

to delinquency, rather than watching a bad-film-show for three hours.

Sex-Education: School authorities must initiate a programme for a few hours where scientific sex knowledge should be given by trained personnel to children just before they reach adolescence. If we don't give them sex knowledge scientifically couched in suitable and intelligible language and at the appropriate age, then they try to get it from cheap and unhealthy sources. Proper sex education can act as a prophylaxis, against adult sex problems too.

Child-Guidance: Every school or group of schools should have on their staff a trained psychiatric social worker. Such workers are usually ladies with training in Child Psychology. Teachers and parents can discuss problem children with them. Because such worker is available in the school premises and knows teachers and parents well, she can act as a co-ordinator between the three parties, the student, the teacher and the parents.

HOSPITAL EMPLOYEES

Need for Proper Orientation

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Introduction

All of us are aware of the fact that Class IV workers' efficiency and good dealings with patients and relatives and public at large promote the image of the Hospital. The administrator, the doctors, the nurses and the patients and attendants complain about their bad behaviour, inadequate services, poor cleanliness, delay in service, habitual irresponsibility and frequent disappearance from the wards and departments. There are people who come sufficiently in contact with the patients, relatives and attendants. Often it is assumed that they do not need any training. The argument is that, after all, what is there in a sweeper's job for which training is required. The people concerned with hospital administration know how sweeping in the hospital is much different from sweeping in any other organisation.

Thus, if the efficiency of various services in the hospital is to be increased and if public relations is to be improved, then, apart from good selection and recruitment procedures, these workers need to have carefully designed training programmes.

Who are these Workers? The important categories are: 1. Sweepers; 2. Cleaners, dhobies, chowkidars, peons.

The Function

1. Functions relating to the job they are doing or they may have in the form of general duty or house-keeping. 2. Function relating to human relations with all categories of people working in the hospital and coming to the hospital. Keeping in view these functions, the following can be the objectives of the training for these workers.

Objectives

1. To help them create awareness in them of their part in the hospital's public relations.
2. To help them develop understanding of specific rules and regulations which affect employees.
3. To help them develop skills in new methods and technique and equipment in each area.
4. To help them create an understanding of the public with which they must work.
5. To help them with knowledge of benefits that go along with the job in a hospital.
6. The overall objective of the training programme is to develop among the employees the feeling that he or she belongs to the organisation.

The Method

1. Lecture; 2. Demonstration; 3. Role Play; 4. Conference method; 5. On-job instructions; and 6. Minutes: (a) Such as policies of the hospital; (b) Such as job instructions; (c) List of duties; (d) List of Benefits.

Duration of the course: 16 hours. Proper follow up and evaluation must be done.

Course Outline

1. Instruction of the course; 2. History of the hospital; 3. Different departments and their working; 4. Type of people who come to the hospital and their needs and behaviour of the individual and its effect on them; 5. Environmental hygiene and how to maintain a clean environment; 6. Light; 7. Benefits regarding: Salary, leave, uniforms, promotion; 8. Using chemicals for the hospitals cleanliness; 9. Self protection from diseases; 10. Cleanliness of utensils such as bed pans, bottles, urinals, destroying of sputum and stools; 11. Type of material to be used in the hospital and cleanliness of such material; and 12. Using the manual explaining to them the job descriptions.

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