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- P2 - AFRO CULTURE** **TEST**
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NANNY OF THE MAROONS MAJOR FIGURES IN AFRICAN-CARIBBEAN HISTORY



QUEEN NANNY OR NANNY (c. 1685 – unknown, circa 1755), Jamaican National Hero,[1] was a well-known leader of the Jamaican Maroons in the eighteenth century. Much of what is known about Nanny comes from oral history as little textual evidence exists. However, historical documents refer to her as the “rebels [sic] old obeah woman,” and they legally grant “Nanny and the people now residing with her and their heirs . . . a certain parcel of Land containing five hundred acres in the parish of Portland . . .” (quoted in Campbell 177, 175). Nanny Town was founded on this land.

MAROONS

The Maroons are descendants of imported West Africans who fled the oppressive experience of slavery on plantations and formed their own communities in the rugged, hilly interior of the island. They were considered skilled fighters and hard to defeat. Under Spanish rule, up to the 1650s, slaves escaped and intermarried with the native islanders, Arawaks, in their communities on the west of the island. Later, when the British assumed control of the colony, more slaves were able to escape from plantations to join the two main bands of Maroons in Jamaica: Windward and Leeward Maroons, headed respectively by Nanny of the Maroons and Captain Cudjoe.

The Maroons mainly consisted of people from the Ashanti region of Ghana. However, a minority of slaves originating from other regions of West Africa joined the Maroons in their escapes. For over 150 years, the Maroons helped to free slaves from the plantations whilst they damaged land and property belonging to the plantation owners.

Life and Work

Nanny was born c. 1686 in Ghana, Western Africa, into the Ashanti tribe, and was brought to Jamaica as a slave. It is believed that some of her family members were involved in inter tribal conflict and her village was captured. Nanny and several relatives

were sold as slaves and sent to Jamaica. Upon arrival in Jamaica, Nanny was likely sold to a plantation in Saint Thomas Parish, just outside the Port Royal area. Such plantations grew sugarcane as the main crop, and the slaves toiled under extremely harsh conditions. As a child, Nanny was influenced by other slave leaders and maroons. She and her “brothers”, Accompong, Cudjoe, Johnny and Quao ran away from their plantation and hid in the Blue Mountains area of northern Saint Thomas Parish. While in hiding, they split up to organize more Maroon communities across Jamaica: Cudjoe went to Saint James Parish and organized a village, which was later named Cudjoe Town; Accompong settled in Saint Elizabeth Parish, in a community known as Accompong Town; Nanny and Quao founded communities in Portland Parish. She was married to a Maroon named Adou.

Nanny became a folk hero.

There were stories of British attacks on Nanny Town, but thanks to the strategic location and her idea of having only one entrance/exit to the town, they were able to fight off all but one British soldier even though they were severely outnumbered. Cudjoe went on to lead slave rebellions in Jamaica.

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- Energise for life Community Tools
- Reggae Agenda Poverty reduction Network



Cultural Xpression Newsletter

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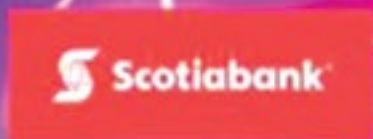
2015 St. Maarten Carnival Schedule:
April 16th - May 5th, 2015

- Saturday, March 14th Causeway Jump Up & 1st Road to Carnival Party (Soggy)
- Saturday, March 21st Fete to Fitness Around Town Jump-Up
- Sunday, March 22nd Teen & Senior Pageant Speech & Cultural Wear Competition
- Saturday, March 28th Senior Calypso Eliminations & Roadmarch competition
- Saturday, April 4th First Saturdays Road to Carnival Tantra Night Club
- Friday, April 10th Road to Carnival Party Finale
- Saturday, April 11th Rio Productions Lighted Parade
- Sunday, April 12th Survivors Children Balloon Parade
- Thursday April 16th Official Opening of Carnival 2015 /Village Opening
- Friday, April 17th Fyah Under Yuh Foot XL Concert
- Saturday, April 18th Flag Fest International Concert
- Sunday, April 19th (4pm) Junior Queen Show/Junior Calypso Show
- Monday, April 20th Miss Mature Queen Pageant
- Tuesday, April 21st Teen & Senior Queen Pageant
- Wednesday, April 22nd \$2 Village Night
- Thursday, April 23rd Youth Extravaganza
- Friday, April 24th Night of the Hit Makers Concert
- Saturday, April 25th The Main Event
- Sunday, April 26 (3am) Daybreak Breakfast Fete
- Sunday, April 26th (8pm) Senior Calypso Finals
- Monday, April 27th (4am) Jouvert Morning Jump-Up
- Monday, April 27th SIK and LBB presents Project X Fete Concert
- Tuesday, April 28th Sabor Latino III International Latin Concert
- Wednesday, April 29th Cuchi Presents Zouk & More International Concert
- Thursday, April 30th (10am) Children & Grand Carnival Parade
- Friday, May 1st (12pm) Labor Day Parade
- Saturday, May 2nd Fully Loaded II International Reggae Concert
- Sunday, May 3rd Bounce & Splash Family Play Day/Village Cook Up
- Monday, May 4th CD Entertainment International Concert
- Tuesday, May 5th Closing of Carnival/Burning King Momo



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St. Maarten Carnival





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As *Cake House* actively promotes a healthy and environmentally conscious lifestyle, genuine vegetarian and vegan alternatives have been researched and made available to consumers. Please take a few minutes of your time and look at the company's mission statement; the huge benefits of a vegetarian diet are presented on this page.



Vegetarian Meatballs



Whether used in linguine or spaghetti, Vegetarian Meatballs are perfect in any pasta dish. These meatballs are also great in soups or simply by themselves with white sauce.

Ingredients: Soybean Fibre, Water, Soybean Oil, Wheat Protein, Soy Sauce, Raw Cane Sugar, Sea Salt, Natural Vegetarian Flavour, Carrageenan, White Pepper Powder.

Vegetarian Chicken Tenders



Slightly spicy and sprinkle with black pepper, these Vegetarian Chicken Tenders are crispy on the outside and juicy on the inside.

Ingredients: Soybean Fibre, Water, Whey Protein, Casein Protein, Soybean Oil, Raw Cane Sugar, Sea salt, Black Pepper Powder, White Pepper Powder, Spices, Natural Vegetarian Flavour, Yeast Peptone Powder, Starch, Sweet Potato Powder, Soy Sauce, Chilli Powder.

TZU CHI FOUNDATION BELIEVES IN AGRICULTURE FOR ST MAARTEN

THE TZU CHI Foundation along with Spaceless Gardens have embark on a journey to build the Agricultural and Vegan health awareness amongst our kids and local community. The project will fully focus on cultivation of a number of organic food while making it a curriculum which the kids will be included.

Local TZU CHI Foundation Founder Ms Sandra Cheung is well known amongst the local communities for the out standing humanitarian work she has done. Realizing the need for agriculture and healthy lifestyle benefits of organic food production locally, she has once again put her heart out to finding a way to making this a reality.

Mrs Cheung and Mr Wyatte strongly believes:

By understanding the need for food security and the great relief it may bring to the buying and spending power of a community, this over the course of time may also be a great asset to a decrease in poverty and eventually a decrease in crime.

This at the end of the day will overall add to Education , Food sustainability, Healthy Lifestyle and the Tourism sectors that we cater and rely on here on St Maarten. Understanding the need to keep our Education and Tourism sectors at it's peak , Agriculture will play one of the greatest roles within the Education and Tourism economy.

Agriculture is just not about planting food, but its about the culture behind it, this is what most tourist leave their country to admire and be enticed by what our Caribbean, South American countries and other world wide nations in diverse cultures have



Mrs Sandra Cheung of the TZU CHI Foundation

to offer and share. Its also something that we as St Maarteners find least important.

An Eco-Tourism Agricultural Learning Center will be one that would attract Locals and visitors to learn a little bit more about Agriculture, our community, interact with community members, learn about plant types and cultivation here on the island.

They will also get a chance to taste what we locally produced. This same procedure could be implemented in other communities throughout the island. This also creates entrepreneurship and jobs.

The main focus will be to transform the existing area into a fully functioning Eco-Tourism Agricultural Learning Center. There is a structure in place already for a learning center and restaurant .. We will develop an organic vegan restaurant concept on the property where they can be a lounge \ eating area where visitors can also enjoy the organic cultivated food, natural fresh juices and Ice

Teas made fro herb from the garden...

A project like this will also be able to get more people involved in community gardening, but we first have to develop a way to get others to understand the possibilities, and in a world like today , most people are convinced by seeing...

By Developing the Eco-Tourism Agricultural learning center we will be able to practice the art of cultivation in many forms while focusing on producing a few main crops. This Eco-Tourism Agricultural learning center will act as a mini agricultural station , where schools and members of any community on the island will be able to come and obtain information or help on how to develop and maintain a garden in their back yard or community. The Eco-Tourism Agricultural learning Center may be able to provide seedlings at the capacity of 5000 seedlings every four weeks, dispense cultivated food amongst the less fortunate community members, create job opportunities and create an environment where community members can come and enjoy a well organized, educated garden experience... Look out for updates on the progress of this project..



Kalalu - Locally grown at the Eco Tourism Agricultural Learning Center



Bak Choy - Locally grown at the Eco Tourism Agricultural Learning Center



Kids at the learning center get involved with Humanitarian and agricultural activities...

WORKING WITH YOUTH IN COMMUNITY DEVELOPMENT PROJECTS PT 2



BOTH YOUTH AND ADULTS should be involved early so that they can learn by going through the stages of group development together. Adults should never meet first without youth present to set the terms of reference and/or parameters of the project.

Long distances between group members or project sites can make starting a solid project difficult. The project goals and methods of reaching those goals will have to change to take these distances into consideration.

Prior to initiating projects, a thorough community analysis should take place, including an assessment of the issues and inventory of existing resources and commitment levels (particularly among the youth - i.e., they have to see the issues as important).

Community change is more likely to happen when that change is supported by policy at the federal, provincial/ territorial and community levels.

Policy makers should be aware of how important it is to projects that the contributions made by youth are respected.

The chance of project success is better when the partners in the community development process agree on values. This includes knowing the issues, agreeing on the importance of youth issues, having a good mix of people in the project, and being able to agree on important decisions.

Projects should be aware that group members will come and go and that turnover among youth participants will be particularly high. In small communities, this turnover probably will not happen as often. In large communities, continuity can be kept by regular recruitment, orientation and training activities.

Projects in which youth and service providers are trying to have an impact on the service system stand a greater chance of success where:

There is some community history of cooperation between agencies, the system has dealt with difficult and complex issues, the system has cooperated in communications, planning, case information-sharing, referrals, etc., citizens participate in system decisions, government and other key players are involved in system decisions, there is leadership development within the group, there is a history of youth being involved in policy and decision making, there is interest in becoming involved in the existing youth-based project, the system has decision and policy makers who are "champions" of the changes suggested, and

the service system decision makers are involved in the planning body.

When there is no history of the service system working together, the success of a youth/service provider partnership is greater in single agencies than in larger systems. For the best chance of success, the partnership should work in those agencies most willing to work with youth in the change process.

If the sponsor agency and agency members of the steering committee are respected in the community and the human service field, the project has a better chance of success.

The project will be more successful if there is a strong "champion" working on behalf of the group to meet its goals. The champion's role is even stronger if that person is both a respected insider and a key decision maker. The champion uses his or her

influence to get youth issues on the community's agenda and persuade other service providers and community leaders that youth issues are important.

The support of respected community leaders is key to the success of a youth-based community development effort. Since youth themselves would have difficulty getting this support, it becomes an important role of the champion, sponsor or other adults involved with the project.

Project objectives in a youth project will have more success if they focus on practical and recognizable solutions which are defined by the people involved rather than by someone on the outside.

The project will probably be more successful if it focuses on something that the community already sees as an important issue. When this is not the case, the group should try to increase public awareness of the issues. The group should spend time at the beginning of the project to develop a communication strategy to get the issue on the community agenda.

Projects which address health promotion strategies are more likely to achieve success in communities that are already practising healthy lifestyles. Risk reduction strategies are more acceptable in communities where risk conditions are seen as being prevalent in the youth population.

The project and its organizing committee will have more credibility with youth when:

The project has good leadership from youth members, there is an active group of youth in the project,

there is participation from agencies which have credibility with youth, and people think there is a chance for the project to succeed.

Community development efforts will be more successful when local specialists provide services to the project and local people contribute resources to the project.

The chance of success for the community development effort is better when the project tries to involve the community in planning, identifying needs, setting priorities and putting the project into action.

Projects which are trying to make changes in the service system should try to create or strengthen existing, self-run, local institutions, rather than depend on outside resources.



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65 HEALTH RISKS OF GM FOODS PT 5

The foreign protein may be different than what is intended

5.1 In spite of industry claims, transgenes survive the digestive system and can wander

1. Industry advocates claimed that genes were destroyed during the digestion of food and therefore gene transfer to gut bacteria or organs was extremely unlikely.

2. Studies now verify that genes can survive digestion, both in humans and animals.

3. Animal studies on non-GM DNA also verify that it can pass through the placenta into the fetus, from the digestive channels into the blood and organs, and even penetrate the blood brain barrier.

5.2 Transgene design facilitates transfer into gut bacteria

1. Genes can

naturally transfer between species and even kingdoms, but it is uncommon.

2. GM crops may be especially suited to overcome the natural barriers of this transfer.

3. Short bacterial sequences and higher herbicide residues, for example, may significantly increase the transfer rate.

4. Transgenes may therefore readily travel from GM food into the DNA of gut bacteria.

5.3 Transgenes may proliferate in gut bacteria over the long-term

1. Once transferred into gut bacteria, transgenes may confer survival advantages, allowing them to endure and spread.

2. These advantages may be due



to antibiotic or herbicide resistance, promoters that function in bacteria and genetic mechanisms that promote uncontrolled replication.

3. Having "infected" our gut bacteria, the foreign genes and the proteins they create may be harmful.

5.4 Transgene transfer to human gut bacteria is confirmed

1. The only human feeding trial ever published confirmed that genetic material from Roundup Ready soy transferred into the gut bacteria in three of seven human volunteers.

2. The transferred portion of the transgene was stable inside the bacteria and appeared to produce herbicide

tolerant protein.

3. There is no known way to treat such a condition, which may be long-term.

5.5 GM foods might create antibiotic-resistant diseases

1. Antibiotic resistant marker (ARM) genes have been inserted into most GM foods on the market.

2. If ARM genes were to transfer to pathogenic bacteria inside the gut or mouth, they might create super diseases, untreatable with one or more types of antibiotics.

3. GM crops may therefore accelerate the rise of antibiotic-resistant illnesses, which are already responsible for death and disease.

5.6 The promoter can also transfer and may switch on random genes or viruses

1. Contrary to prior assumptions, the CaMV promoter does function in human, animal and bacteria DNA.

2. This promoter does transfer into the DNA of human gut bacteria and might also transfer into human DNA.

3. Once transferred, it may switch on genes that produce toxins, allergens or carcinogens, create genetic instability, and in higher organisms, switch on dormant viruses.

5.7 If Bt genes transfer, they could turn our gut bacteria into living pesticide factories

1. Transfer of the Bt transgene could cause our intestinal flora to produce Bt-toxin.

2. With increased exposure to Bt crops and through selective pressure, the number of gut bacteria producing Bt may increase over

time.

3. Since Bt-toxin has been associated with immune responses and damaged cells in animal intestines, long-term exposure may cause significant health problems.

5.8 Genes may transfer to bacteria in the mouth or throat

1. Bacteria in the mouth have been shown to take up free DNA.

2. GM DNA might similarly transfer.

3. Not only might this impact human health, it might also be readily passed from person to person.

4. Breathing dust or pollen from GM crops might cause genes to transfer to microorganisms in the respiratory tract.

5.9 Transfer of viral genes into gut microorganisms may create toxins and weaken peoples' viral defenses

1. As discussed earlier, proteins produced from viruses can be toxic and disable viral defenses.

2. If viral genes inserted into GM crops transferred into gut microorganisms, they might produce large quantities of potentially harmful proteins.

3. Characteristics of viral transgenes make transfer to gut microorganisms much more likely.

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MORE ON THIS TOPIC IN APRIL 2015 EDITION

SHOULD MARIJUANA BE A MEDICAL OPTION FOR ST MAARTEN ?

IN 1970, the US Congress placed marijuana in Schedule I of the Controlled Substances Act because they considered it to have "no accepted medical use." Since then, 23 of 50 US states and DC have legalized the medical use of marijuana.

Proponents of medical marijuana argue that it can be a safe and effective treatment for the symptoms of cancer, AIDS, multiple sclerosis, pain, glaucoma, epilepsy, and other conditions. They cite dozens of peer-reviewed studies, prominent medical organizations, major government reports, and the use of marijuana as medicine throughout world history.

Opponents of medical marijuana argue that it is too dangerous to use, lacks FDA-approval, and that various legal drugs make marijuana use unnecessary. They say marijuana is addictive, leads to harder drug use, interferes with fertility, impairs driving ability, and injures the lungs, immune system, and brain. They say that medical marijuana is a front for drug legalization and recreational use.

The British peer-reviewed journal Lancet published a study titled "Drug Harms in the UK: A Multicriteria Decision Analysis" on Nov. 1, 2010 which ranked 20 drugs from alcohol to marijuana to tobacco based on harm factors.

Individual harm (such as dependence, mortality, and impairment of mental functioning) was considered under "harm to users," while "harm to others" (such as crime, environmental damage, and international damage) took into account the number and extent of others harmed by individual drug use. The two charts below illustrate the study's conclusions using a 100 point scale where 100 is the maximum harm and zero indicates no harm. The first chart broadly illustrates all 20 drugs by "harm to users" and "harm to others" while the second chart illustrates those drugs on 16 criteria from drug-specific mortality to dependence to family

adversities.

The study concluded that alcohol was the most harmful drug overall (72 out of 100), followed by heroin (55 out of 100), and crack cocaine (54 out of 100). The most harmful drugs to users were crack cocaine, heroin, and methamphetamine (scores 37, 34, and 32, respectively), whereas alcohol, heroin, and crack cocaine were the most harmful to others (46, 21, and 17, respectively). Cannabis (aka marijuana) had an overall harm score of 20, putting it in eighth place behind amphetamine (aka speed) and before GHB (aka liquid ecstasy).

Diseases / Conditions in which Marijuana has been found to relieve symptoms

AIDS (HIV) & AIDS Wasting, Alzheimer's Disease, Asthma / Breathing Disorders, Crohn's / Gastrointestinal Disorders, Epilepsy / Seizures, Glaucoma, Hepatitis C, Migraines, Multiple Sclerosis / Muscle Spasms, Nausea / Chemotherapy, Pain / Analgesia, Psychological Conditions, Tourette Syndrome and Tourette Syndrome to name a few.

Physician Perspectives on Marijuana's Medical Use

"The evidence is overwhelming that marijuana can relieve certain types of pain, nausea, vomiting and other symptoms caused by such illnesses as multiple sclerosis, cancer and AIDS -- or by the harsh drugs sometimes used to treat them. And it can do so with remarkable safety. Indeed, marijuana is less toxic than many of the drugs that physicians prescribe every day."

**-- Joycelyn Elders, MD, Former US Surgeon General
Editorial, Providence Journal
Mar. 26, 2004**



Our mission is to open up a professional, educational discussion on the pros and cons for the legalization of medicinal herbs such as marijuana for personal, medical and religious use with the goal of achieving a referendum on the issue at government level.

Exploring these options may come with a lot of benefits to the island of St Maarten. Medically, Economically, Educationally, Religiously and Personally. It's time for us to give it an open air, please show your support to make it this become a reality... For Further information please contact us at : contact@420sxm.com

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It is Time to have the **DISCUSSION**
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FREEDOM FIGHTERS FOUNDATION - 2015

8 TIPS TO FINDING YOUR ARTISTIC VOICE



THERE ARE SOME individuals who have been painting or creating for years, but still struggle to find his or her own voice as an artist. This is a rather common phenomenon, but it can be very frustrating and disconcerting. Artists may work for a very long time, even a lifetime, and never quite find their artistic voice. They may know that their work isn't really that fresh or interesting but not seem to possess the wherewithal to break through into deeply felt, personalized work. Here are ten tips for doing just that: for finding your voice as an artist.

1. Detaching from your visual library

A very common problem, and almost always an unconscious

one, is the need an artist feels to make his work look like something he holds as "good art" or "real art"—very often Old Master art. Because he possesses an internal library of the successful artworks of well-known artists, without realizing that he is doing it he aims his art in the direction of those successes. It is vital that an artist detach from that visual library—extinguish it, as it were—so that his own imagery has a chance to appear.

2. Not resting on skills and talent

Maybe you excel at producing dynamic-looking cats or turning a patch of yellow into a convincing sun. That you have

these talents doesn't mean that you ought to be producing lifelike cats or brilliant suns. Your strongest subject matter and style choices are dependent on what you want to say rather than on what you are good at producing. By all means parlay your skills and talents—but don't rely on them so completely that you effectively silence yourself.

3. Allowing risk-taking to feel risky

Very often the personal work you want to do feels risky to undertake. Intellectually, you may find the way to convince yourself that the risk is worth taking—but when you try to take the risk you balk because you suddenly feel anxiety welling up. Remember that a risk is likely to feel risky. Get ready for that reality by practicing and owning one or two anxiety management strategies that allow you reduce your experience of anxiety.

4. Completing for the sake of progress

When you make new work that you think is aiming you in the direction of your genuine voice, try to complete that work rather than stopping midway because "it doesn't look right" or "it isn't working out." You will make more progress if you push through those feelings, complete things, and only then appraise them. It is natural that work that is new to you and a stretch for you may provoke all sorts of uncomfortable feelings as you attempt it. Help yourself tolerate those feelings by reminding yourself that finishing is a key to progress.

5. Thinking about positioning

You may want to develop your voice independent of art trends

and say exactly what you want to say in exactly the ways that you want to say it. Or it may serve you to take an interest in what's going on and make strategic decisions about how you want to position yourself vis-à-vis the world of "hot artists," galleries, collectors, exhibitions, auctions, movements, and so on. It isn't so much that one way is right and the other wrong but rather that some marriage of the two, if you can pull it off, may serve you best: some marriage, that is, of the intensely personal and market-place strategizing.

6. Articulating what you're attempting

Artists are often of two minds as to whether they want to verbally describe what they're visually attempting. The paraphrase of a visual experience into a verbal "artist's statement" often feels unconvincing and beside the point. On the other hand, it can prove quite useful to announce to yourself what you hope to accomplish with your new work. By trying to put your next efforts into words, you may clarify your intentions and as a consequence more strongly value your efforts.

7. Not repeating yourself for the sake of repeating

Repeating successful work has a way of reducing our experience of anxiety and can bring financial rewards as well. But it may also prevent us from moving forward and from discovering what we hope to say. A balance to strike might be to do a certain amount of repeat work, for the sake of calmness and for the sake of your bank account, and to also add the reality of new work to your agenda.

8. Revisiting your earliest passions

Life has a way of causing us to forget where our genuine passions reside. You may have spent decades in a big city and completely forgotten how much the desert means to you. You may have been so busy painting and parenting that your burning passion for creating a series of cityscapes fell off the map somewhere along the line. Finding your voice may involve something as simple and straightforward as making a list of your loves and starting those that still energize you.

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TOP CARIBBEAN ECOTOURISM DESTINATION

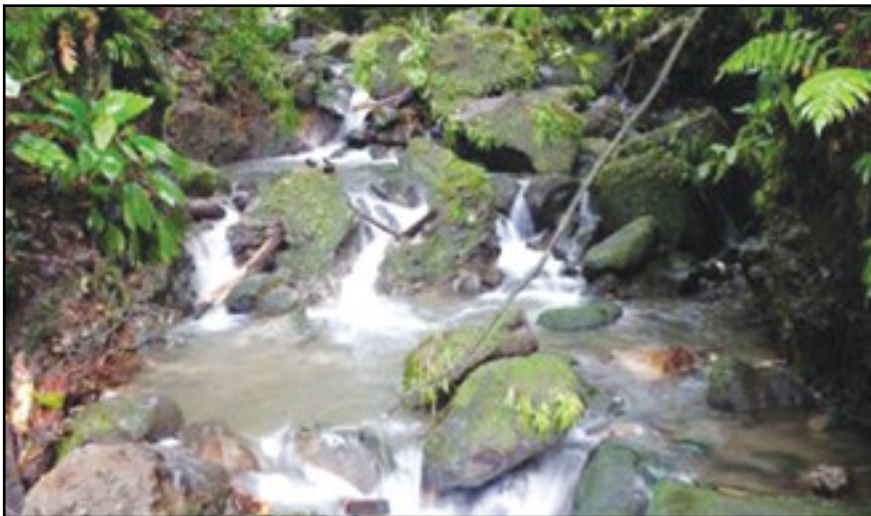
TRAVELERS TEND to think of all Caribbean islands as verdant and lush, but some Caribbean destinations are decidedly “greener” than others. Dominica, for example, has a well-earned reputation as the Nature Island of the Caribbean, while Bonaire is known for its pristine marine environment and Costa Rica and Belize are among the top ecotourism destinations in the world. As for eco-resorts, the ones we’ve selected boast low-impact integration with the native environment, commitment to reduced energy use and/or renewable energy, and activities that support and foster knowledge of the local ecosystem.

DOMINICA

Dominica is the Caribbean for adventurers: lush, unspoiled and full of opportunities for outdoor enthusiasts and nature lovers. Consider traveling to Dominica if you’re the type who gets bored at the beach and wants a variety of rugged hiking, scuba diving and snorkeling to keep yourself occupied. Don’t come here looking for casinos, white-sand beaches, massive resorts — or even paved roads.

ST. JOHN, U.S. VIRGIN ISLANDS

Settled by the Arawak Indians 1,700 years ago, St. John retains its pristine nature better than any of the other U.S. Virgin Islands: roughly two-thirds of its landmass is devoted to the Virgin Islands National Park thanks to the largesse of Laurance Rockefeller. It is



Waterfall on hike to Dominica’s Emerald Pool. © Sam Fa via Flickr

a place of spectacular beauty and rich, bloody history, including a famous slave uprising in 1733.

Only reachable by boat, and with just three resort hotels (the Westin St. John and Gallows Point Resort in Cruz Bay and the luxury Caneel Bay resort) and a smattering of small inns and private residences, St. John is a quiet island -- a contemplative counterpoint to neighboring St. Thomas. Eco-tourism is king here, but the enclaves of Cruz Bay and Coral Bay reveal a place of vibrant local art and artisans, along with dozens of open-air restaurants, cafés, and bistros.

A personal, friendly, and laid-back atmosphere is the hallmark of St. John, but there’s also plenty to do, from sport-fishing and watersports, to horseback riding and archeological exploration. This island harkens back to the time when “getaway” meant “re-



Diver observing a school of fish in the waters off Bonaire. © Bonaire Tourism Corp.

“treating” without the pull or pressure of an itinerary. It’s the kind place you can unburden yourself guilt-free. That’s a good thing.

BONAIRE

No rainforests on Bonaire – the center of this island’s green ecosystem is its waters, especially its coral reef, which has been aggressively protected since the 1970s. As one of the world’s premier diving locations, careful preservation of the sea isn’t just a perk – it’s a business necessity. Bonaire’s commitment to sustainability is strong: Wind energy is slated to power half the island this year, with bio-diesel fueling the rest. There are no true eco-resorts in Bonaire, either, but small hotels like Captain Don’s Habitat are serious about preserving the marine eco-system that makes Bonaire the go-to spot in the Caribbean for SCUBA.

BELIZE

With barrier reefs, jungles, mountains, rainforest, and the largest cave system in Central America, Belize has a vast concentration of natural wonders. Luckily, it’s also invested in conservation; as such, the country has fast become one of the premier eco-tourism destinations in the world and home to a number of eco resorts.

COSTA RICA

Like Belize, the “rich coast” has realized an increasingly important niche with its eco-tourism. And it really is rich: with just one-fourth of one-percent of the world’s landmass, Costa Rica has five percent of the world’s biodiversity -- with a full quarter of the country devoted to protected land. Many of Costa Rica’s many eco-resorts are located on the coast or in the jungle.



Tree house at the Costa Rica Treehouse resort.

7 TIPS FOR RECOVERING FROM A BAD CUSTOMER EXPERIENCE



AS MUCH as every business would love for each of its customers to have an excellent experience each time they do business with them, in the real world, that's not always how it works. Even the best brands and businesses have customers who, from time to time, have a less-than-positive experience – for a variety of reasons. So, here are seven tips for how to recover when a customer has a bad experience with your business.

1) Address the Complaint Quickly

Today, a customer may complain at the time of service or wait to make a phone call or email the business. Whenever and however a customer contacts you about a negative customer experience, it's important to resolve their issue directly and as quickly as possible, for a number of reasons. First, you want the customer to know you care about their business and want them to return, so being quick to resolve their problems helps them feel more positive about your company while they are most concerned about their experience. Also, quickly resolving customer issues is critical in helping keep negative reviews about your company from showing up online. That's because often, customers turn to review sites, social media outlets, or even blogs to express their frustration about a bad customer experience. So, not only does quickly resolving their issues help make the customer happier – it can also help nip negative reviews in the bud, protecting your online reputation.

2) Identify the Root of their Complaint

When a customer complains about a bad experience, they may mention a variety of issues when they speak with you. They may wander off topic and also share about their overall bad day, or an awful experience with a competitor, or anything else

that's on their mind. But, it's important to respectfully listen to what they have to say, paying careful attention to the specifics they mention pertaining to your business. Did you miss your appointment window? Were your products or services below the level of quality the customer anticipated? Were they overcharged for their purchase? Did your staff or partners provide poor customer service? There are many potential issues that can arise, but it's important to identify the root of the problem so you can respond to their specific issue and not just offer a blanket response to any and all complaints.

3) Offer a Resolution Immediately

If a customer is unhappy with your products or services, try to solve their problem and make sure their anger is resolved as soon as you hear about it, before they ever leave your business or, for service companies, before you leave them. The longer it takes for their issue to be resolved, the more upset they are likely to become. To make sure you can consistently offer immediate resolutions to customer complaints, create a system, procedure, or policy for each of the different types of bad customer experiences your business has faced so that you'll have a go-to way to handle issues as soon as they arise.

4) Take Responsibility for their Experience

Is every customer complaint your fault? Probably not, but it's important to take responsibility for whatever contribution you have had in the issue. Don't blame the customer, because that is likely only going to make them more upset. Instead, identify the parts of the issue that your business played a part in, and let the customer know you are aware of your responsibility in the matter.

5) Offer a Heartfelt Apology

Next, make sure to apologize for the customer's bad experience. Be sincere and genuine, and stay professional in your response. Let the customer know you appreciate their business and are sorry for any inconvenience caused. Don't be snarky, frustrated, or terse in your conversation with the customer. Instead, put yourself in their shoes and let them know you care. A heartfelt apology can go a long way in helping ameliorate any animosity the customer may have and in keeping a negative review at bay.

6) Provide a Tangible Resolution

In most cases, an apology alone, while nice, is not enough to truly recover from a bad customer experience. In order to fully resolve the issue with the customer, it's usually best to offer a tangible resolution. For example, many businesses offer a discount, refund, or complimentary future product or service package, depending on the severity of the issue. If your business has caused harm to a customer or their property in some way, you may need to seek expert counsel on how to resolve the issue to avoid potential legal action.

7) Empower Your Team to Resolve Bad Experiences

"May I speak with a manager?" This is often one of the telltale questions that a customer has a complaint about your business. But often, the chain of command, authority, and approvals to get customer complaints resolved can make the process take more time and ultimately make the customer feel more frustrated instead of pleased at the outcome. So, to the best of your ability, empower your team to be a part of the complaint resolution process so that issues are handled at the front line instead of having to escalate them up for a true resolution. Of course, some situations are more severe than others, and due to the varying nature of customer complaints, they are ultimately handled on a case-by-case basis. But by getting your entire team trained on how to provide great customer service and finding consistent resolutions you can offer for the most common customer complaints, you can help reduce the number of customer complaints that you or your management has to deal with – and help ensure that your customers are happier as well.



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WHY SHOULD I BE ACTIVE? FROM PAGE 16

physical activity recommended much easier to achieve for busy people.

People who wish to be active in a more vigorous way by participating in activities such as organised sport, aerobics or jogging should continue to do so as these activities can provide additional health benefits.

How do I get started?

Do an activity you enjoy at a time convenient to you.

Here are some ideas to help get you on the road to fitness.

Be active every day in as many ways as you can:

- Make a habit of walking or cycling instead of using the car
- Do things yourself instead of using labour saving devices
- Take the stairs instead of the lift and walk up escalators
- Get off the train or bus a stop earlier and walk the extra distance
- Do some work in your backyard or garden

Include the whole family - make activity part of your family lifestyle:

- Encourage your family to walk together regularly
- Organise a family picnic and enjoy some activities such as a game of cricket or a bushwalk
- Walk to your favourite local restaurant or cafe for lunch or dinner
- Take your dog for a walk

Many people find it motivating to exercise with friends or as part of a group:

Organise to join a neighbour for a regular walk

Join a local sporting club, leisure centre or gymnasium

Get together colleagues at work and organise some lunchtime activities

Meet a friend for a game of tennis

You are more likely to be committed if you schedule physical activity into

PANTOPHLET WINS FROM PAGE 16

co, St. Barths, Surinam, St. Maarten, US Virgin Islands, USA and host Puerto Rico entered the

Traveling with the team and Master Liu were Paulien Vuijst as therapist and team coordinator and coaches Leoudson Gijsbertha and Rodney Washington.

The trip was made possible by Oriental Caribbean Insurances, Euro Caribbean Link Up, Intermar, NAGICO, Visser Pharmacy, Central Drugstore, Labor Xpert, Guardian Group - Fatum, Gulf - Assuria Insurance, Ennia, Watkan Trading, Sister Marie Laurens School, Helmich Snijder Hill Side Christian School and La Palapa.

The Daily Herald



Keep fit. Have fun.

your weekly routine.

-Think ahead and plan what activity you are going to do on each day of the week

-Think of the times that suit you to be active, whether it be in the morning, at lunchtime or in the evening

-Record your weekly activity plan in a diary or calendar

-Build an activity routine - before long it will come as naturally as getting out of bed.

Dealing with setbacks

Treat setbacks as temporary!

Once you start to be active regularly you might find something comes up that breaks your routine. This might be an illness or operation, a trip away or a new baby.

The key is to treat these setbacks as temporary and to get going again as soon as you can. When facing setbacks it might help to:

-Review the times that you are being active - do they still fit in with your lifestyle?

- Try a new activity if you are battling boredom

- Don't stop being active altogether when you're on holidays - take the opportunity to try new activities like snorkelling, skiing, bushwalking or dancing

- If you feel too tired to exercise remember that physical activity can help increase your energy levels

- Find a friend with similar interests

Maintain a healthy diet

You should complement your physical activity program with a healthy diet.

Good nutrition will:

Make you feel healthier and enable you to have adequate energy for your daily activities. Help you maintain a healthy weight, Reduce the risk of many diseases developing, such as heart disease, obesity and some cancers

The Dietary Guidelines for Adults recommend that you should:

- Enjoy a variety of nutritious foods

- Eat plenty of breads and cereals (preferably wholegrain), vegetables (including legumes) and fruits

- Eat a diet low in fat and, in particular, low in saturated fat

- Maintain a healthy body weight by balancing physical activity and food intake.

-If you drink alcohol, limit your intake

-Eat only a moderate amount of sugars and foods containing added sugars

-Choose low fat foods and use salt sparingly

-Encourage and support breastfeeding

-Eat foods containing calcium - dairy products are the best source or find vegan alternatives. This is particularly important for girls and women

-Eat foods containing iron. This is particularly important for girls, women, vegetarians and athletes

DOLPHIN CHEERLEADERS VISIT ST MAARTEN



CHEERLEADERS from the Miami Dolphins visited the Friendly Island Tuesday. The group, 21 cheerleaders, are traveling on the Norwegian Getaway Cruise Ship. On St. Maarten part of the group visited various locations for a photo shoot to make their Swimwear Calendar. Six others visited local schools including the Charlotte Brookson Academy of the Performance Arts where they showed the children some dance moves and signed autographs. The Cheerleaders have already visited the Bahamas and St. Thomas.



WHY SHOULD I BE ACTIVE? PHYSICALLY ACTIVE PEOPLE ARE HEALTHIER

Being physically active is an important part of leading a healthy lifestyle. Scientific evidence clearly links regular physical activity to a wide range of physical and mental health benefits. People who enjoy regular physical activity tend to:

- Live longer
- Be less likely to have a heart attack or stroke
- Have reduced risk of developing diabetes and some cancers
- Feel more energetic
- Manage their weight better
- Have a healthier blood cholesterol level
- Have lower blood pressure
- Have stronger bones and muscles

**Feel more confident and happy
Be able to sleep better**

Most people will benefit from being more active. People who have previously been very inactive should gradually introduce

activity into their lives.

People who were fit in early life can mistakenly still consider themselves to be fit, without doing any activity, in middle age. Benefits attained early in life cannot be stored - physical activity needs to be regular, ideally taken every day.

How much should I do?

Aim for at least 30 minutes of moderate activity on all or most days of the week.

The good news is that the important health benefits associated with physical activity can be gained through moderate intensity activity, such as walking, swimming, gardening or playing golf.

Medical experts now recommend that adults of all ages do 30 minutes of moderate physical activity on all or most days of the week. By exercising at a moderate rate, you will increase your heart rate without feeling too out of breath.



The other good news is that the 30 minutes can be broken down into 10 minute blocks, making the daily amount of

CONTINUED ON PAGE 15

PANTOPHLET WINS GRAND CHAMPION, TAE KWON DO TEAM EARN 14 GOLD



Local kids participate the 22nd Puerto Rico International Tae kwon do Open Championship.

MIDDLE REGION

Seventeen year old Tyrell Pantophlet won the Grand Champion Trophy at the 22nd Puerto Rico International Tae kwon do Open Championship. A total of 15 athletes from St. Maarten from the King Yen Tae kwon do School returned home with medals.

Under the guidance of Grand master Theo Liu the team ranging in age from six to 17 won

14 gold medals and nine silver.

"This was a great result for us," beamed Master Liu. "I always want to give all the children the chance to experience international competition. This time we carried a young team. We had three six year olds and even had three "special" athletes."

Pantophlet took gold medals in both forms and sparring. Also earing two gold medals were Joey Narducci, Nathaniel Gabbidon, Adan Mathew.

Kharmian Boas-

man and Yaniek Patrick both won two golds and picked up a second silver medal in sparring.

Tyrone Washington and Emilius Rey each won a gold medal in sparring.

Earing silver medals in sparring were Younes Azbouni, Gimora Calmero, Jonathan Gabbidon, Amani Gijsbertha, Miguel de Weever, Kendall Mathew and Jaedon Serant.

Nearly 700 athletes representing Barbados, Brazil, Cuba, Dominica Republic, Jamaica, Martinique, Mexi-

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