



# WOODSIDE SANCTUARY

A HOME FOR THE PROFOUNDLY  
INTELLECTUALLY AND PHYSICALLY DISABLED

# ANNUAL REPORT 2021



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# SANCTUARY INFORMATION



Country

South Africa



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Bank

Standard Bank



Registered Auditors

JD Hill & Company - Chartered Accountants (South Africa)  
196 Elston Ave, Benoni, 150



Nature of the Organisation

Non-Profit



Registration Numbers

PBO: 18/11/13/1075

NPO: 000-819



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## Vision

To significantly contribute towards the Social Development of South Africa's disability services by providing a centre of safety and excellence in holistic nursing care and stimulation for profoundly intellectually disabled persons.

To offer help and hope to discouraged families and inspiration, encouragement and training to our dedicated staff and students in caring for our residents.



## Mission

Woodside is committed to:

Offer the highest standards of holistic nursing care for our residents with our service models designed to deliver a tailored package of care to each individual. This service is given within a respectful and caring service-orientated environment.

Creating a culture of continuous professional development and to always share our knowledge and expertise with other agencies in this field.

Always being accountable to our staff, residents, parents and donors through an accessible open door policy.

# EXECUTIVE COMMITTEE



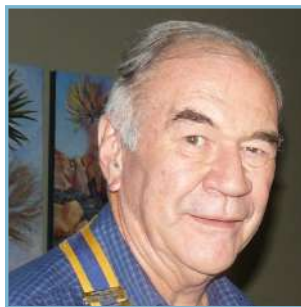
**Sharon Ackerman**  
**Chairperson**

Operations



**Prof. Annie Temane**  
**Vice-Chairperson**

Medical and Nursing



**Paul Westcott**  
**Treasurer**

Accounting and  
Finances



**Paul Kasango**  
**Member**

Operations



**Peter Alexander**  
**Member**

Finances



**Tersia Jacobs**  
**Member**

Finances



**Denise Griffin**  
**Member**

Finances



**Georg Knoke**  
**Member**

PR, Marketing &  
Communications



# CHAIRPERSON'S REPORT

Needless to say we have had another tumultuous year and it is a testament to the staff, families and supporters of Woodside that we have managed keep our heads above water. I cannot stress enough what an incredible team Woodside has. The passion, love, commitment and absolute devotion to the interests of the residents has incredible power, and allows Woodside to persevere even in the most trying of times. I need not tell you that this organisation runs like a fine oiled machine. The COVID-19 protocols have been outstanding and I want to thank the families for adhering to them, even when it meant losing valuable time with their loved ones. Despite so much devastation and trauma in the third wave, Woodside was able to give top care and stop any potential spread. I am also delighted to report that our vaccination role out has been a huge success and hopefully we will be able to move forward with even greater success into the future. I have to use this opportunity to thank all at Woodside for their devotion and resolve. I am sure I do not have

to explain how many who work or live at Woodside have suffered incredible loss and trauma at this time. Despite this, Woodside has managed to pull through. It is not easy; we are not out of the woods yet but I know that the Woodside team will persevere.

It has unfortunately been another frustrating year for the Board. Online meetings and group chats are not ideal, and we ourselves are not able to pop in as much as we like to give support and reassurance to the team. I still have so many goals that will have to wait until we can return to some kind of normality. It is frustrating in these times for us to deliver and pursue our fundraising goals and increasing the visibility of Woodside in the public domain. This does remain a priority and we are constantly looking for new ideas in these increasingly difficult times. Refiloe Poffu and Loné Lourens have done an incredible job at raising awareness through various campaigns, and I urge all of you to share, share and share some more! One never knows who sees a post and what impact it can have.

I would also like to touch on the fact that Woodside remains an organisation that empowers its staff and we really try to encourage growth and leadership from within. Promotions and new structures have been something the board and myself have really emphasised. As a result, the strain on senior management has lifted to a certain extent and allows for Woodside to function even in the event of emergency leave etc.

I would like to take this opportunity to welcome some new members to the Woodside family. We do hope these new residents and their families will be happy and safe in their new Woodside family. So a big welcome to Marcus Craig Knop, Christiaan Cilliers, Junior Dube, Sara Jane Woodvine, Francois Retief and Tsheop Matsaba.

Let us hope that things will look brighter in the new year as we navigate these difficult times. Thank you Woodside family and a personal thank you to the volunteers of our Board, whose input and wisdom are instrumental in contributing towards the success of this haven of hope.

Finally I would like to offer our biggest thanks and congratulations to Woodside's Management Team, led by General Manager Kirsten Williams, for all that they have managed to accomplish in this year. You are all truly amazing. Ms Williams has been an exceptional leader, who is greatly valued by her team and the Board as she has expertly managed all aspects of the daily operations of Woodside, through even the most challenging of times. We thank Ms Williams for her exceptional dedication and leadership.

My most heartfelt thanks to everybody who played a part in ensuring that Woodside is able to continue to provide it's much needed services to those in need.



**Sharon Ackerman**  
Chairperson

# A LETTER FROM THE

As we are all too well aware, the pandemic has had a dreadful impact not only on the economy but on South African's health, wellbeing and ways of working. It is a terrible conundrum when one tries to balance people's health with economic survival. Ideally one should not be faced with such a choice, yet this tough call is being asked repeatedly, not only of South Africa, but globally, a pull between life, and livelihoods.

Given South Africa's socio-economic inequality and related health co-morbidities, we are extremely vulnerable to a virus that is particularly contagious and fatal. Extending this comparison, our economy had its own preconditions for co-morbidity before the lockdown even began, coupled with our high rates of unemployment, poverty, corruption and failing healthcare system. Notwithstanding what we're up against, Woodside rose to the challenge, and successfully responded to multiple medical emergencies with unbelievable professionalism and efficacy, including intensifying crises related to COVID-19 infections, public transportation disruptions

and freight delays that impacted Woodside either directly or indirectly.

Woodside believes each of us has the right to lead a meaningful and dignified life, free from violence, fear and oppression as a result of discriminating against physical and intellectual disability. We work hard to bring us closer to that ideal day by day, year by year. Understandably, the focus to date has been on health and keeping the economy afloat, but insufficient attention has been paid to Civil Society, which is caught in the middle. Unfortunately COVID-19 is undermining this crucial role of Civil Society, by threatening the livelihood of NPO's and NGO's through lack of support.

Civil Society, umpiring between the State and its Citizens, arguably more than any other sector, and has always been the 'glue' bringing about social cohesion during forms of turbulence. It is in these times, that we are constantly reminded that it is the people we help, who teach us our most valuable lessons: moral courage, perseverance and hope in the face of crisis.

Nobody knows what the world will look like post COVID-19, but we will emerge, and Civil Society must be well placed to play a prominent role in determining how Society will evolve on the other side of this all.

Justifiably patronage is tested, and tested, and tested again in periods of crisis, and it is hard to give when times are challenging. However if there ever was a silver lining in this COVID-19 dark cloud, it is rediscovering our shared humanity and inter-connection through mandatory separation, which has laid bare our fragility as a nation. These are perplexing times and it is our duty to the families we serve to keep our ambition in step with the obstacles they face aligned to our vision and mission statements.

To our generous benefactors who have continued to support Woodside during this time of crisis, we thank you. Your belief in Woodside Sanctuary and the work that we do, inspires confidence and perseverance to succeed in our mission, and to continue changing the lives of those we serve. Thank you for making this critical work possible.





# GENERAL MANAGER

To our potential friends and supporters, we urge you to join us. The change we are accomplishing in the lives of the profoundly disabled has never needed you more.

I would also like to sincerely thank the Woodside Sanctuary Staff for their unwavering commitment and unflagging dedication despite the challenges of operating under radically different conditions. Your love, loyalty and 'can do' work ethic is unparalleled. It is because of each member of staff, in all departments within Woodside, that Woodside can proudly state, we have a sixty-six year track record of delivering excellence in disability nursing services, and improvement in sensory stimulation and development in the care and treatment of all those entrusted in our care. My unsung heroes, hear me roar your praise.

To the Executive Committee, your support, advice and accessibility has been second to none, and has helped to ease at times, a heavy load over the past year. I thank each of you for continuing to play a pivotal role in the governance and advocacy for Mental

Healthcare Users and for upholding your fiduciary responsibilities to Woodside and all our Stakeholders.

To our much-loved families entrusting Woodside with the greatest privilege there is, thank you for standing with us this past year. At times, the impossible was asked, yet your support, understanding and more often than not, kind words of encouragement, was the get-up-and-go behind getting us over the proverbial "hill". For our new families, I welcome you to the Woodside family, and look forward to many years ahead of peace and comfort in knowing your loved ones are at a home away from home.

I am and will always be a proud and loud enthusiast of this splendid, hard-working, efficient, beautiful organisation and-I hope that you will join me as you read through this year's annual report, in celebrating not only the highs, but the lessons learnt in the lows, what a roller-coaster of a year this has been.

Sixty-six years of excellence in service, and as I said last year, the preferred mantra and

credo always remains one of permanence. Despite all the hurdles Woodside has faced, the pandemic yes has hobbled our progress, but long-term sustainability remains a core focus in any decisions of this home.

That is our inspiration. That is our passion. That is our continued calling.

Yours in service always,



**Kirsten Williams**  
General Manager



# TEAMWORK

"We are not a **team** because we work together. We are a team because we respect, trust and care for each other"

Vala Afshar



"Alone we can do so little, together we can do so **much!**"

Helen Keller



"Unity is strength. . . when there is teamwork and collaboration, wonderful things can be **achieved!**"

Mattie Stepanek





# SOCIAL WORKER'S REPORT

The year 2021 has been a relatively challenging one given the COVID-19 pandemic that the globe continues to battle. These challenges have continued to directly and indirectly affect everyone both at an individual and societal level. In working together, continued sharing of accurate information, continued support and adapting to the 'new' ways of establishing, maintaining as well as improving professional relationships – the provision of the highest level of care and stimulation to the residents has continued. The same level of care has also been extended to the staff, the community at large and families.

## **The Residents:**

In all the changes that have been implemented to try and curb the spread of the virus, the resident's daily routines had to also be altered. As a result, the residents have also had to adapt with every change that is continuously being implemented. It is not an easy ask from them as their everyday routine is what they best identify with – especially for our higher functioning residents who benefited from counselling sessions in a private space such as the office. To continue providing this support, there was a need to increase the number of hours spent within the wards. That ensured that there was a continued interaction with all the residents for their overall well-being and functioning within these new settings.

Due to the rise and decline of COVID-19 cases, there was a strong need to ensure the safety of the residents which posed a great challenge in terms of getting access to their smart Identity Documents (IDs). Over the past year we had a total of four residents who reached the age where they could get smart IDs. On a different but relevant note, two of our residents have been in the country for a number of years and we are in the process of looking at whether they can now apply for citizenship which will in turn ensure that they also gain access to social security services.

The Department of Home Affairs (DoHA) services have also not been stable with each level of the lockdown leading to the reduction of some. They could not therefore even organise for the home visits where they could then provide these services to our residents within an environment that they best identify with. Contact has however been maintained with officials from the DoHA to be on top of their list as soon as home visits are allowed.

## **The Staff:**

In providing the continued support to the residents, this called for a close working relationship with the staff in other departments. Over the past year there has been a lot happening which directly or indirectly affected the staff. This led to heightened feelings of anxiety, uncertainty, the need for correct information on issues that affects their everyday functioning as well as stress. A non-judgemental attitude, empathy, active listening as well as full respect to client's self-determination in every intervention became crucial.

To provide the correct information at all times to the staff on concerns that they raised – there was a need for detailed research on those concerns. Further to that, there was a need for a close working relationship with the nursing department to ensure that accurate information is what always reaches the staff. Despite groups not being able to take place, meetings did take place within the different wards to ensure that support comes even from colleagues that everyone within their respective department works with. This was effective especially in keeping the conversations going even after there has been a meeting. There were also a lot of referrals to resources within the different communities that the staff also reside in. These were helpful for others, but for others, there were challenges posed not only by the lockdown restriction but also the lack of resources in some communities. As we continue with the year, the close working relationship that has

been developed with the staff will be maintained to positively influence the overall well-being of the staff at all times.

## **The Families:**

No request has proven to be too much of a request for the families. As we navigated the different rates of COVID-19 infections and lockdown levels in the country, there were sacrifices that were requested from families – that of not seeing their loved ones in person being the major one. At all times, the families showed full support and adapted to the 'new' ways of keeping in contact with their loved. The use of WhatsApp video calls and sharing of pictures became the medium of contact as well as ensuring that families are still in touch with their loved ones. This would have not been possible without the willingness and support from families to not only adapt to the 'new' ways, but also accept them as measures that are there for the time being. As we head towards the end of the year, we are hopeful that there will be a handle on the virus and families can get to physically spend more time with their loved ones. The use of WhatsApp will continue as it has proven to be effective in making sure that there is contact and the families always get to see their loved ones even if not in person.

## **The Community:**

Despite little to no physical contact taking place with the outside community as a result of the pandemic – professional relationships that were established prior to the pandemic have been maintained as part of reaching out to the community. In the year 2021, a fourth year social work student (Tshegofatso Paledi) from the University of the Witwatersrand (WITS) is doing her field practicals with us. This is achieved through blended learning between physical and online interactions as a result of COVID-19. Contact with other supervisors across Johannesburg in different agencies is maintained through the quarterly meetings that are held. It is through those meetings that information is gathered for

referrals of both residents and staff members who might be in need of specific services that the other supervisors provide within their respective agencies.

Constant email and telephonic communication has also been kept with other agencies such as Life Hospital in Poortview, Acres of Love, Tutela Linden as well as the Department of Social Development (DSD). Keeping these working relationships has been effective as part of working with the community for referrals of children and adults in need of a place of care. The scope of organisations will continue to be expanded as it is from these professional relationships where Woodside Sanctuary fulfils its mission statement of sharing expertise and knowledge with other agencies in the field.

### **The Stimulation Department:**

In the first half of the year 2020, an even closer working relationship was established with the Stimulation Department. This meant that we were working closely in providing effective stimulation programmes to the residents based on the strengths and needs identified from the psycho-social evaluation conducted on a daily basis. Most of what the department had already implemented in the previous years has been kept with some modifications on some to ensure that this integral part of the everyday functioning of our residents continues, specifically under the COVID-19 pandemic.

### **Learning Support:**

**Supervisor:** Jenny Chetty

**Senior Learning Support Assistant:** Alice Moloto

**Learning Support Assistance:** Matshidiso Masemola

The departments aim:

To support the resident's development through learning at an individual and group level

The department's objective:

To ensure that the residents are safe, cared for, their social and emotional needs are met and supported through learning

The COVID-19 pandemic presented a completely new way of operating for the department. This could have easily been

identified as a challenge, but the department took it as a learning curve to adapt to new ways of operating. Ways that will ensure that the aim and objective of the department towards the residents are met. A small number of residents were now attending the classes. Having noted that, a distribution of activities into the wards was implemented. That way every resident in the ward got to engage with the learning material set out in each day despite not being able to all come together in the class. The success of this 'new' way of operating was made possible by the carers and the nursing team in the wards who are always willing to assist in the implementation of the learning programmes meant to support the residents.

Some of the greatest achievements that the department had noted is the level of engagement with the learning support activities from the residents. Some always portrayed a lack of interest, but with the small groups and involvement of the carers, the residents are more engaging.

As we will be ending 2021 and heading to 2022 – the department seeks to ensure that the same level of engagement from the residents is maintained. That will be achieved through the continuous creation of new, functional age appropriate activities for each resident as well as interacting with other organisations. It is through these engagements with other organisations that there will be sharing of expertise. The department would like to offer their thanks to Woodside Sanctuary management and the Department of Education for their continued support in ensuring that the residents learning needs are always met and the activities that are implemented are meant to support their learning at all times.

### **Physiotherapy:**

**Physiotherapy assistant:** Monica Mazibuko

**Physiotherapy assistant:** Gretha Mdunge

The physiotherapy department being one which has mainly group activities and includes touch most of the time, saw the greatest challenge with the COVID-19 pandemic. The competitive nature of the group activities between the wards suffered due to wards being isolated from one another. The stretching activities on the mats within the







department and massages for the residents also had to be implemented in ways that adhered to the COVID-19 regulations.

All this called for 'new' and inventive ways to keep physiotherapy going. One of the ways that this has been ensured is by taking the activities into the wards where the residents get to compete without the mixing of wards. The material such as mats and standing frames also had to be brought to the residents when they could not come up to the department. The support from the nursing team and carers within the wards has been extraordinary.

The greatest achievement that the department had noted in the year is how most residents have managed to maintain their ability to walk. The treadmill assists a lot in encouraging the residents to walk even if it is for 15 minutes – with a few sessions, these minutes are quickly converted into an hour. That way the residents are able to walk independently around Woodside even when they might have started showing signs of muscle inflexibility/deterioration.

As part of the department's forward planning – there will be more engagement in the wards with the residents on the different physiotherapy activities.

The Physiotherapy department wishes to thank Estie De Plessis who worked as the supervisor for many years and has recently taken her retirement. We wish her all the best in her retirement and will always be grateful for her greatest contribution towards the implementation of programmes that have and will forever continue to benefit the residents. To the management, staff, families and the different stakeholders – we acknowledge and appreciate each and every one of you as the Physiotherapy department.

#### **Stimulation Therapy:**

**Supervisor:** Maria Bartholomew

**Senior stimulation department coordinator:**  
Jabu Funeka

**Stimulation department coordinator:** Margaret Simelane

The past year presented with some changes to the stimulation therapy where we saw our team expanding so as to ensure that there were more residents being attended to at

any given time. In the midst of that, the COVID-19 pandemic called for a reduction in the number of people that can interact at any given time. The atmosphere was just not the same, especially on music days where the wards would usually meet in the big dining hall and dance for the whole afternoon. Putting the weekend stimulation workshops on hold was a huge ask, and the stimulation therapy department is looking forward to the day when these will be back on track.

The birthday celebrations continue to be a treat for every ward. The stimulation therapy department then adjusted to the challenges that were presented and implemented new ways of ensuring that all the residents continue to receive stimulation on a daily basis. In working ward to ward, the department noted that the residents within the small groups continue to engage with the stimulation activities. At any given time, different stimulation activities are implemented in the wards, these activities are individually tailored to the needs and likes of each and every resident.

As part of continuing with the stimulation therapy, the department is looking at ways that the families can be involved in some form of workshops – even if it is online once every two months. Further to that, the department is also looking at establishing a sensory garden for the residents.

The continued support from the management, the families and guidance from the different government teams is really appreciated. It is what has and will continue to keep the stimulation therapy department in the high standard that it currently holds as well as providing the best stimulation therapy for the residents.



**Pat Ngwenya**  
Social Worker



# NURSING

Our incredible nursing staff continue to provide the very best possible care to our angels with the resources available to us. Organisations like Woodside Sanctuary depend greatly on the dedication and drive of our staff in order to succeed, luckily Woodside has some of the highest calibre staff around. The Management wishes to express its thanks to all levels of staff for their hard work and dedication to the organisation over the year. It takes incredibly special people to work in an organisation such as Woodside, and we are privileged to have employees with such empathy and compassion to work with our residents.

The general health of our residents has improved, largely due to the more frequent reviews by our medical team and limited people moving around Woodside, with all staff wearing masks at all times, and donning additional PPE as needed.

Due to COVID-19 residents outings have been suspended. We have had 3 big residents' functions: Christmas Day, Valentine's Day and Easter, with strict isolation between wards being maintained at all times in the dining hall. All our residents were so excited to finally see each other as they have not had any function in the dining room since the start of isolation. The happiness of all the residents on these occasions was extremely heart-warming to see. We have also started bus rides again as this is an activity which the residents adore; however, in keeping with our COVID-19 protocols, we have limited this activity to one ward at a time.

Woodside has a new General Practitioner named Dr Anrie Carstens. Dr. Carstens joined the Woodside team on 26 November 2020, and we are incredibly glad to have her assistance, as she is an amazing doctor and also has so much compassion, care and love for the residents. She is engaging in and will be attending Prof Thom's monthly rounds with her, as we have found the combined rounds provide a multidisciplinary approach that will enhance the care of our residents.

Admissions since the last AGM: Marcus Craig

Knop, Christiaan Cilliers, Sara Jane Woodvine, Francois Retief, Junior Dube and Tsheop Matsaba.

Woodside has significantly increased our nursing capabilities since the start of COVID-19. This came about as a necessity, due to the fact that our residents are extremely immunocompromised and not able to wear PPE, it became a great risk to send any resident to hospital for treatment. We have thus increased our medical equipment to fully support sick residents and Woodside now has 2 sickbays, with hospital beds, including a fully stocked emergency trolley, oxygen generators, drips, 2 ECG machines, a Venous Doppler machine and a wide range of antibiotics (IV and Oral). We have already made use of these items on a few occasions when residents required nursing and medical support, from monitoring, drip and antibiotic therapy and small surgical interventions.

## Challenges:

Due in large part to the professional treatment they receive and the ever improving advancements in medical care, Woodside's residents are getting older with some even exceeding the 60 year mark, and we are starting to experience different challenges with geriatric medical conditions. That is now making the medical and general management of these residents different to our general population. Due to our resident's longevity, we have also begun to experience new challenges as a result of them outliving their trusts and families, which is leaving Woodside responsible for carrying the full cost of care of those residents.

Medication and dry stores are still challenging and need to be managed with care. The support of government medical facilities remains very difficult and frustrating, as the majority of the residents at Woodside are not able to access the private health care sector.

Dental care is another huge challenge with little or no support being offered from government. We are still trying different options to resolve this issue. The challenges of medical and dental care have increased

during the COVID-19 lockdown as our residents are not able to wear PPE, therefore we have only been able to refer patients to hospital when emergency care was required and we managed as much as possible at Woodside ourselves. This has in turn increased our expenses as we needed to fully stock our medical dry stores with all items which might be required.

The COVID-19 pandemic has also caused a rise in other medical expenses including our need to ensure that we always have stock of PPE, such as, gowns, gloves, masks, face shields etc. We also need to always have rapid COVID-19 tests on hand to test any visitors/suppliers and to be able to test any resident or staff member who may be presenting with symptoms so that we are able to start treatment as soon as possible if needed.

## Training:

We are continuing to provide in-service training to all staff to ensure that levels of care for the residents are maintained at the highest possible level at all times. Training is on the total care of the residents and COVID-19 training to ensure the safety of all residents at Woodside.

Woodside has been training our staff on how to manage special medical needs which current or future residents may have, this included training on PEG (percutaneous endoscopic gastrostomy) feeding. Woodside has just admitted our first PEG residents, and our staff are coping well with this new challenge.



**Tania Grobler**  
Matron



**Rauletta Maarman**  
Nursing Manager

# COVID-19 REPORT

Since March last year, when the COVID-19 (also known as the Novel Corona virus) pandemic was announced as a "national disaster" and our country was placed under National Lockdown, The virus has been, and continues to affect our everyday lives.

Due to the declaration of the National Disaster, Woodside went into quarantine on the 17th of March 2020 and has continued to limit the possible COVID-19 exposure to our Angels. Going into quarantine and not allowing family visitations was a very difficult decision to make, but after consultation with the Department of Health, Mental Health Advisory, SANC Nursing Council and various Medical Opinions as well as taking into account the immunocompromised status of the residents, this was the safest option for all at Woodside. Eventually when the level of lockdown restrictions lessened we did allow families to start visiting again, but with very strict criteria which needed to be followed to ensure the safety of all at Woodside.

From the beginning of the COVID-19 lockdown, we completed a risk assessment and discovered that we had to make a few changes to our practices so as to best protect our residents and limit the spread of COVID-19 in Woodside. There have been many protocols and strategies put in place and they have improved the level of service to the residents and reduced the possible spread of any potentially viral organisms throughout the home. Some of the changes made included; the food trolleys and staff being limited to a specific ward, individual jelly containers being issued per child, and an assigned cleaning trolley per area, to name but a few. We have also had to change the way we clean, give medication/food to resident and manage our laundry. We continue to perform risk assessments to determine any weaknesses in our management of COVID-19 and immediately implement changes to correct these issues.

We also implemented a screening process whereby all staff and residents were screened for possible symptoms on a daily basis and a detailed screening questionnaire was completed by all staff members at the start of each shift. Any person that appeared to be at risk or who had COVID-19 related symptoms was given a rapid test which was administered by the nursing staff. Initially we had to preform both rapid tests and nasal swab tests, to be sure that the results obtained from the rapid tests were accurate, and once we were sure that they were, we knew that they could be used as a reliable way to ensure the safety of all at Woodside. This tool has made it much easier to determine if symptoms are just the common flu or COVID-19, thus allowing us to be able to make informed decisions about the need to possibly send staff members home or whether we need to isolate a resident. We are now performing both IgA and IgM antibodies COVID-19 detection rapid tests at Woodside.

During the 1st and 2nd waves of infection, Woodside has had a total of 50 residents and 27 staff members test positive for COVID-19. Thankfully all were asymptomatic and there have been no fatalities at all. This is something of which we are exceptionally proud. We are also incredibly proud of the extraordinary dedication and work ethic shown by all of Woodside's staff who have worked together and done their part to help ensure the continued well-being of all of Woodside's angels. During the third wave we had 3 residents and 7 staff members test positive but we were able to stop the spread to any other residents or staff members at Woodside with all the strategies which we now have in place.

The nursing team had an extremely challenging task as they had to be incredibly vigilant with our residents as they can't state symptoms and the nursing team had to

determine who was at risk, screen early and commence administration of our flu cocktail. We are very proud of the team and how they have managed the health and well-being of all staff and residents since lockdown started. Their ownership and accountability has been remarkable.

During the COVID-19 pandemic all stimulation programmes continued for the residents. However certain changes in the way we perform our duty had to be implemented. For example, stimulation therapies would take place in one ward at a time or a small number of residents from a specific ward, would be taken to the stimulation departments at a time. Once the therapies were completed all the equipment and surfaces would be cleaned and disinfected before the next group could be taken to the departments. We needed to take infection control principles into account to ensure that Woodside Sanctuary remained a safe environment for our residents and staff, but at the same time still providing the stimulation for the residents so that they would not present with boredom and behavioural problems.

Due to the continued presence of COVID-19 in South Africa, Woodside has had to deal with many unexpected expenses, such as PPE (Personal Protective Clothing), hand sanitisers and additional cleaning agents. We believe that the first step in ensuring the well-being and continued good health of our residents is by ensuring the health of our dedicated staff, as they provide the residents with the fulltime care they require in order to live happy and healthy lives. During the spikes in COVID-19 cases across the country we have provided all our staff with care packs, consisting of hand sanitiser, masks, gloves and Vitamin packs, which they were encouraged to use when on duty and when off duty.



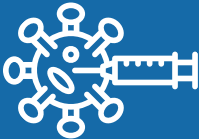
The Fundraising team has offered their support by implementing COVID-19 campaigns and appeals during this pandemic to ensure that Woodside had the funds and/ or needed supplies to continue protecting all residents and staff with the correct PPE, hand sanitiser and cleaning materials.

Knowing that the only way to stop the spread of COVID-19 is to achieve herd immunity, Woodside decided to see what we could do to get the needed vaccinations for any residents (who had received consent from their families and/ or guardians) and staff who wanted the vaccine. Through the outstanding efforts

made by Woodside's GM Ms. Williams, we were able to make contact with Mande Toubkin at Netcare who was instrumental in securing vaccinations for Woodside. On the 16th of July 2021 the amazing Netcare team came through to Woodside to administer the first round of vaccinations to all staff and residents (with consent) over the age of 35. The Netcare vaccination team was so professional and provided exceptional service, showing true empathy and patience with even the most difficult of residents. The Netcare team will be coming back to Woodside to administer the second round of vaccinations at the end of August 2021.

By securing these vaccinations against COVID-19, for our residents and staff we hope that all at Woodside will be protected and that we will be able to ensure that Woodside remains a safe environment.

COVID-19 will be with us for a long time still and the positive team work between all departments in Woodside will continue, so that we are able to ensure the continued safety of all residents and staff.





# OPERATIONS & PROGRAMME ADMINISTRATOR'S REPORT

In November last year Mrs. Minah Leatswe was promoted to the new role of Operations and Programme Administrator. This role was created out of a need to ease some of the day to day operational burden from the shoulders of Woodside's General Manager, allowing her to focus her time on more strategic aspects of the management of the Sanctuary.

Mrs. Leatswe has proven to be the best possible selection for this role, and has stepped into her new position with aplomb. She has completely taken over every aspect of managing our maintenance needs, she manages our staff controllers, is central in Human Resources management, she provides assistance when needed, to Ms. Williams from an operations point of view and she has become a vital link between the operational and strategic management of Woodside.

Since November there have been a number of challenges which Mrs. Leatswe has had to deal with and she has done so with great professionalism and composure. Some of these challenging items include:

A number of challenges with the maintenance and repairs of our aging buildings and vehicles, for example when our borehole pump broke down and needed to be replaced. Mrs. Leatswe had to locate a new supplier who would be able to assist us as the company who usually assisted us with our borehole needs was unavailable at the time. This new supplier, Advanced Irrigation and Pumps, has proven to be very efficient and reliable and we will be making use of their services should any future needs arise.

Another example of this was the weakening from age of our boundary walls, this weakening left our walls in a state of imminent collapse and they urgently needed to be repaired. Once funding and donations had been collected, Mrs. Leatswe was in charge sourcing quotes from suppliers and overseeing the repair work that was done. These boundary walls have now been fully repaired.

On the HR front, Mrs. Leatswe had to manage the staff shortages which we had due to the COVID-19 pandemic, when staff left due to retirement, illness etc. they were not replaced. Instead we gave overtime to existing staff to cover the drop in our staff quota. Once the lockdown restrictions were decreased we were able to bring in the additional staff that were needed, Mrs. Leatswe oversaw the recruitment, placement and training of all our new staff members.

In the tradition of Woodside's approach in believing in our own, and in promoting from within a staff member (Mr. Thabo Mahalaba) was identified for promotion to the position of driver to replace Mr. Robert Jiyane who will be retiring

from Woodside after 28 years of dedicated service. Mrs. Leatswe was instrumental in ensuring that all the processes were followed so that our driver in training went through his driving lessons, obtained his learner's licence then his licence and finally his PDP certification.

Mrs. Leatswe was also integral in identifying and training her replacement Ms. Bongile Mdunge who took over as our second staff controller. The process of handing over that role was very involved but Mrs. Leatswe was able to offer her guidance to Ms. Mdunge at each step in the process and continued to oversee and assist her as needed, until Ms. Mdunge was comfortable in her new role.

These are just a few of the tasks and challenges which have been faced by Mrs. Leatswe since she became Woodside's Operations and Programme Administrator, but no matter the task Mrs. Leatswe has always been up to the task, and has always found a way to overcome any obstacle placed in her path.

On behalf of the Management of Woodside, especially our GM Ms. Kirsten Williams, we would like to offer our most heartfelt thanks to Mrs. Leatswe for the exceptional job which she has done. She has taken full ownership of her new role and we could not be more proud of her perseverance and growth in these last few months. She is most definitely an indispensable part of what makes Woodside run as well as we do.



**Minah Leatswe**  
Operations and Programme  
Administrator

# SIMPLY THE BEST

When people talk about a great place to work, what does this really mean? We ask our colleagues in their own words to describe how they feel about being part of the Woodside Family.



**Name:** Rauletta Maarman  
**Position:** Nursing Manager

**How long have you been with Woodside?:** Since 01 April 2015 (6 Years)

**What makes you proud to be a Woodside staffer?:** "I'm honoured to be a Woodside member because our General Manager Kirsten upholds an institution with high standards whereby Loyalty, Unity, Honesty, Empathy and teamwork are displayed. We are a broad family where I never feel alone. We share pranks, laughter and pain. Our Residents are so loved and I really enjoy spending time with them and nursing them even those who pretend to be sick to get extra attention."

**What is the best part of your job?:** "The best part of my job is knowing that I can use my abilities to save someone's life if the need arises, and this gives me great joy. I will persevere until I see progress and results."



**How long have you been with Woodside?:** 33 years

**What makes you proud to be a Woodside staffer?:** "The love that we have for each other and the experience that I have gained since I became a member of Woodside's family. I have experienced a lot of things since I began working with our residents."

**What is the best part of your job?:** "Sorting residents clothing and taking them in the wards, supervising the laundry on a daily basis."



**Name:** Eunice Molefe  
**Position:** Laundry and Housekeeping Manager



**Name:** Jappie Zwane  
**Position:** General Assistant

**How long have you been with Woodside?:** 16 years

**What makes you proud to be a Woodside staffer?:** "The love that I have for what I am doing. I also love the residents because they are always happy."

**What is the best part of your job?:** "Making sure that the yard is clean and always welcoming to our visitors".



**How long have you been with Woodside?:** 4 years

**What makes you proud to be a Woodside staffer?:** "The love that we have for each other and the way management treats us, they treat us with pure dignity and love. I am also proud because they want to see us grow in our roles and responsibility."

**What is the best part of your job?:** "Being the face of Woodside, answering calls and taking messages".



**Name:** Nomthandazo Maqaqa  
**Position:** Receptionist



**Name:** Hazel Mpohla  
**Position:** General Assistant

**How long have you been with Woodside?:** 2 years

**What makes you proud to be a Woodside staffer?:** "The way that the management is treating us, we have access to the doctor, and nursing sister. Our General Manager has also kindly offered us a place to stay."

**What is the best part of your job?:** "Making sure that the place is always hygienic and welcoming."



**How long have you been with Woodside?:** 16 Years

**What makes you proud to be a Woodside staffer?:** "The love we have for each other, working as team and supporting each other."

**What is the best part of your job?:** "To give care and support to our residents."



**Name:** Pulane Mosoeu  
**Position:** Enrolled Nursing Assistant



**Name:** Jacob Kaudi  
**Position:** Care Worker

**How long have you been with Woodside?:** 15 years

**What makes you proud to be a Woodside staffer?:** "The love that management is showing to us and the love that we have for each other."

**What is the best part of your job?:** " Looking after residents."



**How long have you been with Woodside?:** 16 Years

**What makes you proud to be a Woodside staffer?:** "The love that I have for the residents and the way management is treating us. They always give us support, we have access to the doctor and the sister in charge is always on duty to give us support physically and emotionally. Our General Manager organises birthday parties, Christmas parties and long service awards each year for us."

**What is the best part of your job?:** "Caring and giving love to our residents."



**Name:** Seipati Malefane  
**Position:** Care Worker



**Name:** Margaret Simelane  
**Position:** Stimulation department coordinator

**How long have you been with Woodside?:** 16 Years

**What makes you proud to be a Woodside staffer?:** "The love, to love and be loved as a member of the Woodside family."

**What is the best part of your job?:** "Caring for the residents in all areas of their lives, looking after their everyday needs physically, emotionally and spiritually."



**How long have you been with Woodside?:** 13 years

**What makes you proud to be a Woodside staffer?:** "The love and respect that the management has for us is overwhelming."

**What is the best part of your job?:** "Making sure that the kitchen is always hygienic and the food is always nice."



**Name:** Rosy Mmusi  
**Position:** Kitchen Assistant



# QUOTES FROM



"Every time I count my blessings, I count and thank Woodside twice! They have been there for us for the last 30 years when Karoline chose to move there. I say she chose to move there because from day one she settled in happily and made Woodside Sanctuary her "Home away from home. Woodside Sanctuary is a true blessing for us, and we are most grateful and thankful to everyone. They are there with all the ups and downs, the laughs and tears, the aches, and pains, yet they never give up! They are with our dear Karoline every step of the way! For us Woodside Sanctuary is our true HERO, and we will forever be thankful and grateful to everyone there! With much gratitude and appreciation!"

- **The Herndler Family**

"Woodside is peace. It is knowing my precious boy is in the best place, receiving the best care and the most love and it is trusting in Woodside's incredible team, knowing that they will do everything in their power to keep our angels safe no matter the odds."

- **Donna Forman**



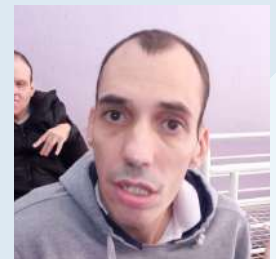
"Woodside is a non racial home where anybody with different disabilities is provided with safety, wellness and happiness."

- **Baitse Selomolela**



"Woodside is a safe, caring and loving permanent home for my loved one who gives me peace of mind and ensures my loved one receives the best care possible. Our loved one's home away from home."

- **Paul Vieira**



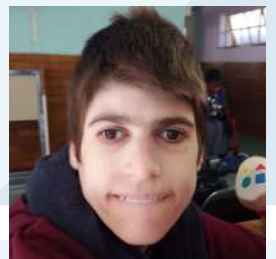
"Woodside gave us and Christian our lives back. For him a place to belong and staying busy every day, being loved and cared for. And for us the peace of mind because we couldn't do it for him when both parents work every day! Thank you Woodside"

- **The Cilliers Family**



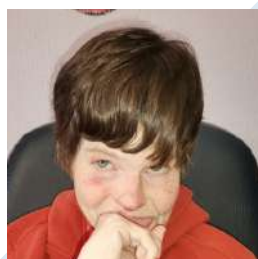
"Woodside has been a life saver to us in so many ways. From the 1st day when I had to drop Wiehan at Woodside on the way to the hospital to give birth to my daughter who decided to arrive earlier than expected. Woodside has become his home and his safe haven. Today we are thousands of kilometres away in Australia and the staff at Woodside have been one amazing family for Wiehan. The recent pandemic has added to the pressure of an already challenging environment but they have been resilient and I can only say that the staff at Woodside are Angels from Heaven. Thank you for your care, your commitment and your love."

- **Drew Schnehage**



"Dierdre Keivy has been at Woodside since age 4..she is now 52. The absolute love, care and professionalism that has been given by Woodside has been paramount to her wellbeing. God bless you all and thank you for your commitment."

- **Elmarie Naude**



# OUR FAMILIES

"To Woodside Management and Staff. If We were to write about all the reason that we are grateful to Woodside on little pieces of paper, they would fill up an entire room. So today we would just like to take this opportunity to thank Woodside for everything and especially during this time where our country is going through this dangerous epidemic. Your dedication, understanding and time all mean so much to us and we want you to know how much we appreciate everyone at Woodside. We are so blessed to have our loved once under your care. The most valuable gift we have gotten from Woodside is there love, dedication and support from the Management team and their awesome staff."

- **The Rodrigues Family**

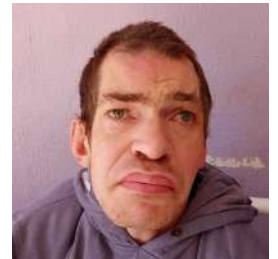


"We love Kayley so much, and we tried our best for 26 years to give her a happy home. We're so, so grateful to the Woodside Family for giving her an even happier home for almost 3 years now! It is such a relief knowing Kayley is happy and loved and cared for, particularly during these exceptionally challenging pandemic times. We're so blessed by the amazing people that dedicate so much of their lives to our special angels, thanks so much to all of you!!"

- **Sharon Bareiss**

"I really appreciate all the love and care Marcel receives at Woodside. As a parent, I am completely at peace as it is evident that the management and staff is truly committed and professional. I thank God for all of you every day. Stay blessed."

- **Joey Fourie**

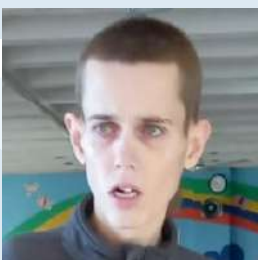


"Woodside has meant peace of mind. The frequent pictures we receive of Gerrit, especially on days where fun activities are being offered for the kids, warm our hearts. It's great for us to know that Gerrit is part of the family at Woodside and that everyone in this family cares for him. During the pandemic, it gave us great peace to know that the Woodside family goes the extra mile to ensure everyone remains healthy and stimulated. We're extremely grateful for everything done for Gerrit and his friends and we salute you for your sacrifices during this difficult time."

- **The Theunissen Family**

"To all the wonderful and amazing Management, carers and staff at Woodside, In all the 45 years that Gareth has been at Woodside it has been a privilege to call it Gareth's family home!! You have been our 'Rock and shield' !! We as a family of Gareth have experienced comfort, support and happiness in times of need. Being part of the Woodside App, has given us the joy and delight, especially during this COVID time. We have felt part of the Woodside family, and seeing all the happy and contented faces of our angels has been an absolute delight. As we live in Cape Town it has been heart-warming to see Gareth's happy face every now and then! Our sincerest and grateful appreciation to each and everyone of you at Woodside."

- **John and Wendy Pascoe**



"Donovan was admitted to Woodside Sanctuary in 2008, although it broke my heart to leave him behind I knew it was the right thing to do. Woodside is his home I can say it over and over again, when I take him back after his outings he knows where he wants to be and as a parent it is not always nice seeing them off but the he shows me that Woodside is his happy place. You and your staff is so supportive, if I think of late night hospital trips you guys are so supportive and ready to help and assist where ever you can. Thank you Woodside Sanctuary for your dedication to your work and we know this was at cost of your own loved ones especially since the crazy times we have been going through since COVID. Your compassion and loving kindness are invincible and without limit. Thank you Woodside for taking care of my son like it is your own."

- **Louise Rodway**

# VOLUNTEERS AND SERVICE PROVIDERS

Non-profit Organisations, such as Woodside Sanctuary, do not rely on donations alone, we also depend heavily on the generosity and assistance of companies and individuals who are willing to freely give of their time to lend a helping hand.

This past year, due to COVID-19 and the restrictions which were put in place, in order for us to ensure the safety and well-being of all at Woodside, we have sadly not been able to admit many volunteers to our Sanctuary. Even though the number of volunteers this year was small, we are still incredibly grateful for their assistance, and we look forward to the time when Woodside will be able to have many more volunteers come through our doors.

Our thanks are extended to Michelle Roberts who gave of her time to come to Woodside once restrictions had lessened to cut the hair of all the residents at a much reduced rate. We also thank Michelle for her wonderful patience and kindness with our residents who have some trouble sitting still for extended periods of time. She has always managed to make all our residents look stylish.

In addition to our Volunteers, we also rely greatly on the compassion and understanding of our suppliers, many of whom have assisted us for many years. They understand Woodside, and our needs, and are always ready to assist us.

Our deepest thanks are extended to our resident handymen, Johan Du Toit and Ivan Dodzo. Thank you for always finding the time to assist Woodside no matter our plumbing or general maintenance needs. These gentlemen have been our heroes on more than one occasion.

We offer a very heartfelt thank you to David Taljaard from Mawasha. David assists Woodside with all the repairs and installations that are needed in our laundry. We thank him for his dedication and for always making a plan to assist us.

We wish to offer our thanks to JM Motors for always assisting us by repairing our vehicles. As Woodside's vehicles are ageing, we are requiring the assistance of JM Motors more and more frequently, we thank them for always managing to offer us the best and most cost effective options when it comes any repairs needed.

We gratefully thank Feedem, our caterers, and especially Dorothy Khope and her hardworking and dedicated staff for, not only, providing healthy and nutritious meals for all our residents daily but also for always providing exceptional catering for any events and functions at Woodside.

We also wish to thank Feedem Labour and Heather Dietrich, who goes above and beyond to assist us with any and all staffing matters throughout the year. We are very grateful.

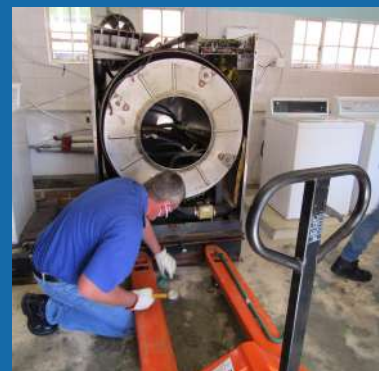
We would like to offer our sincere thanks to Anthony van Aswegen, Marjorie Nel, Peace Shabangu and the entire team from Ulink Intelligent Solutions for assisting with all our telecommunications and security camera issues throughout the year. Additionally we would also like to thank Ulink for their invaluable assistance at both this year's and last year's AGMs, which has allowed us to be able to host these crucial meetings online. Words are simply not enough to convey our thanks.

A special thank you to Angus Computers for assisting us when issues arise with our IT equipment. Woodside greatly appreciates your willingness to help, always.

A very big thank you to Johnathan Mdlongwa, who is always willing to assist us with any painting needs we have around Woodside. We are so grateful for his assistance.

We offer our gratitude to the team from Advanced Irrigation & pumps for the incredible assistance they provided to us by repairing our borehole. This piece of equipment is absolutely vital to Woodside, and we cannot thank them enough for what they did.

Finally, we offer our deepest thanks to all our medical suppliers who have been instrumental in helping us to get through COVID-19. To Jade Marketing, Elite Hygiene Solutions and Focus Products for supplying our various PPE needs, to Hychem and Cristal solutions for supplying us with the needed cleaning chemicals to keep Woodside hygienic and germ free, to Link medical for supplying our COVID-19 rapid tests and to Torga, Vpath and Lancet Laboratories for their assistance in obtaining results from COVID-19 swab tests. Your assistance during these challenging times is most gratefully appreciated.



Thank You!



# FUNDRAISING

As a Non-Profit organisation, Woodside Sanctuary depends greatly on our Fundraising Department to help us bring in the donations needed to cover any operational and unexpected funding shortfalls we may experience, so that we are able to continue to provide the very best care possible to all our residents.

Whilst we have continued to receive funding from Government and fees from parents/families who were able to contribute to the full cost of care of their loved ones, these funds, for the most part, only cover a portion of the total costs which are needed to allow us to continue to provide our services to those in need. Therefore we must continue to try to maintain a good flow of funding into the Sanctuary in order to meet all the holistic nursing and intervention needs of those in our care.

This can be quite challenging at the best of times but it has become even more difficult to bring in funding due to the adversities which have been faced by so many all around the globe as a result of the COVID-19 virus. Since the start of South Africa's nationwide lockdowns we have seen companies and individuals struggling to survive in the resulting declining economic climate and "new normal" in which we find ourselves. Sadly this also means that the majority of people are just trying



to make ends meet and are not able to donate to Non-Profit causes as they have done in the past. Thus we have had to work harder than ever to find new ways to try and create interest in Woodside and bring in the much needed funding which is crucial in keeping Woodside's doors open.

Throughout the past year we have had to think outside of the box and in addition to our regular appeals and proposals which are sent out each year, we have also launched a number of additional "needs specific" campaigns to try and bring in funding. Some campaigns which we have had great success with this year include: Our COVIDcare and COVIDcare 2.0 campaigns, to assist with the ever increasing COVID-19 expenses, our Just Another Brick Campaign, to help bring in funding and materials to repair our deteriorating boundary walls, our Borehole repair campaign, and our nappy drive to name a few.

Our social media reach has increased greatly in the last year, with Woodside now being active on Facebook, Twitter and Instagram, and we were able to make use of these various platforms to share all of our fundraising campaigns, as well as our informative/ awareness campaigns, and are thus able to create more awareness and garner more support for Woodside and for persons with intellectual disabilities. In addition to this we are also beginning to add more campaigns on GlobalGiving, which is a global crowd funding platform, and we are hopeful that our follow up campaigns will have even more success than our inaugural campaign, Woodside's Angels, which has managed to bring in R94 839.23 to date, which is approximately \$6413.10 (depending on exchange rates).

The restrictions from COVID-19 lockdowns have continued to affect our yearly events and donor functions, and sadly we have not had any donor visits to Woodside since before South Africa was placed under lockdown.

However, as we had hoped, by doing this it seems that we have also managed to maintain the safety and well-being of our staff and residents as the incidents of COVID-19 at Woodside have been extremely low since July last year. We continue to be hopeful, especially now that the vaccination rollout has begun, that things will eventually start settling down and we will be able to allow visitations at Woodside yet again.

Thankfully we have at least been able to still have a number of in-house functions, with a lot of fun activities for our residents, including Christmas, Valentine's Day and Easter. While this past year has been incredibly demanding, and has thrown many obstacles into our paths, it has also brought with it some valuable lessons that we should all take to heart. 1) That by standing together we are able to face any challenges that come our way, and that; 2) by caring for, showing kindness and offering a helping hand to those in need, even if all you can offer is advice or time, it can still make a big difference. It is sometimes the smallest acts of kindness that make the biggest impact on the lives of others.

Woodside wishes to offer our thanks to the team in our Fundraising department, with Mrs. Loné Lourens and Mrs. Refiloe Poffu for their efforts throughout the year.

## Fundraising Highlights

Being a Non-Profit organisation, means that Woodside relies greatly on the kindness and generosity of donors and the community for our existence. We have worked hard to maintain relationships with our existing donors throughout this year and are incredibly grateful for the continued generous support which they have offered to us during these difficult times. We have even managed to find some new Woodside Friends, who have chosen to offer their support for our various campaigns and we hope to grow and nurture these relationships into the future.

We have applied to many donors throughout the year and successfully received a number of Grants. We would like to offer our heartfelt thanks to Telesure Group Services (Pty) Ltd / Auto & General, the Mary Maitland Davison Trust, the Carl & Emily Fuchs Foundation, the Kavod Trust, the Davies Foundation, the Doreen



Muller Charitable Trust, the Kirkness Charitable Trust and the John & Elsie Barrow Foundation, Kathleen Bush Bell Foundation, and the Rose & Oscar Norwich Charitable Foundation for their extraordinary support over the last year.

We would also like to thank the James Ritchie Charitable Testamentary Trust for their incredible donation of chemicals and cleaning products which were given to Woodside in December 2020 and January 2021. This wonderful assistance has helped us greatly in reducing Woodside's overall running costs.

Woodside received a bequest in November 2020, from the Estate of the Late Mrs. M. M. Dixon. We offer our gratitude to Mrs. Dixon for choosing to select Woodside as one of her beneficiaries, and are eternally grateful for her support of our Sanctuary.

On the 27th of November we launched our Christmas Appeal on Facebook, Twitter and via MailChimp, to raise funds for the yearly Christmas functions for our staff and residents. Thanks to the incredible generosity which was shown by our wonderful donors and families, we were able to have exceptionally special Christmas functions for our staff and residents in December. Your generosity allowed us to bring in face painters and a balloon artist (all in full PPE) who were able to help us to ensure that Woodside's residents were still able to experience the magic of Christmas even while under lockdown. We would especially like to thank De La Salle Holy Cross College and Mrs. D. Beneke for ensuring that all our residents received a wonderful gift, to open on the day, as well as Mr. Rodway and his assistant for offering their DJ services to us for the day. It truly was a jubilant celebration for all.

Our most heartfelt thanks are offered to the incredible Rotarians from the Northcliff Rotary Club, Rotary Club of Johannesburg New Dawn and the Rosebank Rotary Club for the continued incredible support which they have offered to us, by always trying to find ways to assist and by donating to our various campaigns throughout the year. Whether it be donating blankets to keep out the cold, presenting a certificate of achievement to our exceptional nursing staff for their incredible work throughout the pandemic or donating yummy treats for our residents and staff to lift our spirits, they were always willing to take up the call and help wherever they could. We simply cannot thank the wonderful Rotarians enough for all that they have done to support us.

It is with greatest gratitude that we once again

offer our most sincere thanks to the wonderful staff of Bernina RSA, who are always willing to jump in and assist us with our sewing needs. This year they sewed and hemmed 500 nappies and 120 facecloths, and also sewed 60 bibs for us from extra towels. We are forever grateful for their astonishing kindness and willingness to help.

The effects of COVID-19 have been felt far and wide and in order for us to be able to successfully protect our residents and staff we have had no choice but to ensure that we have enough PPE, preventative items, cleaning chemicals, hand sanitiser, medications and more to keep all at Woodside protected. These expenses will continue to increase until the outbreak of COVID-19 is finally brought under control and we would simply not be able to cope without the incredible support we have received from donors and families who have contributed towards our #COVIDcare and #COVIDcare 2.0 campaigns. You all have our eternal gratitude. We would especially like to thank the wonderful team from Netcare who came through to Woodside on the 16th of July to administer the first round of COVID-19 vaccinations to Woodside's residents and staff at no cost to us. Your extraordinary gift of additional protection for the COVID-19 virus is deeply appreciated by all at Woodside and the families of those in our care.

It is not only the monetary donations which have assisted us greatly throughout the year, the Gifts in Kind donations have also been an amazing blessing as they have helped us to reduce our overall operational costs and we are incredibly grateful to the following donors for their tremendous support. The FirstRand SPIRE Fund for the enormous donation of PPE and medical supplies given to us in support of our COVIDcare initiatives. Dr. Hansia and the Benevolent Fund for an incredible donation of medical supplies and medication. In addition The Benevolent Fund has also generously assisted Woodside by donating meals and over 100 loaves of bread to assist with our Feeding and Nutrition Programme. The Department of Education has also gone above and beyond with their generous donations including special education equipment and electronics, supplies and stationary for our remedial therapy department, and cupboards for storage. They have also assisted with some PPE items and invaluable advice and guidance. We would also like to acknowledge Ms. C. Bompani and the diamond industry for their exceptionally generous donations of soup vegetables and other food items which have assisted greatly.

This year we have also had a number of challenges with various urgent maintenance needs including repairs needed to our outer walls and repairs needed for our broken borehole water pump to name just a few. With both these urgent needs we decided to once again approach our donors and families and once again they rose to the occasion and helped us to get the needed repairs done. We would like to offer our most heartfelt thanks to Mrs. T. Pretorius, Mr. P. J. Pascoe, Mrs. S. Velzeboer, Mr. K. Parry, Mrs. P. Lewis and Mr. C. Qually for their contributions to our various maintenance campaigns. In addition we would also like to thank Mrs. D. Beneke who donated 15 bags of cement, and Phi Distributors cc for their incredible donation of 2500 bricks and assorted building supplies given in support of our #JustAnotherBrick Campaign.

Woodside has had some great public exposure in the last year, with various articles being published in the Northcliff Melville Times and SA People as well as social media posts being taken up by the Good Things Guy and #imstaying. On the 26th of January our General Manager Kirsten Williams was interviewed by 5FM's Fix Moeti and Rob Forbes on Young Blood 5, Ms. Williams was also interviewed on SA FM by Jon Gericke on the 1st of June and both interviews were very well received. We deeply thank all these wonderful media houses for helping to raise awareness for disabilities.

Woodside would simply not be able to continue to offer our services to those in need if it weren't for the outstanding generosity and kindness which has been shown to us by all our donors and supporters. Every single donation has made a difference and we simply cannot thank you enough for always answering our calls for assistance and offering to help. Your remarkable support is most thankfully appreciated by all at Woodside!

**"A SINGLE ACT OF  
KINDNESS HAS  
THE POWER TO  
CHANGE A LIFE."**

- Anthony Douglas Williams



**Loné Lourens**  
Marketing &  
Fundraising  
Manager



**Refiloe Poffu**  
Marketing &  
Fundraising  
Coordinator

# DONOR LISTS

## Continued/ Extraordinary Support From Corporates/ Schools

- Telesure Group Services (Pty) Ltd
- Auto and General Insurance Company Limited and Unity Insurance Limited
- Trustgro Development
- Karob Plastics
- My School
- Bernina RSA
- Melville Kruisgemeente
- CTP Limited
- Northcliff Rotary Club
- Rotary Club of Rosebank
- Rotary Club Johannesburg New Dawn
- CAF - AngloGold Ashanti
- CAF - Sasol
- Netcare Rehabilitation Hospital
- Netcare
- Mobaarak Management Services
- The Benevolent Fund
- PHI Distributors
- The Department of Education
- De La Salle Holy Cross College
- Japari School

## Continued / Extraordinary Support From Trusts & Foundations

- The Kavod Trust
- The Doreen Muller Charitable Trust
- BDO Wealth Advisers (Pty) Ltd
- James Ritchie Charitable Testamentary Trust
- The National Lotteries Commission
- The Kirkness Charitable Trust
- John & Elsie Barrow Foundation Trust
- Charities Aid Foundation (CAF)
- Kathleen Bush (Bell) Foundation
- St Columba's Trust
- The Carl & Emily Fuchs Foundation
- The Davies Foundation Trust
- The Mary Maitland Davison Testamentary Trust
- Rose and Oscar Norwich Charitable Foundation

Thank you

## Continued / Extraordinary Support From Individuals

- Mr. K. Parry
- Mr. J. Pascoe
- Mrs. S. Velzeboer
- Mrs. E. Ingram
- Dr. P. J. Pienaar
- Mr. A. Bales
- Mrs. H. Struthers
- Dr. C. Fuller
- Mr. P. Pascoe
- Mr. N. E. J. Goodwin
- Ms. B. Austin
- Mr. R. du Plessis
- Ms. C. Bompani
- Dr. S. A. Hansia
- Mrs. M. M. Dixon (Late Estate)





# FINANCIAL REPORT

## FOR THE YEAR ENDED 31 MARCH 2021

Our heartfelt thanks to all our service providers for providing quality service delivery to Woodside, for their continuous support, assistance and continued assurance that the Sanctuary's best interests are always a priority.

Considering the fact that this whole year has been adversely affected by the COVID-19 pandemic, management and staff should be congratulated on managing to keep the Sanctuary running safely and responsibly with minimal risk to residents.

The audited financial statements for the year ended 31 March 2021 have been circulated and we wish to draw your attention to the following:

### INCOME

Total Income for the financial year ended 2021 as per the Income Statement was R12 857 379 compared to R17 358 913 in the previous financial year.

The decrease of R4 501 534 is due, in the main, to the fact that in the previous year, Woodside received a bequest of R4 604 457 from Estate Late B Nicholson which was not repeated this year.

Sanctuary Fees increased by R131 313 offsetting the reduction in Day and Holiday Care revenue of R41 976, the latter occasioned by COVID-19 restrictions. A fee increase for the current financial year was set as 7%. The residents in general are healthier due to limited visitors to Woodside and all staff wearing PPE. We had one death in 2020 and three unavoidable hospital admissions during the last 12 months. During the year we welcomed 5 new residents and had no discharges. There are now 85 residents at Woodside, of which 26 residents are grant residents (R1)

Rental income increased by R53 489 after renovation of the units. Certain staff had used the provided accommodation during the

hard lockdown, without paying, which has been resolved

Bad Debts Recovered were slightly below 2020 at R50 468. Our thanks to the debtors department for securing the successful collection of long overdue accounts as well as previously written off debt. It is getting more difficult to collect outstanding monies with the pandemic but the newly appointed bookkeeper, Ilse Harmse, is beginning to resolve some problems and make inroads into collecting recalcitrant debtors.

Donations received from members of the public, corporates and trusts for normal donations amounted to R2 272 947, a decrease of R248 462 from the previous year. We received R100 000 from the Doreen Muller Charitable Trust in January 2021. This funding would be allocated toward various operational expenses such as Medicines, toiletries and our feeding and nutrition programme. We also received R470 000 from the Mary Maitland Davison Testamentary Trust in October 2020. This generous donation was unexpected and was given from the family of Bruce Davison to enable Woodside to continue our work. We also received Chemicals to the value of R75 000 purchased on our behalf by The James Ritchie Charitable Testamentary Trust in December.

Donations – Special Projects:  
Unfortunately, these donations showed a decrease Of R682 500, despite the following: We received the 2nd tranche of the 2 year Telesure/ Auto & General Grant for the amount of R367 500 on the 3rd of February 2021. An additional special grant from Telesure for assistance with COVID-19 related expenses was awarded to us and we received R262 900 for our PPE needs in July 2021.

Our Fundraising Department has put in a tremendous effort to raise funds. Each quarter appeals are sent to the public. General appeals are sent out on an annual basis to corporates and other sources. A major campaign was launched in April 2020 via GlobalGiving (an international crowd funding initiative) which was successful and is ongoing. We have raised R89 123.89 for the period 1 April 2020

to 31 March 2021, and we have also received the additional disbursement of R5 715.34 on 28 April, 2021, bringing the total GlobalGiving amount received to R94 839.23

We also have a CovidCare Campaign, in an attempt to try and offset the costs which have been incurred due to the Corona outbreak. The total donations received by March 2021 was R168 562.33 through this campaign. Many of the donations received in support of #COVIDcare were received from Woodside's wonderful parents and families.

Nappy drive campaign: On the 9th of October we launched our annual Nappy Drive Campaign to raise the amount of R29 420.45 in order to fully restock Woodside's Nappy supplies. By the 30th of October we had managed to raise all the funds needed and were able to purchase the fabric needed. This Fabric was once again sewn into 500 nappies and 120 facecloths by Bernina RSA. Bernina also sewed 60 bibs for us from extra towels. We are incredibly grateful to Bernina RSA for the wonderful assistance which they have provided to us yet again.

Christmas campaign: On the 27th of November we launched our Christmas Campaign to raise funds for the yearly Christmas functions for our staff and residents. This year we also decided to approach parents/ guardians directly to contribute towards gifts for their family member. We raised R21 800 for the resident's Christmas function, R21 800 for the staff Christmas functions and R3 300 from parents and guardians to purchase gifts for their loved ones, some families even contributed additional funds to allow us to purchase gifts for those without families. We also received a number of gifts, notably 50 gifts from De La Salle Holy Cross College and 22 gifts from the Beneke family for our non-fee paying residents.

Government bed and disability grants at R5 951 511 show an increase of 2.17% versus financial year 2020.

Investments total R1 834 632 as at 31 March 2021 against R1 427 301 as at 31 March 2020 showing an increase of R407 331. Cash

resources are R3 317 445 as at 31 March 2020 showing an increase of R407 331. Cash resources are R3 317 445 as at 31 March 2021 against the R5 861 158 as at 31 March 2020, a decrease of R2 543 713. The current balance of the Investec investment, within this balance, amounts to R2 693 994, a decrease of R2 705 494. The investment was drawn down due to the following reasons:

- Overdue creditors were brought back to a 60 day account for our two main creditors, ideally this should be 30 days.
- Covering of COVID-19 expenses
- Payment of salaries and operational overheads.

Interest in the amount of R164 455 was earned for the year under review.

EXPENSES

Operating expenses for the year were R15 575 302 as at 31 March 2021 compared to R15 096 721 in the previous financial year. The increase of R478 581 (3.1%), is minimal when considering the exceptional strain on expenses this year. This can be attributed, in the main, to:

Bad Debts decreased by R324 025. A strict collection process has been instituted to overcome the difficulty in recovering fees. In 2020 a provision of R290 000 was made when Covid-19 took place. This has not been needed in 2021.

Covid Care R427 531 for which there is no comparable expense to March 2020

Electricity, Water and Refuse increased by R180 961 – 22.8%. The City of Johannesburg still charge for water. We have a consultant who is working on getting a refund.

Consulting fees expense for that consultant and a consultant for rezoning refers.

Entertainment and outings: Decrease of R9 929 because these have been curtailed.

Food costs increased by a very reasonable 5%

Repairs and Maintenance increased by R283 975. The staff quarters and rental flats were renovated, which was long overdue. In the laundry, repairs and installations were

made to the machinery because the building is old, the maintenance required gets more involved. The 1st payment was paid towards on-going roof repairs.

Salaries and Outsourced Labour decreased by R301 160 (12.6%) as a result of correcting the leave pay provision, staff changes and the retirement of two staff, saving on remedial teacher and occupational therapist who did not work the full year.

Overall the Sanctuary declared a deficit of R2 129 879, compared with the deficit of R2 321 502 in 2020 (before accounting for the bequest of R 4 604 457).

A BOOKKEEPER'S PERSPECTIVE

Mrs. Ilse Harmse started working at Woodside as our new bookkeeper from the 1st of November 2020. Since that time a number of changes were implemented within the Finance department. For payroll management these included:

- 1) The creating and implementation an annual and sick leave schedule for all Woodside employees.
- 2) All leave forms are now recorded in a book, to have control over receiving and capturing the correct forms, as we had experienced some issues with missing forms in the past.
- 3) With the assistance of Minah Leatswe, rental was collected from all the employees that live on the premises, resulting in an increase in rental received.
- 4) The department of Labour conducted an inspection at Woodside as part of monitoring the Level of compliance to the Basic Conditions of the employment Act, minimum wage, UIF and COIDA. Woodside complied to all the conditions. However, the Labour Inspector advised that we needed to structure and implement a new contract with all employees, to ensure all the basic conditions are stipulated. This has been completed.

Changes and challenges on the financial side:

The 2 major creditors accounts were in arrears on 90 days + and were brought up to 60 days, which is far from ideal, as we strive to keep all creditors in current to 30 days, but

due to restrictive cash flow, it is currently not achievable.

There had been some issues regarding the sending and receiving of statements in the past, so Mrs. Harmse has been sending the statements to the parents and guardians before month end, and thus we are able to ensure that payments are received in a timeous manor.

There are always challenges to collect any outstanding debt, and will always be a continuous battle for any NGO. The finance department continues to do all in its power, to bring in any outstanding debt.

Additional controls were put in place to ensure that the debit card, linked to the current account, has strict controls enforced by the GM, and that all expenses are captured and signed for.

Mrs. Harmse offers her deepest thanks to Management for providing her with the opportunity of joining the Woodside team, and likewise all at Woodside wish to thank Mrs. Harmse for the excellent work she has been doing.



Paul Westcott  
Treasurer



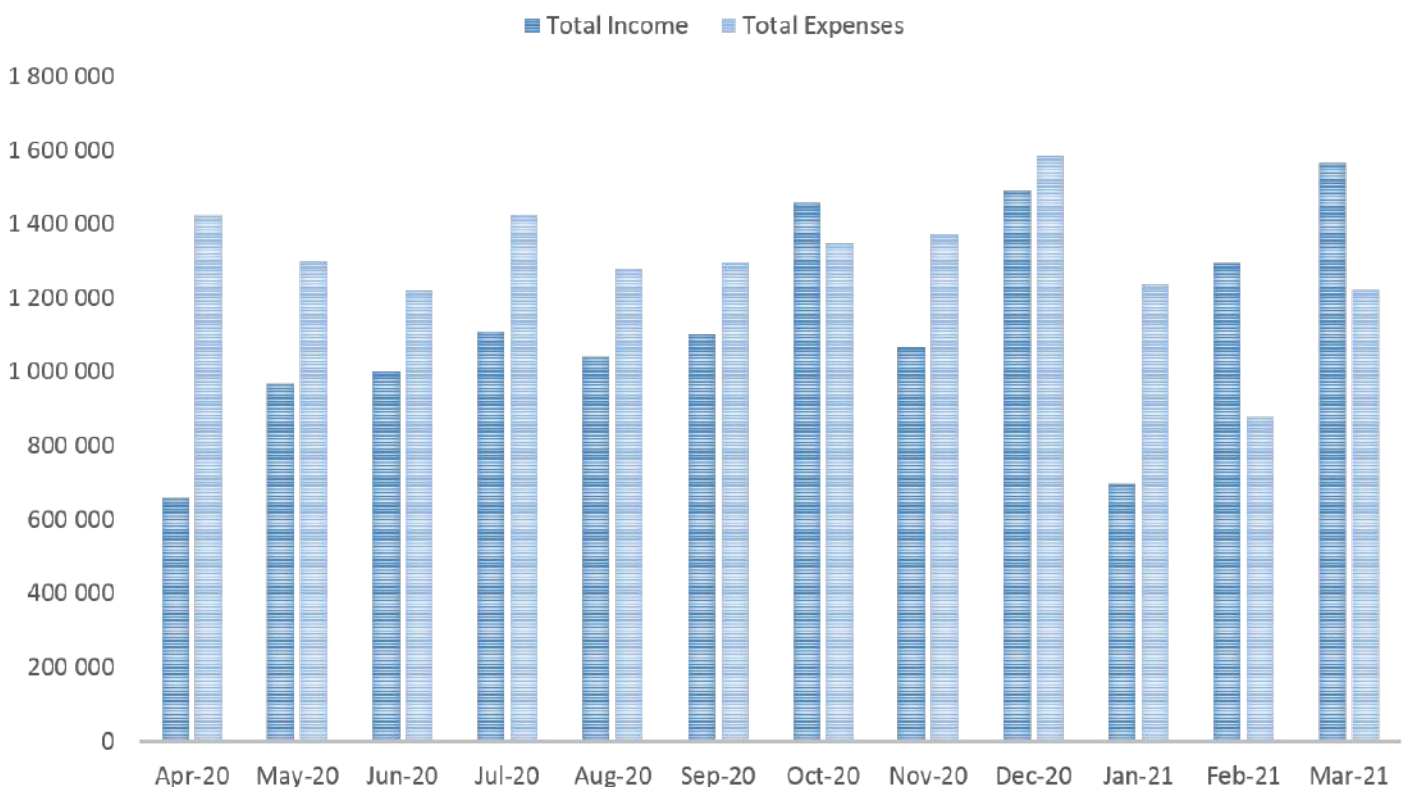
Ilse Harmse  
Bookkeeper

# INCOME & EXPENSES

FOR THE PERIOD 01 APRIL 2020 – 31 MARCH 2021

		TOTAL INCOME	TOTAL EXPENSES	LOSS/ PROFIT
APR	2020	R 658 896.80	R 1 421 422.59	- R 762 525.79
MAY	2020	R 969 185.23	R 1 299 535.43	- R 330 350.20
JUN	2020	R 998 772.71	R 1 219 308.67	- R 220 535.96
JUL	2020	R 1 107 044.09	R 1 424 373.02	- R 317 328.93
AUG	2020	R 1 042 167.86	R 1 278 855.79	- R 236 687.93
SEP	2020	R 1 102 892.85	R 1 297 664.75	- R 194 771.90
OCT	2020	R 1 458 115.30	R 1 346 565.56	+ R 111 549.74
NOV	2020	R 1 067 021.53	R 1 374 200.59	- R 307 179.06
DEC	2020	R 1 488 971.54	R 1 582 445.92	- R 93 474.38
JAN	2021	R 696 418.33	R 1 236 420.48	- R 540 002.15
FEB	2021	R 1 294 156.27	R 876 316.21	+ R 417 840.06
MAR	2021	R 1 564 263.41	R 1 220 676.39	+ R 343 587.02
<b>TOTAL</b>		<b>R 13 447 905.92</b>	<b>R 15 577 785.40</b>	<b>- R 2 129 879.48</b>

## WOODSIDE SANCTUARY INCOME AND EXPENSES 2020/2021





# A THANK YOU FROM OUR ANGELS







# WOODSIDE SANCTUARY

A HOME FOR THE PROFOUNDLY  
INTELLECTUALLY AND PHYSICALLY DISABLED

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