



# ANNUAL REPORT

## 2022



**WOODSIDE  
SANCTUARY**

A home for the profoundly intellectually  
and physically disabled

[WWW.WOODSIDE.CO.ZA](http://WWW.WOODSIDE.CO.ZA)

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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.

# MEET WOODSIDE'S



Sharon Ackerman  
Chairperson

**How long have you been on the Woodside Executive Committee?:** Since 2015

**Why did you become a Committee member?:** My brother Donald was at Woodside for 40 years and thus my whole life Woodside has been a part of my family. My father was also the chairperson for Woodside for many years and I wanted to honour that legacy.

**What wishes do you have for Woodside?:** Continuity and growth. It would be lovely if it became a household name, recognised for the great work it does and what a great example of what an NGO can achieve.

**How long have you been on the Woodside Executive Committee?:** I have been on the Woodside Executive Committee over a period of 9 years.

**Why did you become a Committee member?:** I am passionate about mental health and advocacy for mental health individuals' rights. When I started accompanying students for supervision, I felt at home, and staff and management were always friendly. When I was asked to join the Woodside Executive Committee after three years of accompanying students, it was an easy Yes.

**What wishes do you have for Woodside?:** My wish is for Woodside to have enough donors and friends to be able to sustain itself. For the staff and management team to continue protecting and advocating for the Woodside residents.

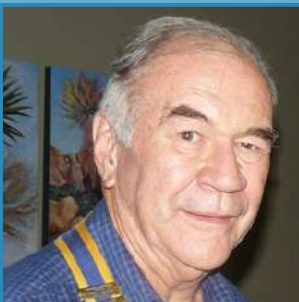


Prof. Annie Temane  
Vice-Chairperson

**How long have you been on the Woodside Executive Committee?:** 3 years

**Why did you become a Committee member?:** Invitation from Chair and GM

**What wishes do you have for Woodside?:** That Woodside keeps going from strength to strength providing superb care for it's residents.



Paul Westcott  
Treasurer

**How long have you been on the Woodside Executive Committee?:** Over 10 years

**Why did you become a Committee member?:** I become a committee member out of a desire to serve above self. As a Rotarian I hold dearly the principle of service to those that are less privileged in society. Woodside was for me a natural call. And when I did I totally fell in love and I am in love with Woodside.

**What wishes do you have for Woodside?:** My wish for Woodside is that it continues to provide care for and love to its residents in perpetuity. I wish many more loving people see and join the bus of love which is Woodside.



Paul Kasango  
Member



# EXECUTIVE COMMITTEE

**How long have you been on the Woodside Executive Committee?:** Over 25 years

**Why did you become a Committee member?:** I became a committee member because Graham Heatlie (A previous chairman) phoned and asked if I would be prepared to join as they were looking for new members. Since Pammy was a resident he wondered whether I would be interested. I said yes and have been with the committee ever since. I think I could be the longest serving member now.

**What wishes do you have for Woodside?:** My main wish is to make sure Woodside always remains a safe and peaceful haven for our vulnerable residents and families who might need help in the future. To this end I have to thank the dedicated staff and all who continue supporting Woodside with their time, effort and especially financial contributions to make this happen.



Denise Griffin  
Member



Paul Douw  
Member

**How long have you been on the Woodside Executive Committee?:** One year

**Why did you become a Committee member?:** As human beings we are social creatures and cannot live in isolation and therefore need each other. Society must accept their responsibility to protect and care for the vulnerable. Therefore when I see someone less able I'm reminded of the fact that other people pay the price for us to appreciate our abilities. As a committee member I feel it's my way of serving the society and to never forget what society has done for me.

**What wishes do you have for Woodside?:** I wish that Woodside continues its good work and that it will be blessed with an increased in sponsorship. The Woodside family to remain safe under the care of an excellent management team.

**How long have you been on the Woodside Executive Committee?:** more than 10 years

**Why did you become a Committee member?:** My stepbrother was profoundly disabled and was at a home in Germany, similar to Woodside. Peter Alexander, my fellow Rotarian introduced me to Woodside and I immediately agreed to serve as a member to assist others that were in the same position as my stepbrother. It's an honour to serve on the Woodside Board and to make a difference in the lives of others less fortunate by providing advice and contributing to making things better.

**What wishes do you have for Woodside?:** I look forward to Woodside soon becoming an internationally recognised benchmark of how to manage homes for the profoundly intellectually disabled in the best possible way.



Georg Knoke  
Member



Tersia Jacobs  
Member

**How long have you been on the Woodside Executive Committee?:** Since December 2015

**Why did you become a Committee member?:** My involvement with Woodside stretches over a number of years, both personal and professional. It has been both uplifting and humbling at the same time, uplifting in the sense that I get to see the Staff's dedication and commitment to the residents in the manner that they are cared for with utmost respect and love. It humbles me that the Residents are happy and content, no matter what. The care of these special individuals stretches 24 hours a day 7 days a week. What an honour to have served on the Woodside board, to see each individual giving their time to look after the well-being of the Sanctuary in such a way that it seems almost effortless at times.

**What wishes do you have for Woodside?:** My wish for Woodside would be to go from strength to strength, may everyone involved be blessed and may they continue to do the great work that they have been doing.

# CHAIRPERSON'S REPORT



Sharon Ackerman  
Chairperson

I think we can all agree that 2022 has been another difficult year for South Africans. Load shedding and political shenanigans sometimes leave us feeling anxious and fearful for the future. Woodside as an NGO is particularly susceptible to the frailties of the state and vulnerable to economic pressures. It remains the number one priority to make Woodside a sustainable entity and for that we have to thank all those who continue to support and lend a hand with our ongoing list of needs.

It is with this in mind that I have to pay a very special tribute to the team at Woodside. The board and I are most fortunate in that we have a management team that is beyond praise. This year our leader, Kirsten Williams was given maternity leave and hopefully, some rest from her duties and her team has managed to carry on regardless. This is due to their loyalty, devotion, talent and resourcefulness and we could not be more grateful. This is no accident. The board and the management of Woodside have been working, over the last few years, on a plan to share responsibilities and grow individuals within the organisation. This has now come to fruition and Woodside has remained in good hands. Thank you to all those who stepped up to the challenge, both management, and staff. It once again shows what a special family Woodside is and one that deserves

to be preserved and protected into the future. I am confident that with the team we have, the parent body and all those who have a heart for Woodside, we can withstand any difficulties.

This year also saw a couple of changes to Woodside's board. Mr. Peter Alexander, who had served on Woodside's committee for over 40 years retired in October 2021. We thank him for his incredible dedication and service and wish him all the best.



Mr. Peter Alexander

Woodside's committee also welcomed a new member, Adv. Paul Douw. Adv. Douw joined Woodside's committee in November 2021, and brings with him a wealth of legal knowledge. We would like to thank him for joining our Committee and hope that he will be with us for many years to come.

I urge all to keep Woodside as a priority in your thoughts and prayers. Spread the name of Woodside far and wide. Share as much content on social media as you can and invite others to see what a first class organization Woodside is. I am proud to be associated with this family and we as a board thank everyone for making it such an easy custodianship.

In gratitude

**Sharon Ackerman**  
Chairperson





# LETTER FROM THE GENERAL MANAGER



Kirsten Williams  
General Manager

This year, like any other, was filled with many challenges that Woodside Sanctuary needed to not only face, but overcome. One of the most significant challenges which I faced personally was the challenge of becoming a mom to my beautiful daughter. The logistics of managing the day to day operations at Woodside as well as managing my own health and pregnancy was a hurdle that I am proud to say I have managed to conquer, right up until the night before giving birth. However, I did not do it alone, and I need to commend Woodside's management team for the sterling job that they have done in my absence. I especially would like to applaud the efforts made by Mr. Pat Ngwenya, who stepped up to oversee most of the aspects involved in the daily management of operations at Woodside. I cannot begin to thank him for his commitment and loyalty during this time. The way that he took on the additional responsibilities of this role is truly praiseworthy. Mr. Ngwenya, you have my eternal gratitude.

I am filled with pride and gratitude for all

the staff at Woodside; their steadfastness and dedication never cease to amaze me. However, the way that their commitment to Woodside and our angels never wavered, even during the most trying times of the pandemic has shown me the true meaning of devotion. I can never thank them enough for their hard work and loyalty.

Woodside's nursing team did an unprecedented job of keeping Woodside's angels safe throughout the COVID pandemic. Their stringent adherence to medical protocols put in place, their alertness to behaviours of our residents and their fast actions in times of crisis were truly the linchpins that enabled us to ensure the continued health and safety of all at Woodside. Our residents continue to flourish due to the expert-level nursing care which is provided to all. It is a point of pride for me that Woodside never had a single death as a direct result of the COVID-19 virus. In the past year we have, however, sadly lost 3 residents; Cheryl Stolle, Duncan Miller and Francois Retief. Their deaths were sudden, and unexpected,

and they are deeply missed by all.

During the course of the past year, the effect of covid-19 have been felt not only throughout Woodside, but throughout South Africa and the world as a whole. The South African people have shown their resilience and their desire for the world to return to some form of normalcy, after the confusion and heartbreak of the past two years. Here at Woodside we have felt the same way, but have always been more reluctant to take those first steps back to a post-COVID way of life, especially due to the fact that Woodside's residents have and will always remain our primary priority. We had to be certain of their continued safety before we even considered exposing our residents to potential risks through direct interactions and outings.

I would like to offer my deepest and most heartfelt thanks to all of our families for your incredible understanding and steadfast support throughout the pandemic. We understand why emotions sometimes ran high as a lot was asked from you; however, ultimately we were all





able to work together to achieve our common goal; the collective health and safety of all of Woodside's angels. Knowing that we had your full support and that you understood that all the decisions made were always done with the best interests of your loved ones at heart, allowed us to be able to make the difficult decisions that were needed in order to ensure the continued well-being of your loved ones.

I was very pleased, once COVID numbers began to decline, that we would finally be able to reunite families with their loved ones. Since family reunification is a big part of Woodside's ethos, we wanted to make that first reunion a very special occasion. Thus it was decided that we would host the first ever, Woodside Family Fun Day on the 4th of December 2021. Seeing our families finally back together after almost 2 years of uncertainty and worry, where the only contact had been the occasional face time call, was absolutely priceless. The pure joy that was felt by our families was palpable, and infectious. It was truly one of the most joyful days seen at Woodside.

As an NPO, Woodside is greatly reliant on the kindness and generosity shown to us by our friends and donors, both within our community and abroad. This is especially true during times of crisis, and we are beyond grateful and deeply

honoured to have received such incredible support from all those who have continued to champion our cause even during the most challenging times which were presented to us due to the COVID pandemic. Your love and dedication to our organisation strengthens and inspires us to continue to face the battles necessary to be able to provide a brighter future for all those in our care.

I would like to offer a special note of thanks to Woodside's Executive Committee, for their wonderful support, leadership and council throughout the year. On a personal note, I would also like to thank you all for your continued faith in my abilities, and the unwavering support which was given to me. Your commitment to Woodside and those we serve has been integral in shaping Woodside into what it is today. An innovative home that offers excellence in nursing and care to some of the most vulnerable within our society.

While the services that we supply do come with a cost, the quality of care and the dignity of life we offer to the angels in our care sets us aside from others in the Mental Health Care arena. Access to a full array of stimulation services, Physiotherapy, top quality nursing care, medical professionals and nutritional dietary plans are the reason that

Woodside is recognised for the calibre of our services and has made us a best in practice provider for disability services in the Mental Health Sector.

The past two years have been characterised by huge changes from what we have known to be the normal ways of doing things. This presented both challenges and new opportunities which have continued to help us in developing the services that we provide by also maintaining those aspects that have allowed us to be able to ensure the safety of our staff and residents throughout the COVID-19 pandemic. The significance of professionalism, support, patience, and teamwork has become exceedingly prominent over the last few years. It is through these pillars that we should be able to see Woodside Sanctuary remaining one of the best residential and day care facilities for those with profound intellectual and physical disabilities across the country.

Yours in Service

**Kirsten Williams**  
**General Manager**







# SOCIAL WORKER'S REPORT



Pat Ngwenya  
Social Worker

Following a once in a lifetime two years where our lives had completely changed from what we had previously known them to be; towards the last part of the year 2022, we are starting to witness and experience some form of return to normality. That does not take away from the fact that we have all been impacted by the COVID-19 pandemic in different ways and at different levels. It is through our resilience, support, teamwork, care as well as the love that we have for each other and the work that we do on a daily basis – providing a 'home from home' environment for our angels at Woodside Sanctuary, while also continuing to interact with the community at large that we can now look back and appreciate, but also learn from all our different experiences over the past two years.

## Our Residents:

In the midst of returning to some form of normality, we again placed a huge ask to our angels who in some way have become accustomed to how we needed to do things in our efforts to try and eliminate or minimise the spread of COVID-19, the best way we knew how. For our angels, routine is what they best thrive in, and this had been completely disrupted. For some of our angels, the return to normal has somewhat re-introduced what they identify with, and they are making the best of it. The open interactions in the main dining hall during lunch time are a lot of fun. But for some of our angels, those interactions were completely new, especially for our angels who joined the Woodside Sanctuary family during the COVID-19 pandemic. There was a need to assist and support them during the introduction

and re-introduction of interacting in such a large group daily. This is a continuous process which by the looks of things will be our norm once again.

Getting an opportunity for home visits and outings has also been one of the greatest highlights for our angels with things returning to normal. But again, this was a disruption to what they had come to know as the 'norm' over the past two years. When friends see their friends not being around over the weekend, it raised concern and worry as to whether they would be coming back or if something had happened to them? This required the need to support and assist our angels in coming to terms with some getting to go home for weekends and special days.

## • South African Social Security Services Agency (SASSA):

Following a number of visits to the offices to enquire about home visits, the request for our angels to get their application done on site, which is an environment that they know and best identify with – our request was granted.

On the 15th of August 2022, an official from SASSA and their doctor came to Woodside Sanctuary and completed the application required for one to get their disability grant. These applications were processed and the pay-out was effective for our angels who qualified in the month of September 2022.

A special note of thanks to the SASSA official who was willing and actually managed to help, Mr Collen Majola. The professional relationship

established with him will be maintained going forward as he showed great interest in assisting agencies such as Woodside Sanctuary in the applications for disability grants.

## • Department of Home Affairs (DoHA):

In our quest to get smart ID's and disability grants for our angels, we saw huge success in that process.

On the 12th of May 2022, the mobile office from the DoHA finally managed to come to Woodside Sanctuary following a number of attempts to get them to come and assist us in getting smart IDs for our angels. The visit was a success and they were able to apply for the smart IDs that we needed. Even though their network was very slow, the team from the department were very patient and professional in working with our angels.

Special thanks to Mr Thabo, who is the manager of the mobile office. We would also like to thank his colleague who came with him on the day.

This is also a working relationship that we are looking to develop as it will be beneficial in getting access to the services provided by the department for our angels. If possible, we would also like to extend it to the staff at Woodside Sanctuary.

## New Admissions:

A lot of team effort had been invested during the course of the year to get more admissions into Woodside Sanctuary, with the hope of growing our family, but also being able to provide our

services to those in need across the country as well as in other parts of the world if possible. Despite all those efforts, we can look back and say it has been challenging but at the same time successful.

In the year 2022, we successfully had four angels join our family (Ruan Bornman, Blein Neda, Nontoko Khumalo and Patrick Ferreira). One (Patrick Ferreira) had to move to a different home after spending only a few months with us at Woodside Sanctuary. The move was not an easy one for the family as they were very happy with their loved one being at Woodside Sanctuary. However, it was still a decision that they had to take, and Patrick Ferreira moved out of Woodside Sanctuary on the 28th of September 2022. We wish him and his family all the best..

The same efforts and team work that saw our Woodside Sanctuary family grow in the year 2022 will be doubled for more children and adults in need of our services to get access to them.

#### **Staff:**

At the centre of ensuring that our angels are well taken care of is the staff at Woodside Sanctuary. At times they go over and above the expectations of providing care for our angels and that results in them neglecting their overall well-being, specifically their mental health. Being part of the staff at Woodside Sanctuary does not take away personal responsibilities which have a direct impact on their well-being.

This therefore placed a strong need in the continued provision of psycho-social support to the staff. Both towards the provision of information and being an ear to those who needed to be listened to in a setting where there will not be any judgement passed down onto them when they raise concerns.

Even though the return to some form of normality following the COVID-19 restrictions is something to be celebrated, it is still change, and adapting to change where the existence of this virus might have had a direct or indirect impact on one's life is not an easy process. Support and provision of information continued to the staff with an emphasis on that, this virus is still among us and that should always be kept at the back of our minds.

Some of the staff are also reaching an age where they will be going into retirement. This is not an easy adjustment where one has worked for years. They require support and provision of information to prepare for this new phase in their lives.

#### **Families:**

Working with families has continued over the past year. We can all be grateful to technology and how it has made keeping in contact with everyone in all parts of the world easier. It has been through the use of video calls that even families that cannot always physically see or spend time with their loved ones here at Woodside Sanctuary, we have managed to ensure that they keep in contact. Some of our angels who cannot express themselves verbally have the largest smiles when interacting with their families through video calls.

This is not the same as physical interaction, but it is worthy to thank and appreciate the families that have embraced this means of communication with their loved ones. This ensures that we maintain that family contact which, as Woodside Sanctuary believes, is crucial to positively influencing the overall well-being of our angels. The support of families has been amazing over the past year and as we continue to providing the home-from home environment for our angels, it is through that close working relationship that such can be possible for many more years to come.

#### **Community:**

Our work as Woodside Sanctuary is not only limited to the walls of our premises. We are a part of a larger community and despite all the changes that COVID-19 brought to our lives and the way we do our work, we have continued to interact with other organisations in the community.

We have initiated a working relationship with the Road Accident Fund (RAF) as part of their referral organisations list, that they can use to refer their clients who would benefit from our services. For that to be a possibility, we would like to thank Xolisile Zwane (case manager), Thandeka Africa and their team for reaching out and guiding us in the process of establishing that working relationship with RAF.

Clayton House is another organisation that we have initiated a working relationship with in our efforts to drive for new admissions but also spread the word about Woodside Sanctuary and the work that we do. We would like to acknowledge Saartjie Wyk (social worker) and Zanele (social auxiliary worker) who

welcomed us into their organisation but also organised for their team to come and do a tour at Woodside Sanctuary. This is a working relationship that we will maintain for the coming years.

Acres of Love is an organisation that we have, in the past few years, developed a working relationship with. To this day, we are continuing with that working relationship and we would like to acknowledge Linette Van Rensburg (senior social worker), Judith Mazaca (social worker) and the rest of their team for the continued working relationship that we have established.

Our work with the University of Witwatersrand (Wits) continued, even in this year, where social work students in their final year get to do their practical placement with us. This year we had one student, Andiswa Nyembe, who did her practicals with us at Woodside Sanctuary. We will continue to have social work students as they get exposed to the work that we do which is in line with what we are hoping to achieve where young professionals fully understand mental health, specifically, profound intellectual and physical disabilities and take that knowledge to the broader society where they will be working in the near future. That in turn will assist in eliminating the stigma that exists in different parts of our society towards people with mental health challenges.







## **Stimulation Department Report**

### **Physiotherapy Department:**

**Physiotherapist:** Estee Du Plessis (Supervisor)

**Physiotherapy Assistance:** Monica Mazibuko

**Assistant in the Physiotherapy department:**

**Thembi Motloung**

This year saw a change to our Physiotherapy team. Mrs. Grettah Mdunge who has been working at Woodside for the last 29 years, retired this year. We then promoted Mrs. Thembi Motloung to the role of physiotherapy assistant. She is doing very well in her new role.

As the physiotherapy department, we have over the past year kept on providing the highest care for our residents. For our more severely disabled residents, the focus has been mainly on keeping their limbs stretching and active. This has been achieved through stretching, massaging, and proper positioning within their wheelchairs. We have also been using the mats and wedges within the department for our residents to sit and sleep in different positions, which in turn positively influences their breathing and muscle tone.

For our mobile residents and those who can be mobile, either with assistance or through bum shuffling; we have placed more emphasis on encouraging them to walk through the use of the treadmill, the steps, the parallel bar, and also bum shuffling around the mats. With these exercises, our residents get to keep their abilities as their muscles are continuously being strengthened.

Our board game and group activities have also continued, especially in the afternoons. Our residents really enjoy these activities as they get to play together with their friends. As there is a return to some normality post the COVID-19, we are hoping that in the coming year we will get to once again include all our residents from the different wards.

One major challenge that the department has always struggled with; is the need to ensure our residents wheelchairs are well maintained and replaced when they become too old. We have, however, managed to initiate and develop a working relationship with Hillbrow CHC (Community Health Centre) Rehab. It has been through this working relationship that we have in this year alone received two brand new standard wheelchairs and one buggy. There are other

applications that we have filed for new wheelchairs and we are still waiting. In our latest communication with the therapists at Hillbrow CHC; there was a plan to come to Woodside Sanctuary and do all the measurements for our residents. Especially those who are in standard wheelchairs as they seem to be easily accessible from their side as compared to the specialised ones. That way, we will not have to wait until a wheelchair is in a very bad condition before starting the application process. We will maintain this working relationship for the coming years as there will always be a need for wheelchairs for our residents.

### **Stimulation Therapy:**

**Occupational Therapy Assistance:** Maria

Bartholomew (Supervisor)

**Senior stimulation assistance:** Jabu Funeka

**Stimulation assistance:** Margaret Simelane

At the stimulation department, we are very grateful to see things returning to some form of normality after the two years where we struggled with COVID-19. Most of our activities are group based and with no lockdown regulations in place, we are now able to fully implement these activities and the residents are definitely enjoying themselves. Assistance from the staff, from the wards and students is always a bonus for the stimulation department as it ensures that individual attention is given to our residents.

At the start of the year, we re-introduced baking within the department on Mondays and on Fridays. To say that the residents love and enjoy interacting with the different textures would be an understatement. It is even more rewarding for them when they eat something that they had assisted to prepare from scratch. This has been a huge success and we look to continue implementing it as the residents really do enjoy it.

We have also introduced rebounding and Sherborne therapy for the residents. These activities are aimed at positively influencing balance, body awareness, improving our residents' mood, and relaxation. The feedback from our residents has been very positive, they enjoy these activities so much. Our walks around the block have also been re-introduced and we are all enjoying that.

Part of our programme includes the celebration of birthdays for all our residents. This is a special event for all our residents and we would like to thank the families for always supporting our message of love in

celebrating our residents. With the start of outings, we get to do all our activities in the outside, which is an extra bonus for our residents to get to experience a different environment when engaging with the stimulation activities.

### **Learning Support Department:**

**Senior educator:** Alice Moloto

**Educator:** Matshidiso Masemola

As the learning support department, our focus is on working with all our residents to introduce them to basic knowledge and skills that they could use in their everyday lives. This is an on-going process of teaching our residents as they require assistance in fulfilling the tasks that we include as part of our activities.

The visual and auditory room continues to be everyone's favourite. All our residents enjoy the educational videos and music where we get to do sing-alongs in small, medium and large groups. For some of our residents, participating depends on how they feel on any given day, but we have noted that there is an increase in engagement from our residents. This is a huge achievement as it makes the classes interesting when everyone is participating, even if it is for a few minutes.

The Department of Education continues to support us with training through workshops, donations of materials required to assist in our learning programme as well as with monthly visits. This support is very much appreciated as it aligns our department with the education standards that are being implemented across the country. That means that our residents are also benefiting from the inclusion programme that the department has embarked on for people with profound intellectual disabilities, who were previously excluded from receiving any form of education. We will be continuing to work with the department for years to come, as long as the inclusive education programme is still continuing.

We would like to end off by thanking the management team, the staff in the wards, the nurses and everyone for their continued support of the learning support department. We are able to continue to implement our learning programme through the support received from all stakeholders involved at Woodside Sanctuary.



# NURSING



Tania Grobler  
Matron



Rauletta Maarman  
Nursing Manager



Our nursing team continues to provide the highest level of care to our residents, with their dedication and commitment; they ensure that the residents receive all their care in a loving manner. Woodside depends on the devotion and drive of the nursing team as our residents are unable to talk or express their needs and need the intervention of the nursing team to ensure their continued health and well-being.

The residents are generally in good health, with no hospital admissions due to pneumonia this winter. This is a massive achievement as we generally have a few hospital admissions every year. We feel the screening, wearing of masks and controlling the number of people moving around Woodside has played a huge part in this. Dr. Carstens continues to provide a dedicated service to all our residents as Woodside's GP (General Practitioner), her compassion and care sets her apart from most doctors. She is able to review the residents on a regular basis, thus ensuring any medical concerns are managed and residents remain in the best health possible. Dr. Carstens continues to treat residents at Woodside which limits hospital referrals as much as possible, but in certain situations admission is unavoidable. The residents are just happier staying at Woodside than being transferred to the hospital.

We are very proud to share that we now have a high care room in JB; this is a mini sickbay and helps us stabilise residents in the lower wards, prior to transfer to sickbay. This will enable us to give immediate medical care to all residents in JB, RT3 and Nursery.

Due to COVID-19 residents outings were suspended, but this is beginning to change as residents outings in a safe and controlled environment are being restarted. We need to return to as much normality as is possible for our residents, allowing them to participate in activities but still keeping them safe.

Admissions since the last AGM: Tsepo Matsaba, Albert Loots, Ruan Bornman Ntokozo Khumalo and Blein Neda. We also had a 6th admission, Patrick Ferreira, but he has since been

discharged due to family reasons.

We are so happy to report that 3 of our residents attended the SADA (South African Dental Association) dental surgery day at Centurion Day Hospital, and under the care of Dr Kearney all needed dental procedures were performed. This service was offered free of charge to our residents, and is a huge step in the right direction with regards to dental care at Woodside. We are building a relationship with this team to try and achieve more dental care for all our residents.

This year, Woodside admitted our first resident with a tracheostomy. All nursing staff were trained on the care of a tracheostomy and are now comfortable with the management of one. The resident's tracheostomy was removed in September and she is managing well post-removal. We still have a resident with a PEG (Percutaneous Endoscopic Gastroscopy); this is a feeding tube inserted directly into the stomach. He is thriving and feeding is going very well. All staff are now used to this tube and training was provided that was well understood. The staff are showing a great level of understanding and are able to provide the care needed to all our residents, including those with additional specialised needs and/or equipment.

Woodside has started to allow students back on our premises with strict guidelines on wearing masks, completing a symptom checker and daily screening. The residents and staff love having the new faces and the extra stimulation and assistance is greatly enjoyed by all. We are starting to go back to the pre-COVID days but will always keep a layer of protection to ensure our residents and staff are safe at all times.

## 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 residents at Woodside are not able to access the private health care sector. We have experienced problems at some government hospitals as they tend to look at the disability of our residents and determine a prognosis, but fail to treat them as a whole.

While we have had our first dental surgery day, we still need dental interventions for many of our residents. We are working on different strategies and hoping that this will soon be resolved and all residents will be able to receive their needed dental care.

## 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 focuses on the total care of the residents to ensure the safety of all residents at Woodside.





# COVID-19 REPORT

Dealing with an infectious disease like COVID-19 was a new challenge for us, but the one thing that we always had at the forefront of our decision-making was ensuring the protection and safety of our residents and staff. We have lived with COVID-19 since the 15th March 2020, and we have learned many lessons during that time which have stood us in good stead during the various waves of the Pandemic.

Some of the invaluable lessons learned are as follows: Screening is an effective tool to identify anyone with an infection and helps us to be able to restrict their entry. The masks and screenings have made a big difference in the general state of health of our angels. We have learnt that performing regular risk assessments helps to identify any weakness in our management and we are then immediately able to implement changes to correct these weaknesses. This makes the care provided to our residents of an even higher level and ensures their continued safety. We knew about cross-infection prior to COVID-19, but we had to look at this in much more detail. This meant looking at every activity at Woodside to determine if it held any risk for the overall well-being of the residents and staff. For example, we noticed that the trolleys were moving around the facility and that there was an inherent risk of them carrying and spreading organisms, so we needed to figure out how to reduce the risk. It was decided that each ward would have dedicated trolleys for food, cleaning, medication and laundry; this helped to reduce the possible spread of infection between wards.

From a medical point of view we have learned to not take even the smallest infection lightly, but to manage it with haste. We need to be aware of our colleagues, their health and well-being. Looking at Woodside in totality and making changes and adjustments as needed to ensure all at Woodside remained safe and healthy at all times has been a priority.

The national state of disaster has ended, but Woodside has still kept all the COVID-19 protocols in place; This includes wearing of masks, screening and sanitiser. We have done this to help ensure the continued good health of our residents, and to limit their possible contact with any outside "bugs". This strategy seems to be working well, as our residents are presenting with less flu-like infections (such as pneumonia) than in previous years.

## COVID Infections at Woodside per wave:

Wave	Residents Infected	Staff Infected
1	47	19
2	0	0
3	3	7
4	0	4
5	19	0

Woodside has been very blessed during the COVID-19 pandemic and we are exceptionally proud that we had no COVID-19 fatalities. We are 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 and ensure the continued well-being of all of Woodside's angels. The nursing team had an extremely challenging task as they had to be incredibly vigilant with our residents since they are unable to state symptoms and the nursing team had to determine who was at risk and screen early. We are very proud of the team and how they took ownership and accountability.

vaccination services for our residents and staff. We are so thankful for their service as we were able to vaccinate 84% of all residents.

## COVID Vaccine statistics - Residents

Category	Number	Percentage
Vaccinated	73	84%
Not Vaccinated	13	16%

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 sanitizers and additional cleaning agents. We believe that the first step in ensuring the welfare 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. 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 sanitizer and cleaning materials.

The effects of 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 protection of all at Woodside.

Netcare Milpark came to Woodside to provide

# SIMPLY THE BEST



**Name:** Magdeline Matlala  
**Position:** Staff Nurse

**How long have you been with Woodside?:** 20 Years

**What makes you proud to be a Woodside staff member?:** The love, care and perseverance I have for the residents it always motivates me to be the best at what I'm doing on a daily basis.

**What is the best part of your job?:** Giving life to the residents eg: giving out medication on time and assessing if there is any reaction after medication.

**How long have you been with Woodside?:** 17 Years

**What makes you proud to be a Woodside staff member?:** The love and support that we have for each other.

**What is the best part of your job?:** Working with the residents, being able to help them with what they are not able to do by themselves.



**Name:** Jabu Funeka  
**Position:** OT Assistant



**Name:** Monica Mazibuko  
**Position:** Physio Assistant

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

**What makes you proud to be a Woodside staff member?:** Seeing improvements made by our residents makes me very proud to be part of the Woodside, the residents are always happy with the care and treatment they receive.

**What is the best part of your job?:** To be able to relieve pain through physiotherapy

**How long have you been with Woodside?:** 32 years

**What makes you proud to be a Woodside staff member?:** Working with and interacting with the residents.

**What is the best part of your job?:** Knowing all the residents and their daily needs.



**Name:** Hilda Mtetwa  
**Position:** Carer



**Name:** Martha Nonyukela  
**Position:** Cook

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

**What makes you proud to be a Woodside staff member?:** The love that I have for the residents is the same love they have for us.

**What is the best part of your job?:** Always making sure that the food I prepare is enjoyable and healthy for our residents.





**Name:** Patience Majozi  
**Position:** ENA

**How long have you been with Woodside?:** 7 Years

**What makes you proud to be a Woodside staff member?:** The love and team work.

**What is the best part of your job?:** Looking after the residents and supporting them.



**Name:** Watson Ngwayi  
**Position:** Carer

**How long have you been with Woodside?:** 20 Years

**What makes you proud to be a Woodside staff member?:** Looking after the residents and giving all the love they need, to take care of them and doing all that they are not able to do for themselves.

**What is the best part of your job?:** Giving the residents care and support.

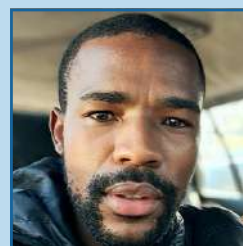


**Name:** Maria Seete  
**Position:** Laundry Supervisor

**How long have you been with Woodside?:** 24 Years

**What makes you proud to be a Woodside staff member?:** Learning every day from our residents and working with different staff member's shows that we have love for each other.

**What is the best part of your job?:** Making sure that the residents are always looking neat and tidy.



**Name:** Siyamcela Ntteni  
**Position:** Driver

**How long have you been with Woodside?:** 7 Years

**What makes you proud to be a Woodside staff member?:** The way management is treating us, and that they are giving us access to the doctor, nursing sister if we are in need.

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



**Name:** Joyce Nonyane  
**Position:** Carer

**How long have you been with Woodside?:** 11 Years

**What makes you proud to be a Woodside staff member?:** The love and support that we get from our management.

**What is the best part of your job?:** Helping our residents everyday makes me feel happy.

# QUOTES FROM OUR FAMILIES

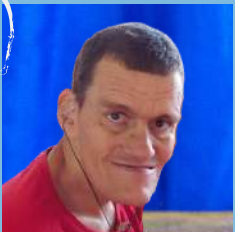


"Pammy Griffin has been at Woodside since July 1993 and at 65 is now the oldest resident. Pammy settled in immediately on becoming a resident of Woodside. The loving care and kindness shown to her by our devoted staff has been a blessing and comfort for her family."

- Denise Griffin

"Woodside has always been a blessing to our family, from the management team down to the staff. We love their energy, their love and their smiles, especially their smiles which are always so warm and loving."  
"Woodside has assisted us so much during the course of my mum's passing, just by showing their support, and guiding and making it so easy for Trevor and Gary in our time of loss. Woodside also went above and beyond to make sure Trevor and Gary were safe during the funeral procedure with all necessary staff accompanying them, and I thank you from the bottom of my heart. God Bless Woodside."

- The Rodrigues Family



"As a widowed single mother, Woodside provides me with complete peace of mind. I know that my son Albert is well looked after every minute of every day!" Woodside has helped my son in such a way that he has been able to make friends. He is a very social person and loves to have friends - this makes him happy! To our family, myself and Albert's two sisters, we feel as happy as he does. If Albert is happy and content, we feel the same, and we know that we can carry on with our individual lives, without any worry about our angel at Woodside."

- Mrs. Loots and Family

"There is no place like Woodside. From the bottom of my heart I don't know what my Phindile would be like without the love, and dedication shown towards her, by each and every one; the staff, Matron, I mean everyone! Thank you for creating a pleasant environment for all the children. With tons of appreciation."

- Mrs. Phasi Gumbo



"We are so appreciative of Woodside giving Kayley and our family our freedom! Kayley is so happy, safe and loved in her new home, and we are free to live our lives to the fullest knowing this. Thank you so much to the amazing staff at Woodside for making this possible. May you all be richly blessed."

- The Bareiss Family

"Woodside is a home, a place of purpose, a place where Ruan can be himself without limits. Knowing that Ruan is loved and cared for by everyone at Woodside has given us peace of mind, and seeing him happy has made our decision so much easier. A special thank you to all at Woodside for providing a safe haven for our boy."

- The Celliers Family





"No words could tell the story of having an "angel child", never mind having two of them.  
Woodside has been a haven of peace, love and care beyond any expectation.  
May Jehovah bless all of you who care for and love our children."

- **Evon Fouche and Family**

"Woodside gives us the peace of mind that Christian has a place where he belongs, being well cared for and where he is happy. If there comes a time where we are no longer there, he will have stability and a family that understands and cares for him.

Thank you Woodside!

- **The Cilliers Family**

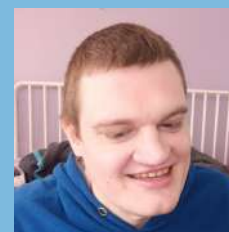


"Words are quite insufficient to explain what Woodside means to us but I will try to express it as best I can. Woodside is simply the calm in the storm. When there is chaos and uncertainty, Woodside has ensured that our angels are cared for no matter what. In a life filled with the challenges and unpredictability of disability, this steadfast certainty is a gift of infinite measure to both loved ones and their families. Thank you Woodside."

- **Mrs. Donna Forman and family**

"Being the parent of a special angel is not an easy road, a road scattered with heartache, but the unconditional love received back from your angel erases all the memories. The hardest and most emotional decision was to leave my child in the hands of others, to turn around and leave him behind, but the most rewarding feeling is to see his beautiful happy face when doing a video call. Getting the feedback of no fitting at night, coming from 5 to sometimes 40 fits per night. Thank you Woodside and staff for the love given to our angels, for creating home away from home. No words can express how much it means to us as parents knowing your angel is happy and safe. From my heart."

- **Marthie Coetzee**



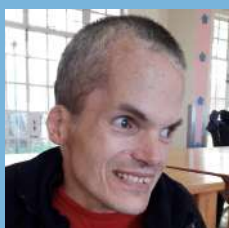
'The warmth of your unwavering care and love is evident through the actions of Sameera. Thank you from the bottom of our hearts to the Management and Staff of Woodside for the countless hours of caring for our angel, with complete dedication, compassion and patience. Woodside, a home away from home for our loved one. May God bless you all.'

- **Nazneen Ali and Family**

"Woodside has been my CP (Cerebral Palsy) child's home for more than a 30 years and I am so grateful for a special home and facility to take care of my son Paul. I am ageing fast and I have to rely on all the wonderful workers and the home to take more care of him . Thanks to a wonderful home and wonderful staff .

May God bless You all from the bottom of my heart."

- **Mr. Vieira**



"Dearest Woodside staff.

I wish I could find a way to thank you for caring for my brother Paul Niemand. Caring is such a big part of who you are and I am sure that you are not even aware of some of the little kindnesses you do and what a difference it makes. Just know that your generous spirit has touched our lives more times than I can count. Some people (like you) deserve more than a thank you. THANKS FOR EVERYTHING!"

- **Annette Nel and family**





# OPERATIONS & PROGRAMME ADMINISTRATOR'S REPORT



Minah Leatswe  
OPA

This is my second year as Woodside's Operations and Programme Administrator (OPA), and while it has been a challenging year, I have enjoyed defining my role (which is a new one in Woodside's history) and learning new things along the way. Things were made even more challenging this past year due to pressures placed on the NGOs by the Department of Mental Health's newly formed Non-Government Compliance teams. This task team, specifically the Occupational Health and safety department, placed numerous onerous recommendations which were difficult to achieve considering our financial constraints, but were required to be addressed in order for us to receive approval for the renewal of our operating licence. Here is a breakdown of the maintenance challenges for this year to date.

## Maintenance

The last year has been very busy. Towards the end of 2021 we removed all the old wall heaters that were not in working order, and could potentially become dangerous, due to their extreme age.

During the course of the year we noticed that we had a number of windows which did not have handles, so we contacted Mr. Ivan Dodzo from Prime Projects Maintenance, who assists us with our maintenance, to come into Woodside to repair these windows. As there were quite a few that needed repairs, Mr. Dodzo was asked to spread out the repairs over a 3 month period so that we would not have a large payment to make for a single month.

As usual, we also had a number of day-to-day

maintenance issues which needed to be attended to. Plumbing issues like burst pipes, and leaking taps, were attended to by Mr. Johan Du Toit from Crosby Maintenance, broken washing machines and driers were attended to by Mr. David Taljaard from Mawasha, and other maintenance issues like broken locks, or windows etc. were repaired by Mr. Dodzo and his team from EID Prime Projects Maintenance. Woodside's borehole has been a huge help in reducing Woodside's municipal water charges. We do regular tests on the water to ensure its usability and also service the machinery monthly. We have however had some maintenance challenges with the Borehole this year.

In April 2022, we noticed that our Jojo tanks where empty, when Woodside suddenly had little to no water coming through our taps. We knew that this must mean that there was something wrong with the borehole (as we only utilise water from that source), and we therefore called Mr. Charles Mapungwana from Advanced Irrigation, in to investigate what was causing the issue. He and his team checked the pump but this was still functional; the water was going into the tanks, but it seemed to be leaking out from somewhere just as quickly; the problem was that we could not see where it was going. Mr. Mapungwana suggested that the water may be going into the Municipal pipes, so we called the Municipality to check. Workers from the municipality did come to Woodside, but they too were unable to find the issue. Mr. Mapungwana then suggested that it might be because of a return valve which was faulty; so we had this replaced as well. Sadly, this was also not the cause of the issue.

Eventually, after an extensive search of our

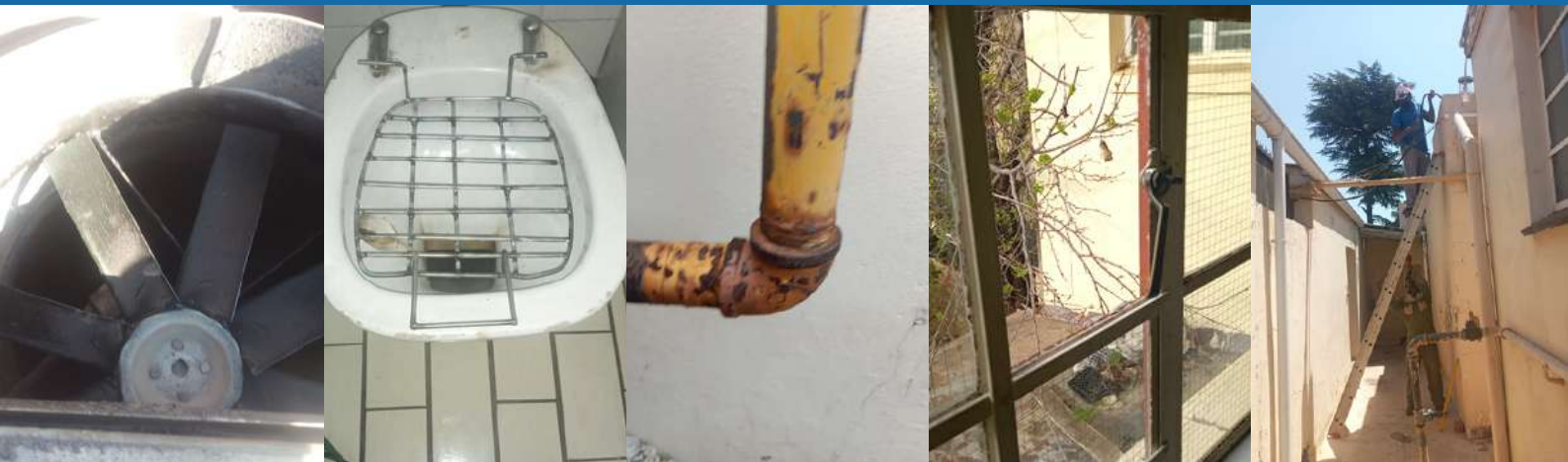
property, we found an area where we could see some water coming out of the ground. Woodside then called in Mr. Johan Du Toit, from Crosby Maintenance, who uncovered the pipes in the spot where the water had been seen, and discovered that these pipes were in fact the cause of the leak. Mr. Du Toit put in a bypass for the leaking pipes and this solved the issue of the Jojo tanks leaking water. During the time that it took for the leak to be found and repaired, Woodside had no choice but to change back over to Municipal water and as a result our water costs for April were much higher than usual.

During the month of January 2022, we had some areas of Woodside's roof which were leaking. These areas were repaired by removing and replacing the broken tiles.

From January 2022 till now we have not had any problems with our heat pumps and the Generator. These vital pieces of equipment have continued to work well, and the generator especially has been a tremendous help during the many hours of load shedding which have plagued South Africa this year.

During February 2022, we were experiencing some difficulties with the motorised gate at the back of our property. Over time the rail on which the gate runs, became bent, and as a result was causing difficulties when opening the gate. We decided to have the rail replaced, and the gate has been running smoothly ever since.

Woodside uses Gas supplied from Egoli gas in our kitchen to prepare our meals; this helps



greatly in, once again, reducing our municipal charges and during times of load shedding; as we are not reliant on electricity to prepare meals for our residents. The gas pipes were in need of replacement as they had become rusty due to age. In September we completed the replacements of these pipes, and these repairs were done by Gogo Gas.

In August, the extractor fan in our kitchen stopped working due to a broken motor. We called EID Prime Projects in to do the repairs, and the repairs were completed within a week.

In July we began installing solar lights in the exterior parts of the building. This was done so that there would always be sufficient lighting at night, even during load shedding, for us to be able to see what was happening around the building, thus increasing our security. This installation took place over 2 months.

During the coming year we will be looking to

address some of the smaller repair and maintenance issues in and around Woodside; these include; repainting areas where paint is peeling, renovating the live-in staff bathrooms, repairing broken windows and doors, and repairing leaking taps.

Due to our vehicles being quite old, there are always maintenance issues with them that need to be addressed. We had a problem with the bus tires and brakes which needed to be replaced, as well as all the tires on the Tazz needing to be replaced, these repairs were done. We make a point to take all our vehicles for regular services and this is done throughout the year. Woodside's bakkie is also serviced once per year, and it is still performing well. The one issue that we did have with the bakkie, was that it was broken into in May, on the way back from our monthly Makro shopping trip. Thankfully, the staff that were inside the bakkie during the time of the incident were unharmed, and the only damage to the bakkie was to the canopy. We are in the process of trying to get a new canopy for the bakkie. One big change with regards to vehicle maintenance is that Woodside found a new Mechanic, Mr. Charl Calitz, from Calitz Repairs, who has been assisting us with all our vehicle maintenance throughout the year. Woodside needed to change over to a new mechanic, as JM motors moved to a different location after the heart-breaking passing of Mr. James Muller (Who had been Woodside's Mechanic for many years) last year.

## Staff

One of our drivers (Mr. Robert Jiyane), retired in November, after serving 28 years at Woodside. Our General Manager, Ms. Kirsten Williams, has a philosophy of uplifting and up-skilling the staff, and so one of our male care-workers (Mr. Thabo Mahlaba) was promoted to the role of our new driver. Mr Mahlaba went through extensive training and officially began driving for Woodside on the 1st of December 2021. He is doing very well and we thank our GM for providing this opportunity to Mr. Mahlaba.

At the end of November 2021, one of Woodside's Physiotherapy assistants, Mrs. Grettah Mdunge, retired after 29 years of Service. Ms. Williams once again, promoted one of our care workers, Mrs. Thembi Motloung to the role of physiotherapy assistant. She started at the beginning of January and is also doing well.

Late in December we lost one of our staff members, Annie Mabasa; and on the first day of January we lost another staff member, Annacletta Dlamini-Jili. Both these ladies had served Woodside for many years and are deeply missed by all.



# VOLUNTEERS AND SERVICE PROVIDERS

Non-profit Organisations, such as Woodside Sanctuary, rely heavily on the generosity and assistance of those who are willing to freely give of their time to lend a helping hand.

With COVID restrictions finally lessening this year we are hopeful that we will soon be receiving more volunteers to assist Woodside. However, throughout majority of this year the concern over COVID was too high to allow many volunteers in. We did, however, have a couple.

Our thanks are extended to Jessica Smith for providing haircuts for our residents. Our angels were badly in need of haircuts and Jessica was generous enough to volunteer her time to come through to Woodside to trim our residents hair.

A special thanks is due to Margaret Simelane for the church services she ministers for our staff, and for kindly assisting with carrying out Memorial Services for families of our residents and for staff members we have lost.

We also wish to thank Ms. Shannon Rogers who very kindly volunteered her time in assisting Woodside's Learning support department as well as assisting with feeding and pushing residents in wheelchairs to and from their wards and the different stimulation departments. The residents had a wonderful time with her.

We gratefully thank Mrs. Estie du Plessis, who very kindly came out of retirement this year to once again monitor and mentor our Physiotherapy department.

Our thanks are also extended to Mrs. Maria Bartholemew for her amazing work in our Stimulation Therapy Department, where she monitored and supported our Stimulation therapy Assistants.

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.

We gratefully thank Feedem Catering, our caterers, and especially Dorothy Khope and her devoted staff for always ensuring that our residents receive healthy and nutritious meals daily and additionally always provide exceptional catering for any events and functions at Woodside.

We also wish to thank Feeden Labor and Heather Dietrich, for all that they do to assist us with staffing matters throughout the year. We are incredibly grateful for your services.

We offer a huge note of thanks to Mr. David Taljaard from Mawasha, for always making a plan to assist Woodside with any repairs or services that are required to our laundry machines. We thank him for his dedication and commitment to Woodside.

Our sincere thanks are extended to our resident handymen, Mr. Johan Du Toit from Crosby Maintenance and Mr. Ivan Dodzo from EID Prime Projects. We truly appreciate your willingness to assist Woodside at all hours of the day, and for your fast actions whenever we have a maintenance or plumbing emergency. We simply cannot thank you enough.

A very big thank you to Mr. Charles Mapungwana from Advanced Irrigation for the incredible assistance provided to Woodside in repairing and maintaining our borehole and its various machinery. We are so grateful.

Our thanks are given to Betele Contract Roofing for their assistance with the various small roof repairs which were needed throughout the year.

We extend our thanks to Gogo Gas for the services they provided to us in replacing our Gas line pipes to the kitchen.

We also wish to offer our thanks to Mr. Charl Calitz, from Calitz Repairs for the invaluable assistance provided to Woodside in repairing and maintaining our various vehicles. When JM Motors (who had helped Woodside for many years) relocated, we were extremely concerned about who we would possibly be able to find who would assist us in the same way. We were incredibly fortunate to find Mr. Calitz and his wonderful company, and cannot begin to express our sincere gratitude for all that they do for Woodside.

We deeply thank Angus Computers for assisting us with any IT issues arise at Woodside. Your willingness to help is greatly appreciated.

We offer our gratitude to Mr. Peace Shabango from Ulink Intelligent Solutions for his assistance provided to us when we experienced and telecommunication or security camera issues.

*Thank  
you.*







# FUNDRAISING

Fundraising plays a crucial role in providing the means by which we are able to continue to provide the best professional care to our residents, and offer support to families in need. Funds raised are used to cover operational as well as unexpected funding shortfalls, and help us to cover the cost of care for Grace Residents, who have been orphaned/ abandoned or whose families are unable to afford the cost of their care. Woodside's Grace Residents are solely reliant on us to provide for all their needs throughout their lives.

Thankfully, 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, however, only cover a portion of the total costs which are needed for us to provide the best care and assistance to all our residents, and the balance of required funds needs to be raised through our various Fundraising activities.

Fundraising during the best of times is never and easy task; however, during the past couple of years, it has been made exceedingly more challenging due to the global outbreak of COVID-19. Funds, which were usually allocated by companies and individuals for charitable giving, were suddenly being used to help keep companies doors open, and to subsidise individuals who were suddenly left without work. In short, the pandemic has been and incredibly difficult time for many, and for those of us in the Charity sector it has made us have to "think outside the box", to come up with new and innovative ways to continue to bring in the much needed funding into our organisations.

One way that we achieved this was to launch a number of additional "needs-specific" campaigns throughout the year. Some campaigns which we

have had great success with this year include: Our COVID Care campaign, which has become an ongoing campaign to assist with COVID expenses; our Nappy Drive, and a special nappy drive for Heidi and our Christmas and Easter appeals.

COVID has affected many aspects of how Woodside operates, and from a Fundraising perspective, one of the biggest changes that we needed to implement, to help ensure the continued health and safety of our residents, was the limiting of people and donors visiting Woodside as well as cancelling all resident outings. We are happy to report, that now that restrictions have lessened, and the cases of COVID have dropped, Woodside has once again started opening our doors to donor visits. During the last few months Woodside has been able to allow 3 donor group visits at Woodside, and we have also been able to have our first resident outing since the start of COVID. This has been absolutely wonderful for our residents, who have always enjoyed meeting and interacting with new people, and it has also brought a sense of normalcy with it, a feeling that maybe, just maybe, things are starting to go back to how they were pre-COVID.

Our social media reach has continued to increase over the last year, with Woodside now being active on Facebook, Twitter and Instagram. Having these social platforms available to us has helped us to be able to reach a bigger audience, and has resulted in more shares and likes on our posts, as well as us being contacted quite regularly by people who wish to donate to Woodside or assist us in some way. They have helped us in continuing to create awareness for persons with intellectual disabilities and garnering support for Woodside and the work that we do. We are working to increase our reach even further, and the global crowdfunding platform GlobalGiving has provided us with the opportunity



**Loné Lourens**  
Marketing & Fundraising  
Manager



**Refiloe Makanasela**  
Marketing & Fundraising  
Coordinator

to be able to reach out to donors all across the globe. Our initial project on GlobalGiving has done incredibly well, and we will definitely be making further use of the platform in the future.

While the effects of the COVID pandemic have continued to be felt during the past year, there is a definite feeling that we, as a community, are starting to heal. Hopefully, in time, the economy will also begin to recover. Woodside is incredibly grateful to all of our amazing and dedicated donors and supporters who are always willing to offer their support even during the most trying of times. You are a huge part of the reason that we were able to continue providing our services to those in need throughout the pandemic, and without you we simply do not know if we would have made it this far. From everyone at Woodside especially our residents, we offer our deepest and most sincere thanks to you all for your incredible and unwavering support. Every act of kindness, regardless of its size, has an impact and makes a difference.

## Fundraising Highlights

As a Non-Profit organisation, 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 challenging times. The support of our donors and supporters has never wavered and we simply cannot thank them all enough for their incredible assistance during this past year.

We have applied to many donors throughout the year and have successfully received a number of Grants. We would like to offer our heartfelt thanks

to Telesure Group Services (Pty) Ltd / Auto & General, the Carl & Emily Fuchs Foundation, the Kavod Trust, the Davies Foundation, the Doreen Muller Charitable Trust, the Kirkness Charitable Trust, the John & Elsie Barrow Foundation, Kathleen Bush Bell Foundation, The RB Hagart Trust, First Rand and Spire Fund 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 wonderful donation of chemicals and cleaning products which were given to Woodside in March 2022. This incredible assistance has helped us greatly in reducing Woodside's overall running costs.

Woodside received the final disbursement of the exceptionally generous bequest from Mrs. B. A. Nicholson in June 2022, and would like to offer our deepest thanks to the late Mrs. Nicholson and her family for their incredible support of Woodside throughout the years. Woodside received another incredibly generous bequest in September 2022, from the Estate of the Late S. E. Masterson. We offer our sincere gratitude to S. E. Masterson for choosing to select Woodside as one of their beneficiaries; we are eternally grateful.

On the 5th of November we launched our Christmas Appeal on Facebook, Instagram, Twitter and via MailChimp, to raise funds for the yearly Christmas functions for our staff and residents. We raised R 23 891.00 for the residents Christmas function, and R 26 700.00 for the staff Christmas functions. We also received a number of gifts for our residents, notably 50 gifts from De La Salle Holy Cross College. In addition, a Santa's shoebox campaign was initiated by one of our parents, Donna Forman, encouraging parents and families to assist by buying a gift for our R1 residents as well as for their own loved ones. This campaign was a huge success and we had plenty of gifts donated, allowing us to be able to ensure that each of our residents received a gift for Christmas. We were also contacted by Dr. Rudolf du Plessis, again, who very generously offered to cover the costs of Woodside's Christmas lunches for our staff and residents. The total value of this wonderful act of kindness was R 29 617.48, we are incredibly grateful to him for his exceptional generosity and continued support.

A most heartfelt thanks to the incredible Rotarians from the Rotary Club of Johannesburg New Dawn, and the Northcliff Rotary Club for the outstanding support which they have offered to us, whether by lifting our spirits or donating to our various campaigns. Words are simply not enough to thank them for all that they have done to support us.

We would like to extend our deepest thanks to L'Oreal South Africa for their outstanding donation of hygiene packs given to Woodside on the 30th of August 2022. This incredible donation will go a long way to help reduce Woodside's toiletries expenses. Thank you for this incredible support.

We have had wonderful success this year with our Nappy Fabric Drive, thanks to the incredible generosity of our donors, we have raised a total of R 68 200.00 (over double our target of R 30 450.00 which was needed to purchase 350 m of Fabric, to restock our supplies for 1 year). Since this campaign has done so well, we used the full amount to purchase as much fabric as possible, so that we could get more nappies, which would hopefully last longer. Bernina RSA once again very kindly assisted us with sewing the nappies and we offer our deepest and most heartfelt 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 756 nappies and 222 facecloths. Words can simply not begin to express our gratitude for their astonishing kindness and willingness to assist.

In addition to our annual Nappy Fabric Drive, this year we also had a special nappy campaign for Heidi McLeod. As Heidi has aged she has become very set in her ways. She does not like wearing towelling nappies (as she never needed them when she was younger), and will only wear pullup nappies. Unfortunately, these nappies do have a cost, and this was not a cost that Woodside could just take on. So we put together a nappy campaign for Heidi, and it did extremely well. We were able to raise R25 300.00 which has enabled us to get enough nappies for Heidi to last 2 years. We offer our deepest thanks on behalf of Woodside, but especially Heidi, to all those who have contributed to this campaign.

Our #COVIDCare campaign has continued to run throughout the pandemic, and we are absolutely blown away by the generous assistance we have received from our donors and supporters to assist us with the unanticipated and incredibly large costs that were incurred during the pandemic. For the period 1 April 2020 to 31 March 2022 we managed to raise R 183 062.33 in support of our COVIDcare campaign, and for the period 1 April 2022 to date we have brought in an additional R 103 200.00. We also received a Special Project donation in 2021, from Telesure Group Services (Pty) Ltd for R 262 900.00 to assist us with our COVID expenses. Thus, a total of R 549 162.33 has been donated to Woodside throughout the pandemic. In addition to the monetary donations received, we also received a number of wonderful gift-in-kind donations from various donors in support of our COVIDcare initiative. Some of the most notable were received from the Department of Education, Mr. W. Chan, ED Platform, Mrs. H. Struthers, Compulink Business Systems, the Netcare Foundation and the First Rand and Spire Fund. All of the wonderful donations received, have helped us hugely in being able to cover our COVID costs, and we simply cannot thank our donors enough for their exceptional generosity.

A big highlight of this year was finally being able to allow donor visits back at Woodside, as well as resident outings as these could not take place when COVID was at its height. We would like to thank DENOSA, We are the Ones, and the River of Life

Christian Church for being our first donor visits since the start of COVID. Thank you all for coming to Woodside to spend some time with our residents, it was such a wonderful treat for them. The first proper outing that our residents were able to go on, was to see a wonderful live theatre show called "Hope the Rhino" at the National Children's Theatre. Our angels had an absolutely wonderful time watching the magical show. We offer our sincere thanks to The National Children's Theatre for inviting us to attend.

This year, Woodside has once again had some great public exposure. In February Woodside was contacted by MixFM and informed of a possible spot that might be available to us where we would get a radio advert, which would be played on the station, as well as an interview. In April we were contacted again, and very kindly told that Woodside had been given the spot. We sent through a script for the advertisement and MixFM created the advert which was broadcast throughout April. The value of this advertising was stated as being R392 845.75, and our advert was played over 208 spots. Then on the 11th of May at 11:40 Woodside's General Manager, Ms. Kirsten Williams was interviewed by Damian Schmidt on the Midday Mix show. The interview went very well, and we are incredibly grateful to MixFM for the wonderful opportunity which they so graciously gave to us.

Our campaign "Woodside's Angels" on GlobalGiving continues to do well. To date we have managed to raise \$10 438 (R 189 087.14 depending on exchange rates), through the generous assistance of our donors on this platform. This is a wonderful achievement, and we are hopeful that future campaigns will also do so well. We offer a huge thank you to our wonderful donors on GlobalGiving.

In November 2021, we were approached by Mrs. K. Koshariar da Silva, the owner of the Clay Oven Restaurant in Randburg. We were told that the restaurant would be having a Carols by Candlelight event, and that they would like Woodside to be the beneficiary of the grocery items which would be collected on the night. We would like to thank Mrs. da Silva and the Clay Oven for hosting such a wonderful event, and also for adding a collection box for Woodside inside your restaurant. We are looking forward to developing and growing this partnership.

Woodside would simply not be able to do what we do if it were not for the outstanding generosity and kindness which has been shown to us by all our donors and supporters throughout the year. Every single donation received has made a huge difference and we cannot thank you enough for always assisting and supporting us. We are beyond grateful to all of you!



Thank  
you

# OUR SPECTACULAR SPONSORS

## 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 RB Hagart Trust
- The Rose & Oscar Norwich Charitable Foundation
- 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 Robert Niven Trust
- First Rand and Spire Fund
- The Netcare Foundation

## Continued / Extraordinary Support From Corporates and Groups

- 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
- Northcliff Rotary Anns
- Rotary Club Johannesburg New Dawn
- CAF – AngloGold Ashanti
- CAF – Sasol
- The St Columba's Presbyterian Church
- Netcare Rehabilitation
- The Department of Education
- My Active Online
- MixFM
- L'Oreal
- Annova Health Institute
- Ennis Flint Africa
- Compulink Business Systems
- ED Platform
- The Rotary Humanitarian Centre
- We Are The Ones
- River Of Life Christian Church
- DENOSA
- Action Plastics
- The National Children's Theatre

## Continued / Extraordinary Support From Individuals

- Mrs. B. A. Nicholson (Bequest)
- Mr. R. du Plessis
- Mr. N. E. J. Goodwin
- Mr. C. Qually
- S. E. Masterton (Bequest)
- Mr. & Mrs. D. Stevens
- Mrs. F. du Croq
- Mr. J. Van Biljon
- Mr. J. Bales
- Mrs. E. Ingram
- Mr. M. Mabika
- Ms. P. Veale
- Dr. C. Fuller
- Dr. P. J. Pienaar
- Mr. W. Chan
- Mr. G. McKenzie
- Mrs. Robyn Clabrough
- Mrs H. Struthers
- Ms. Kimberley Lategan

## Continued / Extraordinary Support From Schools/ Colleges/ Universities

- De La Salle Holy Cross College
- UJ Nursing Students
- Baragwanath Nursing Students
- Ann Latsky Nursing College
- WITS
- Trinity House
- Protea School
- Japari School
- Northcliff High School
- Krugersdorp High School

THANK  
YOU





# CELEBRATING HEIDI MCLEOD'S 60TH BIRTHDAY

Almost everyone who has ever visited Woodside has had the privilege of meeting our "Little Matron" Heidi McLeod, but one thing I am sure of is, if you have met Heidi, you will never forget her.

Heidi became a resident at Woodside in 1962 when she was only a few weeks old, and from that time onwards we have become her family. We have seen her grow and develop the "attitude" she has seemed to have from day one. If we were honest, we would say that Heidi is pretty much the boss of everyone at Woodside, and we would all always do anything in our power to keep her happy.

Having been at Woodside basically her entire life is it any wonder that Heidi feels the way she does. She has seen so many changes to her beloved home over the years and has seen many staff, and committee members come and go, but no matter what, Heidi remains Heidi.

This year Heidi has reached an incredible milestone in her life; she has turned 60 years old. Celebrating a 60th Birthday is a pretty big deal for anyone, but for a person like Heidi with intellectual disabilities, it is almost unheard of! Not that many years ago, people with intellectual disabilities would more often

than not, be given a very poor prognosis regarding the possibility of them ever ageing beyond even 50 years of age, but today, with all the medical advancements we have available, and with places like Woodside, that provide the best care possible, it seems that many people, like Heidi will be thriving well into old age. Or at least that is how it seems when we look around Woodside and we see many of our residents who have already far surpassed that 50 year mark.

Woodside will always do all in our power to care for and protect the vulnerable individuals entrusted to our care, and we hope that by doing so they will continue to thrive and reach ages that were never thought possible.

On Wednesday the 13th of July 2022, we had the honour of celebrating Heidi's life and her 60th Birthday here at Woodside. Since Heidi has been such a big part of Woodside, we felt that it was only fitting to have an incredible party to celebrate the life of this remarkable little lady.

We really wanted to make the day extremely special for our "little Matron", and with the help of her very dear friend, Mr. Rudolf du Plessis, who has known Heidi for many years and so

very generously offered to supply the beautiful cake and cupcakes for the event and Mr. Rodway, who provided the amazing music on the day, we were able to do just that. We simply cannot thank you both for your wonderful contributions to making Heidi's special day, a day to remember.

We would also like to thank the special guests who attended especially to celebrate Heidi; these included Marina Beukes (Woodside's previous Social Worker) and Dr. Margaret Coleman (Woodside's previous Doctor), who each brought Heidi a special gift to celebrate her day. Heidi loved her presents so much!

We would also like to thank Woodside's Committee members for taking the time out of their busy schedules to attend; it was lovely having you all there. Finally, we would like to offer a special thank you to Woodside's wonderful staff for setting up and planning the big celebration as well as helping Heidi with her beautiful outfit! She really did look like the queen she is.

Happy Birthday Heidi, we wish you many, many more!!

# FINANCIAL REPORT



Paul Westcott  
Treasurer

## FOR THE YEAR ENDED 31 MARCH 2022

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

Considering that this year has been a "recovery" year from the COVID-19 pandemic, management and staff should be congratulated on managing to keep the Sanctuary running safely and responsibly with minimal danger to residents.

The audited financial statements for the year ended 31 March 2022 have been circulated and we wish to draw your attention to the following:

### INCOME

Total Income for the financial year ended 2022 as per the Income Statement was R 14 850 389 compared to R 12 857 379 in the previous financial year.

The increase of R 1 993 010 is due, in the main, to increases in Sanctuary fees R 943 074, Donations (Special Projects) R 545 400, and Government bed and disability grants R 451 167

A Sanctuary fee increase for the current financial year was set as 7%. Despite the increase, during the year, we welcomed 5 new admissions, 4 full fee paying, and one holiday care resident. The residents in general are healthier due to limited visitors to Woodside and all staff wearing PPE. We had two deaths, not COVID-related, in 2021/2 and had no discharges. There were 87 paying residents, of which 26 residents are grace residents (R1).

With the easing of some COVID restrictions, we are looking at additional day care income generation going forward.

Government bed and disability grants at R 6 427 238 show an increase of 8% versus financial year 2021.

Rental income increased by R 44 576. From April, we have managed to find a tenant for our larger flat which will earn R 78 000 per annum.

Medical and toiletries recovery has increased by R 69 665 following an effort to ensure that these costs are recovered where possible.

Bad Debts Recovered increased by R 91 034 over 2021. Our thanks to the debtors department for securing the successful collection of long overdue accounts as well as previously written off debt. Means tests were conducted during the year which assisted with debt collection and fee determination

Donations received from members of the public, corporates, and trusts for normal donations amounted to R 1 592 567, a marginal decrease of R 112 292. We are seeing a slight improvement in donor fatigue as the pandemic eases.

Trusts: We received R 250 000.00 from the Doreen Muller Charitable Trust, which is a final donation from this trust as it is closing. This funding would be allocated towards various operational expenses such as medicines, toiletries and our feeding and nutrition programme. We also received R 250 000.00 from the R&B Hagart Trust (the first time since 2013) and R 500 000 from the Kavod Trust (formerly the Mary Oppenheimer and Daughters Foundation), to be used for Woodsides priority needs.

### Donations – Special Projects:

Donations received – special projects reflect an increase of R 545 400. A large donation from Telesure was received on

31 March, which was unused at that date

Woodside regularly receives goods in kind donations throughout the year.

Our Fundraising Department should be congratulated on their enormous 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. Social media is also being used extensively to garner exposure for Woodside. An Instagram follower managed to collect enough toiletries for all of Woodsides 85 residents. She has said she will become a regular donor.

A radio station, MixFM, provided 208 spots and the value of their advertising was stated as being R 392 845.

The Global Giving Campaign (an international crowd-funding initiative) is ongoing. To date, that campaign has raised \$9 834 (R 158 351). It is encouraging to note that almost half of the funds have been via recurring donations.

We also have an ongoing COVIDCare Campaign, which to date has raised R 82 200 and has also resulted in several in-kind donations such as 1 220 KN95 masks.

Many of the donations received in support of #COVIDcare were received from Woodside's wonderful parents and families.

We have run maintenance campaigns to cope with some major repair challenges; for example - repairs to our outer wall and a filter system for our borehole (R 99 100) and, via our donors and social media, managed to cover these exceptional costs.

Christmas campaign: On the 5th of November we launched our annual

Christmas Campaign to raise funds for the Christmas functions for our staff and residents. We raised just over R 50 000 split evenly between the staff and resident's Christmas functions. Dr Rudolf du Plessis offered to cover the cost of Christmas lunch for the staff and residents. An incredibly generous donation of R 29 617.

Food hampers were provided to all staff as a Christmas gift, to thank them for all they do during the year.

Investments total R 1 975 124 at 31 March 2022 against R 1 834 632 at 31 March 2021 an increase of R 140 492. The effect of the pandemic had the effect of limiting this growth, but we are hopeful that this will improve going forward as the economy picks itself up.

Cash resources were R 2 006 519 as at 31 March 2022; against the R 3 317 445 as at 31 March 2021; a decrease of R 1 310 926. The current balance of the Investec investment, within this balance, amounts to R 1 022 785, a decrease of R 1 671 209. The investment was drawn down for the following reasons:

- Our two main creditors are being maintained at just more than 30 days.
- Covering of COVID expenses
- Payment of salaries.

Interest in the amount of R 158 791 was earned for the year and dividends from Old Mutual amounted to R 44 286, an overall reduction. We consider that interest earned will improve as we reduce the costs of COVID care, thereby improving cash flow.

## EXPENSES

Operating expenses for the year were R 16 756 552 at 31 March 2022, compared to R 15 575 302 in the previous financial year. The increase of R 1 181 250 or 7,6%, is minimal when considering the exceptional strain on expenses this year, which can be attributed, in the main, to:

Accounting fees reduction of R 62 345: The employment of a very capable bookkeeper has had the result of reducing the need for some outsourced accounting.

Bad Debts increased by R 66 233. A strict collection process has been instituted to overcome the difficulty in recovering fees, including conducting means tests for all parents. Our 2021/22 provision is fairly prudent and considers the pressures being experienced by all parents.

Cleaning costs: COVID protocols had the result that cleaning costs almost doubled this year From R 193 530 to R 385 792, which will reduce now that COVID restrictions are being relaxed a little.

COVID Care and PPE cost reduced considerably from R 427 531 to R 112 951 as preventive clothing, masks etc. purchases reduced.

Computer expenses: The system is stable, resulting in a reduction of these costs by R 24 083.

Electricity, Water and Refuse increased by R 206 964 – 21.2%. We did incur some water charges when our borehole was non-functional due to the filtration system repair required by NGCT.

We have an ongoing battle with City of Johannesburg charging for water and then passing credit. We have a consultant who works constantly on getting a refund.

Consulting fees: The increase of R 24 464 reflects the expense for the COJ consultant, life coaching and kitchen and dining hall plans production to be able to obtain a certificate.

Fundraising costs have reduced, but we have increased the budget for this expense which is so vitally needed.

Food costs increased by a very reasonable 8.9% (R 188 264). We work constantly to ensure residents maintain acceptable levels of healthy weight.

Legal expenses reduced as last year reflected one exceptional action which was resolved.

Motor Vehicle expenses increased by R 26 015. Considering the age of our fleet and fuel inflation, this cost is not excessive.

Salaries and Outsourced Labour increased by R 756 744 (8.15%) as a result of annual leave pay-outs to staff who retired or passed away, purchase of staff uniforms (every second year), inflation increases for outsourced labour and salary adjustments and increases for permanent staff.

Staff welfare and training increased by R 37 089. Basic and Advanced life support courses were conducted for the nursing staff and ongoing staff counselling has proven effective addressing any staff concerns presenting during the pandemic.

Overall, the Sanctuary declared a deficit of R 1 906 163, compared with the deficit of R 2 717 923 in 2021 an improvement of R 811 760.

The fundraising and marketing department has made a marked effect both raising funds and ensuring that the sanctuary reflects a high profile in the market, which attracts future residents.

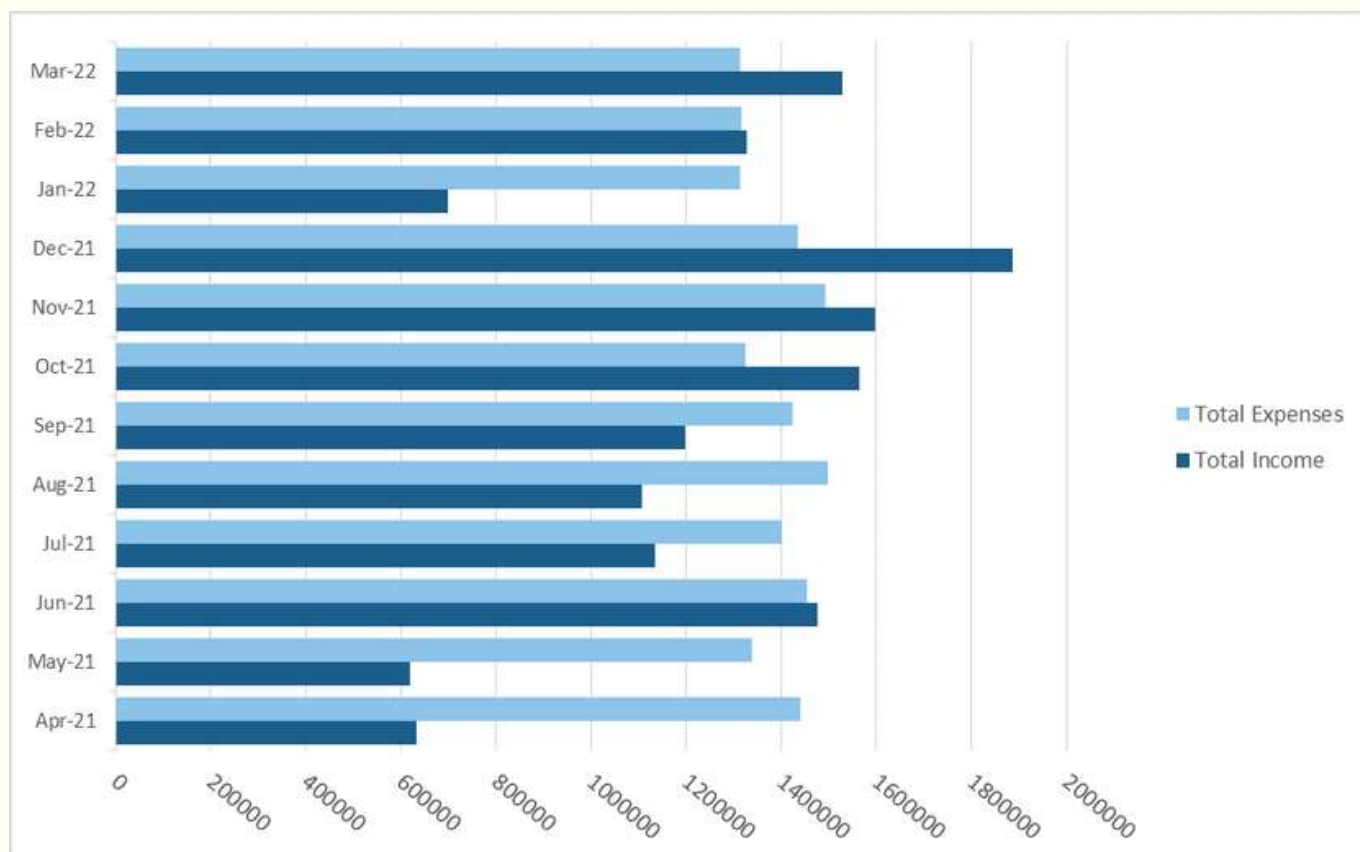




# INCOME & EXPENSES

FOR THE PERIOD 01 APRIL 2021 – 31 MARCH 2022

		TOTAL INCOME	TOTAL EXPENSES	LOSS/ PROFIT
APR	2021	R 632 724.78	R 1 441 568.94	- R 808 844.16
MAY	2021	R 620 042.04	R 1 339 256.05	- R 719 214.01
JUN	2021	R 1 475 657.32	R 1 453 322.02	+ R 22 335.30
JUL	2021	R 1 135 164.45	R 1 402 435.58	- R 267 271.13
AUG	2021	R 1 107 935.94	R 1 498 920.95	- R 390 985.01
SEP	2021	R 1 197 571.56	R 1 424 037.40	- R 226 465.84
OCT	2021	R 1 565 465.77	R 1 325 706.42	+ R 239 759.35
NOV	2021	R 1 597 666.68	R 1 493 045.47	+ R 104 621.21
DEC	2021	R 1 888 229.47	R 1 434 595.39	+ R 453 634.08
JAN	2022	R 697 835.05	R 1 314 394.56	- R 616 559.51
FEB	2022	R 1 328 811.78	R 1 316 895.25	+ R 11 916.53
MAR	2022	R 1 529 614.59	R 1 314 618.26	+ R 214 996.33
<b>TOTAL</b>		<b>R 14 776 719.43</b>	<b>R 16 758 796.29</b>	<b>- R 1 982 076.86</b>





# WOODSIDE SANCTUARY

A home for the profoundly intellectually  
and physically disabled



A HOME  
AWAY FROM  
HOME



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