



Dyna Dialogue

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SPECIAL ISSUE

DC

DynaCare
HOME HEALTH

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Our Mission

Dyna Care's Mission is to provide quality health services in the community with a high level of customer satisfaction by satisfied employees.

Locations

Arizona

Casa Grande
Glendale
Tempe

Illinois

Algonquin
Chicago – U. of C. Hospitals
Chicago – Wrigleyville
Hinsdale
Joliet
Schaumburg
Tinley Park

Indiana

Munster

Michigan

Warren

Texas

Conroe
Houston

Dyna Care Nurses Warm Hearts During "Incredible" Kashmir Earthquake Relief Trip

The Kashmir region of Northeast Pakistan was devastated by one of the worst natural disasters of modern times on October 8, 2005. A severe earthquake hit just as people began their morning and fell into the rhythm of their daily routines. Entire buildings were swallowed up, villages reduced to rubble, and vital roads obstructed by landslides. When the worst was over more than 86,000 people were dead and over 3 million were left homeless. Odds were against the survivors as the severe Himalayan winter approached. Halfway around the world, Dyna Care Home Health appealed to its clinical staff to help the victims before it was too late. Four nurses from the Chicago and Houston areas, Cindy Kienlen, RN; Denise Elzinga, RN; Jo-Ann Berg, RN; and Glenn Cooper, LVN volunteered to go to Kashmir to help its people; this is their story.

This relief trip would not have been possible without the following individuals and groups. Dyna Care extends its sincere gratitude to:

- Dyna Care Board member Shabbir Nomanbhoy, whose initial idea was the start of something big.
- Dyna Care COO, Abi Boxwalla, who got the ball rolling.
- San Jose, CA businessman Zain Jeevanjee, who recommended Australian Aid International.
- Chicago businessman Kutbuddin Asgharali, who helped expedite visas for the Chicago nurses.
- Pakistani Consulate Generals Mr. Aitzaz Ahmed in Chicago and Mr. G. R. Baluch in Houston for their gracious assistance with visas on such short notice.
- Dyna Care Regional Director Mohammad Millwala, for coordinating travel arrangements and ensuring the nurses' safety.
- Australian Aid International and its CEO Mark Preston for inspiring us all with their selfless and caring service and partnering with our nurse volunteers.
- All Dyna Care staff who covered for the volunteer nurses in their absence.
- And of course the four nurses who gave so unselfishly of their time and energy.



Glenn Cooper, LVN with patients at the Hallan Shamali clinic.

I can do what you can't do and you can do what I can't do. Together we can do great things.
- Mother Theresa

After the verb "To Love"... "To Help" is the most beautiful verb in the world.
- Bertha Von Suttner

Only those that have learned the power of sincere and selfless contribution experience life's deepest joy: true fulfillment.
- Anthony Robbins

Ensuring a Better Future by Denise Elzinga, RN

I have always felt a tug at my heart when I saw those images on the news. You know the ones... with the dirty hungry child, or the elderly man struggling to cope with adversity. I always wished I could do something, help in some way. But life is busy. There are always demands of family and work, all the constraints of the typical busy American life.

This time was different. I had the full support, financial and administrative, of my employers, Dyna Care Home Health. In fact not only were they encouraging me, but Dyna Care was offering me the chance of a lifetime. All I had to do was step out of the comfort zone and do it. I am not young, not strong, not a climb-the-mountain, clear-the-rubble rescuer. But we all have something to give if we dig deep enough. Time to stop making excuses.

Having never traveled outside the United States, I had great expectations for my trip to Kashmir. Nothing I had imagined came close to preparing me for what I saw and experienced there. The beauty of the region was beyond description. Snow-capped mountains and jagged cliffs surrounded us. Many of the areas are so remote, they seem untouched by man. But in truth hundreds of people live in these isolated regions. The isolation is beautiful and serene, but can also be crippling and deadly.

The October earthquake left behind devastation. Hundreds are still without shelter in the harsh weather. Hundreds more are stricken with illness that stems from living in close quarters without the basics needed to survive. And hundreds more will suffer and die in the isolated lands they love so much. But the people of Kashmir are nothing if not resourceful and resilient. They were not standing about waiting for a handout. They were not loitering on street corners waiting for someone to do something. *They were doing something!*

Everywhere we turned people were working and rebuilding. They accepted whatever help was offered with open, appreciative hearts. These people have dealt with hardship all their lives, and continue to face it with dignity. They were genuinely amazed that we traveled around the world to offer what help we could. Again and again they told us we are "guests" in their country. The kindness was offered freely and even the poorest of the people insisted that we stay for tea. They are eager to learn, eager to please, and eager to improve their lives. The importance of education is evident everywhere. The children are treasured, and are the greatest investment the Kashmiri people have for the future. While teaching health practices at one of the local schools, I couldn't help but notice how well behaved and attentive the children were.

They too know that the future lies with them. I went there to join in the work of AAI. There is still much work to be done and much teaching to do. We hope to have left behind the lessons needed to build a healthy future. This will take money, hard work and dedication. AAI is up for the task.

There was sadness in my vision of a small girl peering over a rusted barbed wire fence, but in her face there was happiness. A happiness that will bring about a joyful future for the people of Kashmir.

Excerpted from Denise's blog on AAI's website.



The faces of Kashmiri children show much hope.



Children attend classes outdoors after their school was heavily damaged by the earthquake.



The Himalayan Mountains offer some of the most spectacular scenery in the world.

Give a man fish, you feed him for a day...

by Jo-Ann Berg, RN

Open your mind and take a step back in time, to a simpler way of life. A time when women carried water jugs on their heads and men plowed fields with a one sheared plow walking behind two oxen and another man carried a bowl of seeds to sprinkle on the ground. Look around and see the terraced mountain-side, where the fields are plots of land 50 feet long by 10 feet wide. Walk with me along the side of the road through the Cherikot Mountain range, and see the devastation left by the day 'the earth danced then opened up and swallowed the people and animals running and screaming in terror in front of me'. Observe the broken life of the beautiful people of Kashmir.

All over the valleys are tent villages, broken buildings, piled rocks. It was difficult to tell which buildings were habitable and what was destroyed or what they were like before the quake. The people looked worn, poor, tired and weather-beaten. I was stunned and amazed at the same time by what I saw, and it was difficult to grasp what had happened. I am not sure that I will ever really understand what really happened.

Kashmir, I am told, is one of the most stunningly beautiful areas in the world. This is what I was told by people I know in the United States. I was mesmerized by the beauty and the destruction at the same time and I could not tell by my emotions what impacted me most.

We traveled by helicopter from Islamabad to Bagh and then we traveled by truck to Forward Kahuta. We went to Kashmir as volunteers from Dyna Care Home Health to work with Australian Aid International to develop and implement sustainable long-term clinical skills through education translated into Urdu, and a mentoring process.

Our team was involved in the development of teaching tools, gathering data from the village clinics, providing in-service education to the healthcare workers on disease surveillance and vaccinations. Materials were developed on universal precautions for the clinics. A school health and sanitation program went into effect through the use of artwork. The plan was to lay a foundation of education provided to key medical personnel, who in turn will provide education to the dispensers, vaccinators and female health workers who will become the key educators. The expectation is that the educators will in turn take this important information to all the people of Kashmir. This is the legacy that we left behind, with sincere hope that the increased education and improvements in healthcare will decrease needless deaths.

My desire was to make one small difference in one person's life while here in Kashmir. However, I am completely in awe of having the opportunity to help so many through the use of educational materials. I am so grateful to AAI and Dyna Care Home Health for providing me this opportunity.

How do you say "thank you" for this life-changing experience? I am humbled by the appreciation of the people of Kashmir and their joy in the opportunity to learn how to better take care of their people.

But teach a man to fish, and you feed him for a lifetime.

A Conversation with Cindy and Glenn

Dyna Dialogue editor Insiyah Tyebjee spoke with Cindy Kienlen, RN and Glenn Cooper, LVN about their experience in Kashmir:

IT: *You've seen and experienced so much during the three weeks you were there. What do you remember most from the trip?*

CK: Hiking into remote villages that the United Nations had labeled "unreachable" and seeing the landslides as well as hearing about the devastation everyone experienced. To go along with the incredulous beauty of the area surrounded by snow capped mountains, the people were amazingly outgoing, friendly, curious, intelligent, giving, and surprisingly well educated even in the remote areas.

GC: One thing that stands out is going to a clinic with Cindy in Hallan Shamali where this tiny four-year old boy – he couldn't have been taller than my knee – had come in with his brother. The little boy had lost his arm from the elbow down after it was crushed during the earthquake and the stump had become infected. What I remember the most is the look on his face – there was no life in his expression and his eyes showed fear and confusion. He and his brother had walked for half a day to come to the clinic. That really moved me.

Another memorable event was the time Cindy was interviewing women inside the Hallan Shamali clinic during our second trip there. I was standing outside when an elderly gentleman walked up to me – he was very old. He thanked us through the interpreter for coming from so far to help them. He said we were very brave to come so high on the mountain. He must have been the village elder because we were surrounded by about a hundred people and nobody said a word while he was speaking. I thanked him for his kind words and told him that the company that sent us here and we four volunteers are all united in the goal of helping humanity, that we are all human beings. His gratitude seemed to be endless.

IT: *You must have observed a great deal of hardship. How would you say the trip affected you personally?*

CK: It has definitely made me more appreciative of everything I have as well as increased my awareness of what a tragedy the earthquake was. It has also made me open to doing this type of volunteer work again. The enthusiasm to take advantage of opportunities to learn, from every health worker in which we have come in contact, has been unparalleled in my experience.

GC: It's made me think about what I've needed and wanted in life. I value the relationships I have with my friends and family more, and I certainly have more compassion for my patients now. We get so caught up in the rush-rush of everything here in the States, but they have a much more casual lifestyle there. They're not always in a hurry – everything moves much more slowly. I'd say the trip has made me reevaluate what's important and what's not.

IT: *I'm sure it wasn't an easy trip. Would you do it again?*

CK: Definitely! But perhaps for a shorter time – about one week at a time. We were really lucky this time. It was not just because Dyna Care had agreed to pay all our expenses and salary. Oddly enough, our advantage came disguised as our contact with one of the NGOs fell through. Information had filtered back through Kashmiri relations that a group called Australian Aid International was having a very positive impact in Kashmir. AAI asked us to join them – they were a great organization to work with.

GC: Absolutely! It was an honor to go – in fact, I didn't even let Jo-Ann finish her question when she asked me to accompany her – I had no trepidation whatsoever. If I could do it again I'd make sure I was better prepared regarding the culture, food, and accommodations. It was so cold there – most of our free time was spent trying to keep warm.

IT: *Kashmir still has a critical need for supplies and donations. What can we do here in the US to keep helping?*

CK: Something they really need is medication. We can contact the pharmaceutical companies here for donations or ask them to send the drugs there directly. Malaria, scabies, even the common cold – these are all things that can be helped with medicine. And we can donate to Australian Aid International – it's a very deserving organization which will benefit greatly.

GC: They don't need clothes over there as much as they need basic, simple things such as shoes, gloves, socks, and warm hats. So many people walk around in snow and freezing temperatures in just sandals and street shoes. Our driver, Mr. Asaad, whom I came to know very well, had just finished building his house and just like that, the earthquake swallowed it up. Even his bank was destroyed and of course no one there has any insurance. He is extremely thankful that his wife and six children were not hurt, but they lost everything. I'm planning on sending him money each month so he can rebuild his home. He was just so grateful – he seemed afraid that he would never hear from me again. He even made me promise to visit him and his family in their new home once it's been rebuilt.



The people of Kashmir have endured a great deal over the past few months.

To learn more about AAI's work in Pakistan and make donations visit www.aai.org.au/pakistan.htm. For more information about Dyna Care's nurses in Kashmir please contact Mohammad Millwala at mohammad@dynacareonline.com.