve or eliminate many of these risks factors to reduce your chances of having a first or another heart attack.



- Age: Men who are 45 years old or older and women aged 55 or older are more likely to have heart attack than are younger men and women
- Tobacco: This includes smoking and long term exposure to secondhand smoke
- High Blood Pressure: Over time, high blood pressure can damage arteries that lead to your heart. High blood pressure may lead to other conditions such as obesity, high cholesterol or diabetes, increasing your risk even more
- Diabetes: Not producing enough of a hormones secreted by your pancreas(insulin) or not responding to insulin properly causes your body's blood sugar to rise, increasing your risk of heart attack
- Family History of Heart Attack: If your siblings, parents or grandparents have had early heart attacks (by age 5 for males and by 65 for females) you might be at an increased risk
- Lack of Physical Activity: Being inactive contributes to high blood cholesterol levels and obesity. People who exercise regularly have better heart health, including lower blood pressure
- Stress: You may respond to stress in ways that can increase your risk of heart attack
- Illicit Drugs: Using stimulant drugs, such as cocaine or amphetamines, can trigger a spasm of your coronary arteries that can cause a heart attack

### Complications

- Abnormal Heart Rhythm

- Electrical 'short circuits' can develop, resulting in abnormal heart rhythms some of which can be serious and may be fatal
- Heart Failure
- A heart attack might damage so much heart issues that the remaining heart muscles can't pump enough blood out of your heart. heart failure can be temporary, or it can be a chronic condition resulting from extensive and permanent damage to your heart
- Sudden Cardiac Arrest
- Without warning, your heart stops due to an electrical disturbance that causes an abnormal heart rhythm. Heart attacks increase the risk of sudden cardiac arrest which can cause death

### Prevention

- Medications: Taking medications can reduce your risk of a subsequent heart attack and help your damaged heart function better. Continue to take what your doctor prescribes, and ask your doctor how often you need to be monitored
- Lifestyle factors: Maintain a healthy weight with a heart-healthy diet. Don't smoke, exercise regularly, manage stress and control conditions, such as high blood pressure, high cholesterol and diabetes

### Test and Treatment

Cardiac Catheterization: This is a probe that is inserted into your blood vessels through a soft flexible tube called a catheter. It allows your doctor to view areas where plaque

may build up. Your doctor can also inject dye into your arteries through the catheter and take an x-ray to see how the blood flows, as well as view any blockages.

If you've had a heart attack, your doctor may recommend a procedure (surgery or non-surgical).

Common procedures include:

Heart Bypass Surgery- Your doctor reroutes the blood around the blockage

Heart transplant is performed in serve cases where the heart attack has caused permanent tissues death to most of heart

Pacemaker is a device implanted beneath the skin. It's designed to help your heart achieve a normal rhythm

Stent is a wire mesh tube that's inserted into the artery to keep it open after angioplasty (a procedure to open narrowed or blocked blood vessels that supply blood to the heart).

Heart valve surgery your leaky valves are replaced to help the heart pump

Your doctor may also prescribe medications to treat you heart attack, including:

- Aspirin
- Drugs to break up clots
- Painkillers
- Nitroglycerin
- Blood pressure medicine
- Blood thinners.





## E-PLUS HR DEPARTMENT HIGHLIGHTS/1/2021

Greetings!

We hope that you are all well and continuing to keep safe. We appreciate and value you.

We thank you all for your dedicated energy in discharging your duties and the efforts you have continued to put in the fight against the Covid-19 pandemic. This is despite the very challenging economic times being experienced in the country.

We urge all of you to continue observing all Covid-19 protocols and guidelines as required by law, rules, regulations, or local guidance, both at the workplace and in public areas.

The wellness of staff is of great concern to the organization. By taking care of our well-being, we are assured of value addition to our day-to-day life.

We wish to share with you the following special messages:

### 2021 KEY HR HIGHLIGHTS

- **E-PLUS BOMA CLINIC:** We are excited to inform you that, E-Plus now owns and operates a medical clinic located at The Boma Hotel. This is a level II facility operated by qualified medical professionals and has a fully-fledged pharmacy. Kindly let us embrace this facility and seek all our first line medical needs at the clinic. You may seek medical attention at the clinic using your Jubilee wellness card.
- **eDoc:** This is an E-Plus online virtual medical constitution platform where one can access a doctor at their comfort and convenience. The platform is fully integrated with our medical insurance provider, Jubilee Insurance, which means that you can seek treatment through your Jubilee wellness card. Staff are encouraged to utilize the eDoc platform by seeking treatment through this portal i.e. [www.eplus.co.ke/Telemedicine](http://www.eplus.co.ke/Telemedicine)
- **COVID-19 VACCINATION:** E-Plus is in the front line of the Country's response in Covid-19 evacuations. We cannot over emphasize the importance of COVID-19 vaccination for protecting oneself during the evacuations more so in the high-risk areas and also in compliance with requirements of international travel. Staff are also advised to have updated travel documents as you may be called upon to undertake medical escort or evacuations across our borders. For any assistance kindly reach out to the HR Office.
- **WELLNESS PROGRAMMES:** At E-Plus, your safety and wellbeing are our priority. We have effected a Stress Management Policy to ensure the health and safety of all our employees. We also circulate wellness information materials and you are all encouraged to create time to benefit from the free webinars and any other material that may be shared.
- **Performance Reviews:** We are starting the end-year reviews and signing of Performance Management Contracts for the year 2022 on 1st October 2021 through to 30th October 2021. We are all requested to take personal initiative in ensuring that we reach out to our supervisors for this noble exercise.
- **Vacant Positions:** We have advertised for the following vacant positions;
  - a) Dispatcher Supervisor; this is an internal advert and only open to E-Plus staff.
  - b) Business Development Executive; this is an internal advert.
  - c) Warehouse Assistant

We thank you for your continued support and cooperation in ensuring the continued growth of E-Plus.

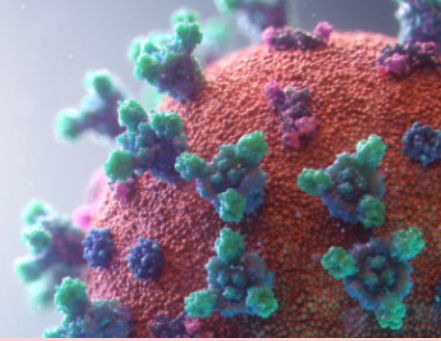
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# COVID Pandemic Pages



## China-Donated Vaccines, Sinopharm Arrive in Kenya Amid Intensified Pandemic Fight in Africa

By Felix Musila (Communications and PR Officer)



The Sinopharm vaccines consignment being offloaded at the JKIA airport in Nairobi, Kenya

Senior Kenyan and Chinese government officials led by Zhang Yijun, minister counselor at the Chinese Embassy in Kenya and Susan Mochache, Principal Secretary of the Ministry of Health, on 18th September, 2021 received the first batch of Sinopharm COVID-19 vaccine doses from China.

The consignment from China ramps up efforts by the Kenyan government to vaccinate as many people as possible.

"The vaccines we are receiving today are testament to the cordial relations that exist between our two countries and extend beyond health care to include trade and other sectors of development," said Susan Mochache, principal secretary of the Ministry of Health.

Kenya's medicine regulatory agency has already approved China's Sinopharm vaccine alongside vaccines developed by

Moderna, Johnson & Johnson, Pfizer and AstraZeneca, as the country is accelerating its inoculation process.

Mochache said the arrival of the Sinopharm vaccine marks a significant milestone in Kenya's quest to contain the pandemic and hasten a return to normalcy.

The two-dose Sinopharm vaccine, which can be administered within a 28-day gap and can be stored in temperatures ranging from 2-8 degrees Celsius, is ideal for Kenya's cold chain capacity, Mochache said.

Zhang Yijun, minister counselor at the Chinese Embassy in Kenya, said the vaccine donation reaffirms the vitality of bilateral cooperation between Nairobi and Beijing. The vaccines that have arrived and are arriving "are a testament of the comprehensive strategic cooperative partnership between our two countries and the

profound traditional friendship between our two peoples," said Zhang.

China has donated ventilators, face masks and personal protective equipment to Kenya, and shared with the country knowledge about pandemic control and prevention.

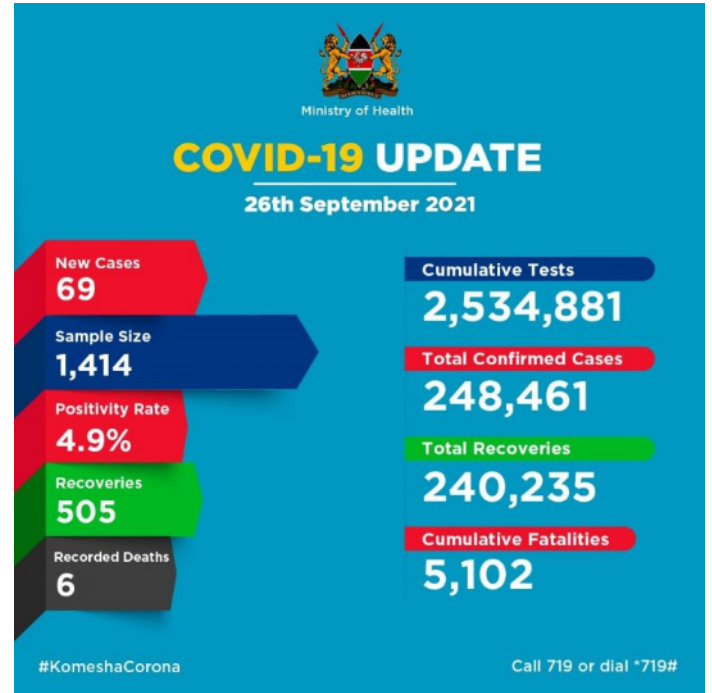
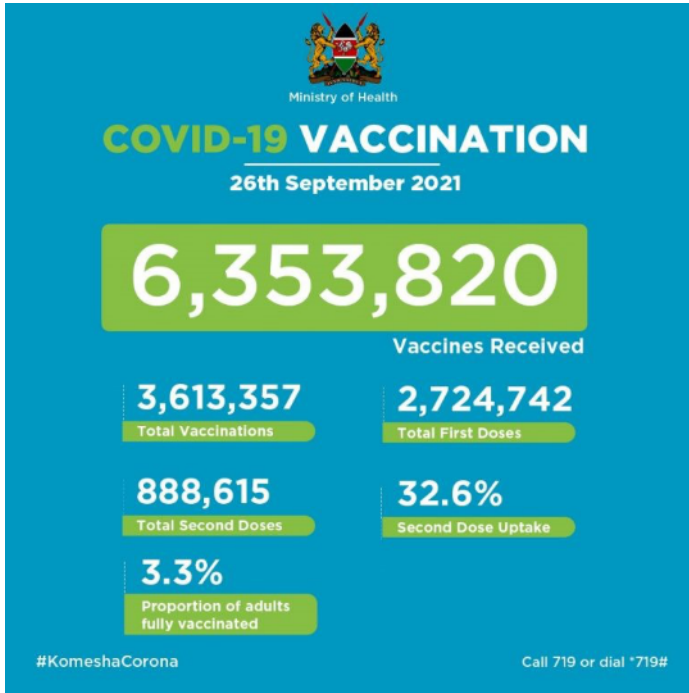
Kenyan health experts earlier expressed confidence in China's Sinopharm vaccine, saying that its widespread access will help suppress the coronavirus, relieve pressure on the public health system and boost economic recovery.

Willis Akhwale, chair of the COVID-19 vaccine task force in the Ministry of Health, said that the approval of Sinopharm by his country's medicine regulatory agency was a vote of confidence in its efficacy.

The Chinese vaccines have also been deployed in Rwanda, which received 200,000 Sinopharm doses on Aug. 19, and Zimbabwe, which received a batch of Sinovac vaccine doses purchased from China on July 8.

South Africa's Health Products Regulatory Authority approved the use of the Sinovac vaccine on July 3, with state officials, labor unions, as well as political and civil society leaders expressing confidence in its potency.





Source: Ministry of Health, Government of Kenya | Data as at Sunday, 26th August 2021



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