

St. Maarten  
General  
Hospital

Public  
consultation  
and  
introduction  
ESMP

November  
2018



# St. Maarten General Hospital



# Introduction- Agenda

1. **Introduction**
2. Masterplan
3. SMMC Environmental and Social Management Plan (ESMP)
4. Grievance Mechanism
5. Questions and Answers



# Introduction- who is who?



Tony Pantophlet

Manager Patient  
Care

Moderator



Kees Klarenbeek

Chairman BOD

Introduction



Henk de Zeeuw

Project manager

Masterplan



Erika van der Horst

Manager Facilities

ESMP



Lydian Baneke

Legal Counsel

Grievance Mechanism

# Welcome

## House rules

- **Questions, YES** please!
  - Clarification questions after each presenter
  - General questions and answer sessions at the end
  - Please use microphone and state your name and where applicable the name of the organization that you are representing
- **Slides available?** Yes!
  - As of tomorrow on **SMMC.sx**
- **ESMP** available? Yes!
  - On the website **SMMC.sx**
- Please put **cell-phones** on silent
- Please sign **attendance list**



## 1. Introduction

A larger hospital, sufficient for present population size and with a broader range of services will make health care better *and* more efficient:

- Population is now over twice the size for which SMMC was built
- A new hospital will eliminate large part of overseas referrals, reducing overall health care costs
- ✓ From 66 → 110 beds (wards of 1 and 2 beds per room)
- ✓ 4 (level 1) operating theatres, of which one C-sections and one intervention radiology procedures
- ✓ The FTE base will increase with approximately 100 FTE to approx. 400 FTE from 2015 to 2023 (direct and indirect staff)



# 1. Introduction: phased addition of new services

- 2013
  - Cardiology (non intervention)
  - Oncology
  - Pediatrics
- 2014
  - Nephrology
- 2015
  - Dermatology
- 2017
  - Urology
- 2018
  - Ophthalmology
  - Pulmonology
  - Orthopedics
- 2019
  - Neurology

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## 2. Master plan

- Design, Build and Maintain (including replacement) contract
- Turn-key including all medical equipment, furniture and ICT infrastructure
- Main building: 5 floors
- Additional Wing: 4 floors
- Leed certification
- Approx. 400 parking lots at ground floor plus onside parking garage 4 levels)



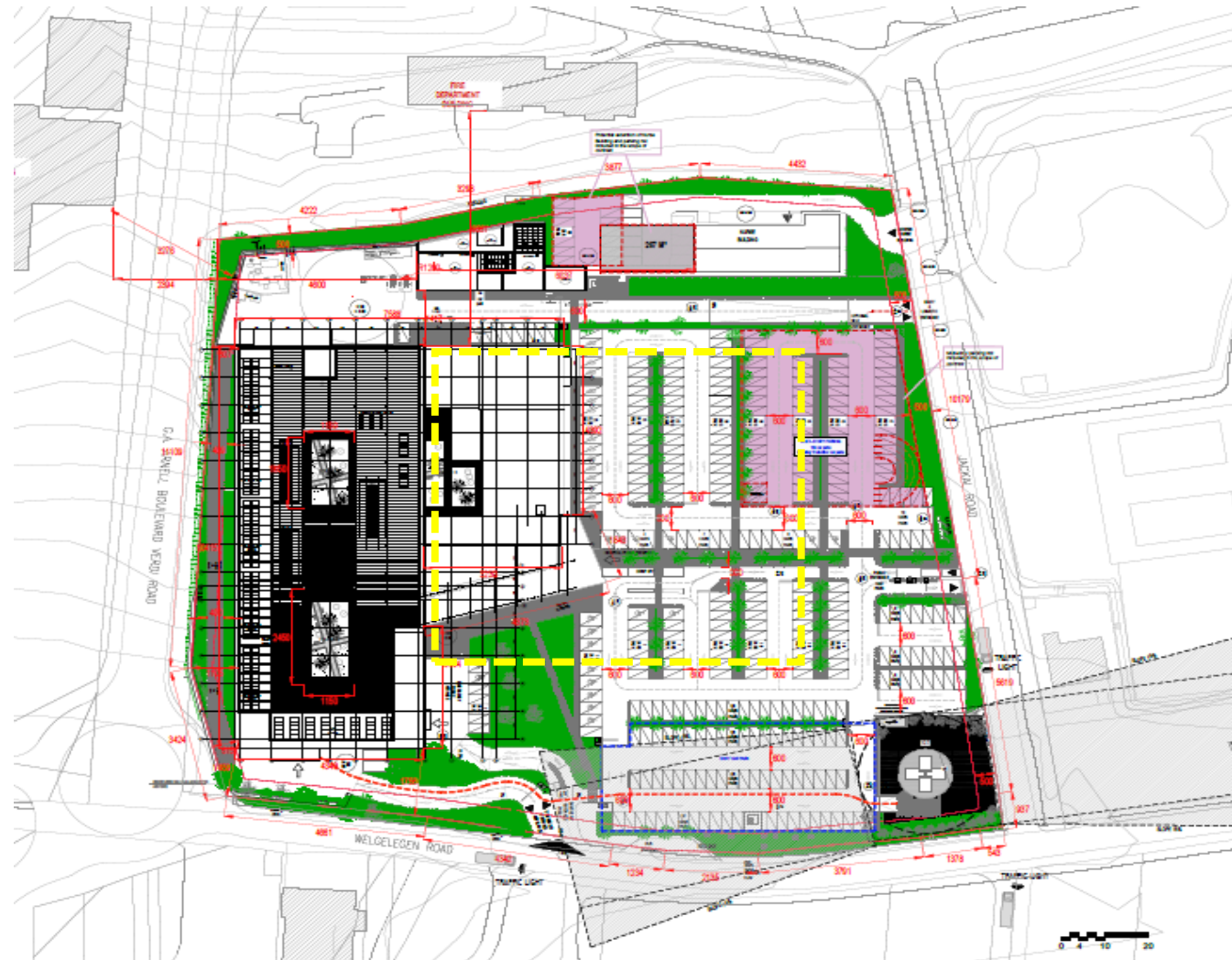
## 2. Parties to the Project

# SINT MAARTEN GENERAL HOSPITAL



- Funding by Loan consortium and Reconstruction Fund (World Bank)
- Government of St. Maarten- Ministry of VSA
- SZV

## 2. Masterplan



## 2. Master plan - Site plan



## 2. Masterplan- construction phases

### Phase 1 Main Building

- Side preparation
- Demolition- and construction new waste water plant
- Construction Main Building
- Construction Technical Building

### Phase 2: Demolition current hospital

- Moving people from current hospital to Main Building
- Demolition current hospital

### Phase 3:

- Construction Additional Wing
- Helicopter platform
- Parking Garage



## 2. Masterplan

### Ground floor (subject to optimization)

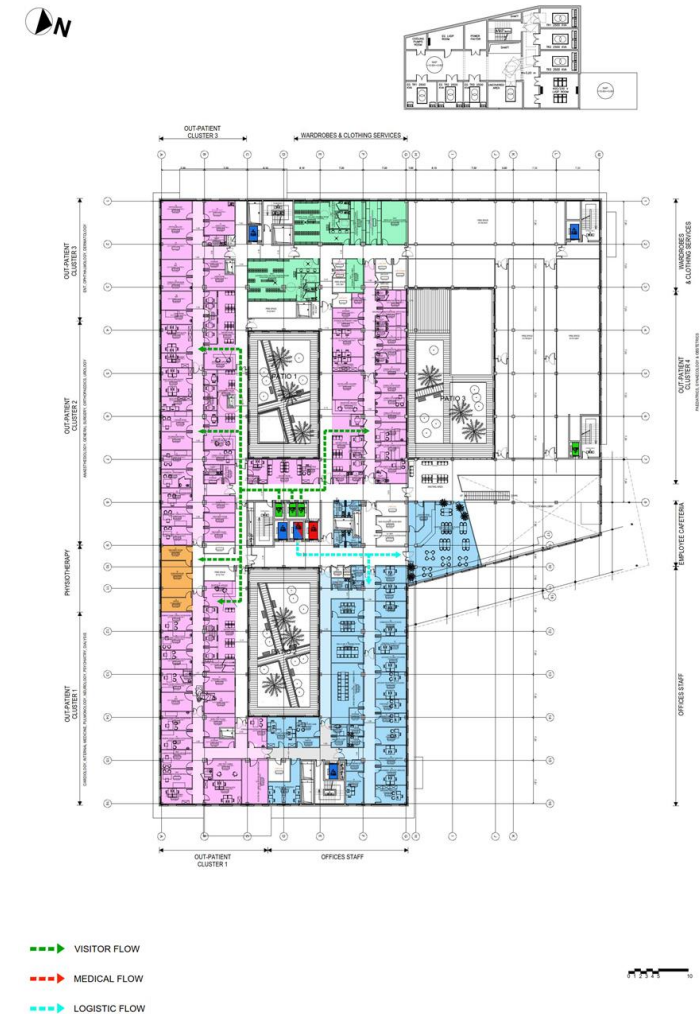
- Central public entrance
- Emergency Department
- Imaging
- Pharmacy
- Support (kitchen/storage)
- Dialysis
- Laboratories



## 2. Masterplan

### First floor (subject to optimization)

- Outpatient floor
- Physiotherapy
- Wardrobe and clothing
- Offices & staff
- Support (laundry)
- Employee Cafeteria
- Additional wing TBD



## 2. Masterplan

### Second floor (subject to optimization)

- Mother and child
- NICU (Neonatal Intensive Care Unit)
- Day care
- Logistic (storage)
- Scopy
- Offices
- Additional wing TBD



## 2. Masterplan

### Third floor (subject to optimization)

- Surgical & Medical wards
- Special care (ICU and CCU)
- Central Sterilization Department
- Operation Theatre (OT 4x)

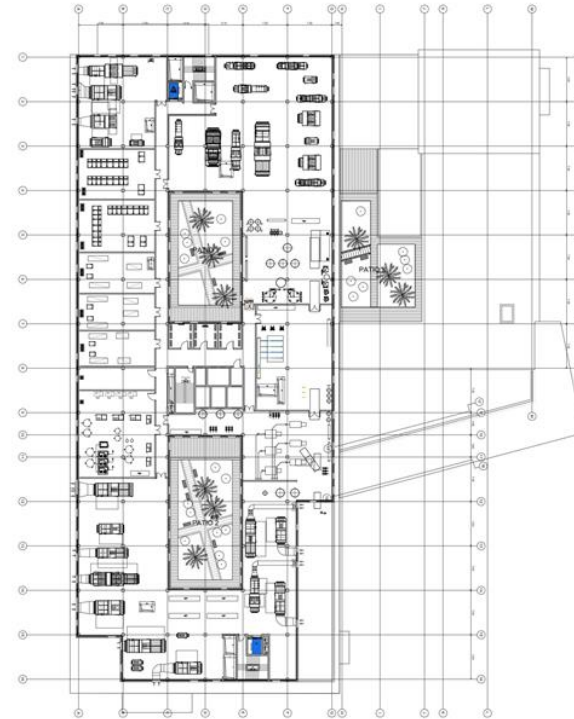




## 2. Masterplan

Technical level (subject to optimization)

- Technical equipment

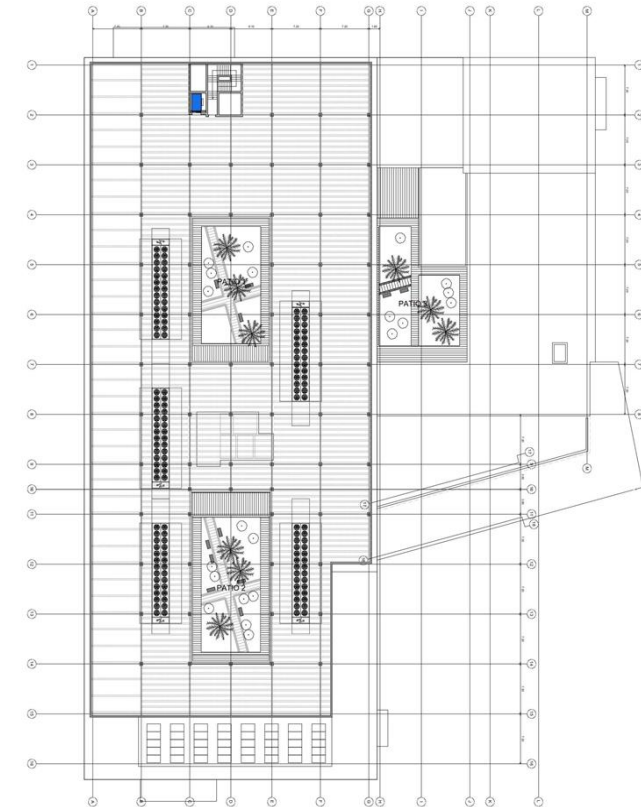
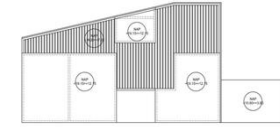


## 2. Masterplan

### Roof floor (subject to optimization)

- Technical equipment (chillers)
- Solar panel

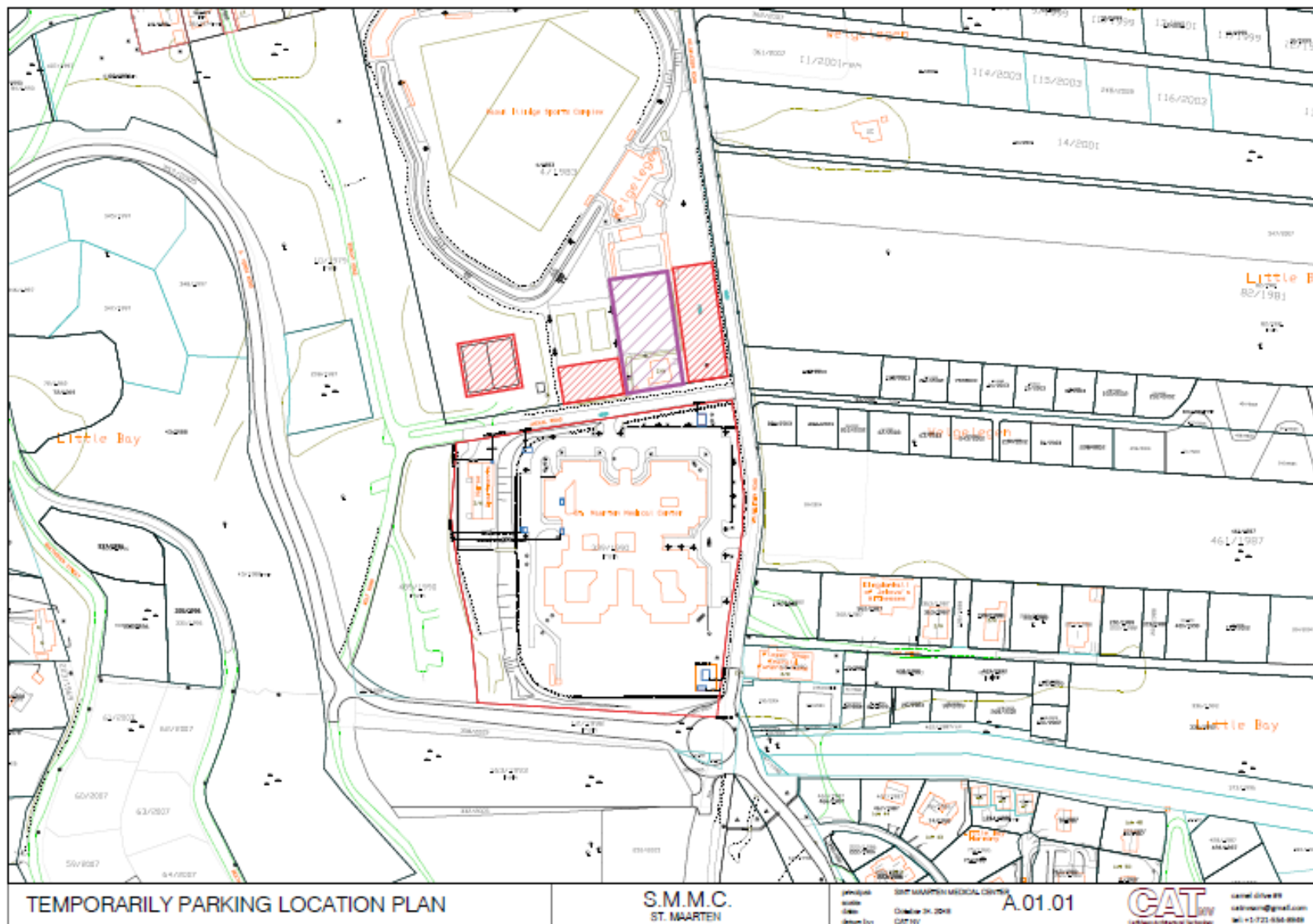
Protected from flying objects by steel canopy



## 2. Masterplan

### Parking

- Existing parking (partial)
- Discussion with Government for use of land at the opposite (during construction)
- Alternatively additional parking further out with shuttle.





## 2. Masterplan: Timeline design- construction

| Summary planning activities  | Oct-18 | Nov-18 | Dec-18 | Jan-June 2019 | July- Dec 2019 | Jan-June 2020 | July- Dec 2020 | Jan-June 2021 | July- Dec 2021 | Jan-June 2022 | July- Dec 2022 |
|------------------------------|--------|--------|--------|---------------|----------------|---------------|----------------|---------------|----------------|---------------|----------------|
| Building permit              |        | 15-Nov |        |               |                |               |                |               |                |               |                |
| Finance                      |        |        | 1-Dec  |               |                |               |                |               |                |               |                |
| Final Design                 |        |        |        | March         |                |               |                |               |                |               |                |
| Soil Investigation           |        | Dec    |        |               |                |               |                |               |                |               |                |
| Side preparation             |        |        |        | Jan           |                |               |                |               |                |               |                |
| Construction Main Building   |        |        |        | Jan           |                |               |                | Dec           |                |               |                |
| Moving to new building       |        |        |        |               |                |               |                | Nov-Dec       |                |               |                |
| Demolition old building      |        |        |        |               |                |               |                | Dec           | Feb            |               |                |
| Construction Additional Wing |        |        |        |               |                |               |                |               |                | Jan           | Dec            |
| Helicopter                   |        |        |        |               |                |               |                |               |                |               | July-Sept      |
| Parking Garage               |        |        |        |               |                |               |                |               |                |               | July-Oct       |

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### 3. ESMP- Environmental and Social Management Plan



#### Objectives of the ESMP:

- Ensure that environmental and social issues are thoroughly evaluated for the New General Hospital Project
- Avoid, minimize and mitigate adverse environmental and social impacts
- Provide a mechanism for consultation with residents and businesses in the area
- Communicate relevant project information to relevant stakeholders
- Monitor safeguards compliance and outcomes during the construction phase

### 3. ESMP- Applicable Safeguard Policy

#### Environmental and Social Assessment (OP 4.01)

##### Objectives of this policy:

- Ensure that Bank-financed projects are environmentally sound, socially responsible and sustainable
- Improve decision-making process by both Bank and SMMC and the associated contractors and subcontractors
- Apply environmental and social provisions based on the Environmental & Social Management Plan (ESMP)
- Ensure continuous communication with all stakeholders and maintain a grievance redress mechanism
- Reports on satisfactory application across all environmental and social measures during construction
- Establish a set of Health, Safety and Environmental Management Plans for entire construction process

### 3. ESMP- Environmental Management Plans

- Air Quality Control and Monitoring
- Noise Control and Monitoring
- Waste Management
- Hazardous Materials Management
- Emergency Preparedness and Response
- Construction Traffic Management
- Occupational Health and Safety
- Community Health, Safety and Security
- Hurricane Plan
- INSO Grievance Redress Mechanism





### 3. ESMP- Environmental & Social Impact & Risk

#### What do we foresee?

**Noise** - powered mechanical equipment, Trucks transporting material in and out of construction sites

**Traffic** - Increased traffic and congestion during the construction phase due to detours and movement of heavy construction vehicles

**Air quality** - Emissions from construction equipment and trucks

**Contamination** from wastes and accidental spills

**Erosion**, runoff, and sedimentation from construction

**Worker Health & Safety**

### 3. ESMP- Environmental Management

#### Control mechanisms:

**Noise Control** to control noise impacts on the surrounding communities during construction activities

**Traffic Control, Public Safety and Public Communications** to minimize the disruption of daytime traffic flows along as well as ensure public safety

**Construction Spoils Management** to manage the disposal of dredge spoils generated in an environmentally-friendly manner

**Erosion and Sediment Control** to describe the measures during construction to minimize sediment carried by runoff from entering downstream surface water drainage systems

**Worker Safety** to identify standards for protection of workers including on site training and proper safety equipment

### 3. ESMP- Communication and Stakeholder Engagement

#### How will we keep you informed and involved?

- SMMC will have a Client Panel and a Complaints Policy & Procedure.
- The Environmental Health and Safety (EHS) Manager ensures that the Project and Contractor operate in accordance with the applicable regulatory environment, health and safety requirements and plans.
- The Community Liaison Officer (CLO) liaises with local communities and government regulators
- SMMC's Communication department will communicate relevant project information to relevant stakeholders
- Regular meetings between SMMC, INSO, the employees' representative, subcontractors and the appropriate regulatory agency and community representatives
  - review EHS performance and
  - identify areas of concern and emerging issues.
- All meetings will be properly documented with the proceedings made available to the public.

### 3. ESMP- Communication and Stakeholder Engagement

We will communicate with you via:

- Public/stakeholder meetings
- Media (radio, newspaper etc.)
- Newsletters via email
- Website ([www.smmc.sx](http://www.smmc.sx))
- Social media (please like the our facebook page 👍)

### **3. ESMP- Obligations of INSO for Health and Safety**

- Applying a HSE (Health Safety and Environmental) management system and Management Plans.
- All activities required under the National Safety Ordinance and the Safety decrees I, II and III.
- Appointing HSE coordinators and attending the HSE coordination meetings / events.
- The preparation and implementation of a HSE plan, HSE file and emergency plan.
- Organizing the relevant HSE instruction (training) and induction for employees, assistants, staff and visitors to the construction site.
- Implementing risk management to benefit health and safety.
- Recording and handling of incidents and (near) misses and accidents.

### 3. ESMP-Next Steps for Project Preparation

The draft ESMP is available for consultation on the website:  
<http://www.smmc.sx>

The draft will be available for comments and suggestions: comments will be integrated and a final version which will be available shortly afterwards

The final ESMP will be disclosed both on the SMMC and World Bank project (<https://www.worldbank.org>) website.

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## 4. Grievance Mechanism Construction New Hospital

- **Starting point:** limit nuisance due to construction as much as possible
- **Prime responsibility:** INSO → HSE, Project Management Plans etc.
- **Role SMMC:**
  - Managing and monitoring INSO's execution of work
  - Communication with project affected peoples (PAP's)
  - Handle and redress complaints from PAP's including SMMC personnel

| Complaint Committee           |               | Name                |
|-------------------------------|---------------|---------------------|
| Manager Facilities            |               | Erika van der Horst |
| Project Manager New Hospital  |               | Henk de Zeeuw       |
| Legal Council                 |               | Lydian Baneke       |
| Contact persons               |               |                     |
| SMMC EHS Manager              |               | Erika van der Horst |
| Communication Liaison Officer |               | Bonnie Dekker       |
| Complaints                    |               |                     |
| Noise                         | Dust          | Traffic             |
| Air quality                   | Contamination | Erosion             |
| Safety                        | Other         |                     |



## 4. Grievance Mechanism Construction New Hospital

| Process                       | Description   | Time frame   | Responsibility & remarks   |
|-------------------------------|---|--|--|
| Identification of grievance   | Complaints can be filed face to face, via phone, via letter, or via e-mail, or recorded during public/community interaction | Day of receipt complaint   | complaints@smmc.sx;<br>phone: 543 1111 ext: 2500<br>Postal address: Welgelegen road 30, Cay Hill, Sint Maarten. Attn. Complaint Committee  |
| Grievance assessed and logged | Significance assessed and grievance recorded or logged (i.e. in a log book)   | 4 - 7 Days upon receipt complaint  | Significance criteria<br>Level 1 - one off event;<br>Level 2 - complaint is widespread or repeated;<br>Level 3- any complaint (one off or repeated) that indicates breach of law or applicable policy/regulation |
| Grievance is acknowledged     | Acknowledgement of grievance to complainant   | 4 - 7 Days upon receipt complaint  | Secretariat confirms receipt of the complaint to the complainant via e-mail or letter  |
| Development of response       | -Grievance assigned to appropriate party for resolution<br><br>-Proposal response with input from management and BOD SMMC   | 4 - 7 Days upon receipt complaint<br><br>10 - 14 Days upon receipt complaint | CC   |

## 4. Grievance Mechanism Construction New Hospital

| Process                                      | Description   | Time frame                          | Responsibility & remarks  |
|--|---|-------------------------------------|---|
| Response signed off                          | Redress action approved at appropriate levels   | 14 - 18 Days upon receipt complaint | CC and for level 2 and 3 complaints also Board of Directors (BOD) SMMC  |
| Implementation and communication of response | Redress action implemented and update of progress on resolution communicated to complainant<br>Redress action recorded in grievance log book      | 18 - 24 Days upon receipt complaint | Project Management Team to implement redress action<br><br>Legal Counsel to communicate resolution to complainant |
| Complaints Response                          | Obtain confirmation complainant that grievance can be closed or determine what follow up is necessary   | 24 - 30 Days upon receipt complaint | CC  |
| Close grievance                              | Record final sign off grievance<br>If grievance cannot be closed, obtain expert advice third party, refer to mediation or ultimately court of law | 30 - 34 Days upon receipt complaint | Final sign off by CC and for level 2 and 3 complaints the BOD SMMC  |

## 5. Questions and Answers

*We Care Together!*



Thank you!