

# ANNUAL REPORT 2020



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The **Annual Report** can be viewed on [www.flower.org.za](http://www.flower.org.za). Scan the QR to be directed to the report.



The **Annual Financial Statements** can be viewed on [www.flower.org.za](http://www.flower.org.za). Scan the QR to be directed to the report.



# Our Mission, Values & Mantra



## Our Mission

Flower Foundation exists as a non-profit entity to provide life-time quality care in secure environments for self-reliant individuals who are older than 55 years of age and for those requiring long-term care or specialised Dementia Care.



## Our Values

**Friendly Staff** - Our staff are completely focused on providing friendly service to our residents and their loved ones.

**Loyalty** - Loyalty and dedication from our staff is imperative to both the Flower Foundation and all our residents.

**Outstanding Care** - We ensure that our residents receive exceptional care by taking time to listen to them and their loved ones.

**Welcoming** - Flower Foundation creates a welcoming environment for our residents making them and their visitors feel at home as soon as they arrive.

**Engagement** - We encourage our residents to partake in all our activities thus increasing their social well-being.

**Respect** - Our residents, staff and business partners are treated with respect and dignity.



## Our Mantra

If you want to slow down, *that's good*

Or fill each day to the brim with laughter, *that's good*

If you want company, but also want time and space to be alone,

*That's good.*

When you have places to be, and things to do

Or none of those, *that's good*

When you need help, not pity

If you live carefree, or need extra special care

*It's all good*

There's a time. There is a place.

Flower Foundation, *it's a good life*

# Organisation Information

as at 31st March 2020

## FLOWER FOUNDATION BOARD AND COMMITTEES

### MANAGEMENT BOARD

**CHAIRPERSON:** Ramokgopa, P.N. (Mrs)

**DEPUTY CHAIR:** Cooke, P.R.

**CHIEF EXECUTIVE OFFICER:** Raubenheimer, J.N.

#### INDEPENDENT NON-EXECUTIVE BOARD MEMBERS:

Hough, J.M. (Mrs)

Luüs, C. W.

Mason, P.J.G (co-opted 19<sup>th</sup> February 2020)

Marais, R.

van de Merwe, I.D.J.

#### RESIDENT NON-EXECUTIVE BOARD MEMBERS:

Boulle, K.

Bruce-Brand F.M.

Cox, G.R.

van der Merwe, N.H.

### EXCO

Bruce-Brand F.M.

Cooke, P.R.

Mason, P.J.G

Ramokgopa, P.N. (Mrs)

### COMMITTEES

#### AUDIT AND RISK COMMITTEE:

Chairperson: Cooke, P.R.

Baker, R. (Mrs)

Bruce-Brand F.M.

Botha, C.

Luüs, C.W.

Marais, R.

Oosthuizen, L.

#### HR AND ETHICS COMMITTEE:

Chairperson: Prof. van de Merwe, I.D.J

Baker, R. (Mrs)

Cooke, P.R.

Cox, G.R.

Els, G. (Mrs)

Ramokgopa, P.N. (Mrs)

## GENERAL INFORMATION

**Country of Incorporation and Domicile:** South Africa

**Nature of Business and Principle Activities:** Owner of immovable property and facilities for the care and accommodation of older persons and the administration of related services.

**Administration Office:** Unit 4, Surrey Square Office Park, 330 Surrey Avenue, Ferndale, 2194

**Postal Address:** P O Box 3442, Randburg, 2125

**Contact Number:** 011 781 4920

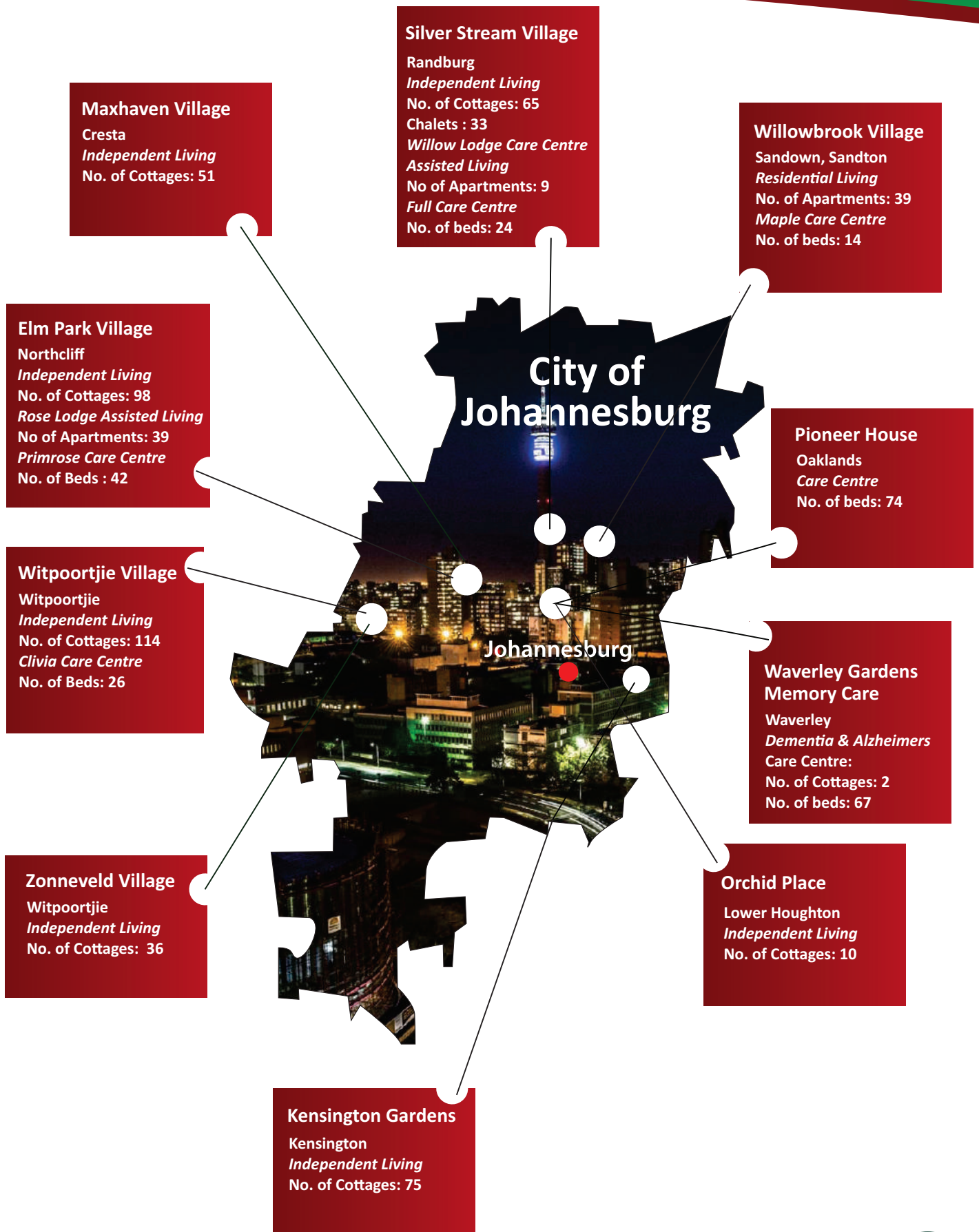
**Bankers:** Standard Bank of South Africa Ltd

**Auditors:** Wakely-Smith Lattuca Inc., 33 Peter Place, Lyme Park, 2191

**Association Registration Number:** 000-836 NPO

**Website:** [www.flower.org.za](http://www.flower.org.za)

# Our Villages



# Chairperson's Review

Nombuso Ramokgopa (Mrs)



## FLOWER FOUNDATION REMAINS AT THE FOREFRONT

We live in unusual times the like of which is seldom seen in a generation.

The adverse economic conditions in South Africa, principally caused by the global Coronavirus Pandemic, have had a significant effect on all of us. I am pleased, however, that the Flower Foundation remains at the forefront of developments in the field of retirement facilities and continues to explore new opportunities for service to the communities it serves. At the end of March 2020, our average occupancy for independent living was 88% and the average occupancy in the care facilities was 78%. This excellent result is attributable to Management's professionalism and commitment to the execution of the organisation's strategy. Flower Foundation has consistently managed to provide quality care thanks to its highly skilled and dedicated staff.

Over the past year, there has been a steady decline in the value of the South African Rand against major international currencies. This has led to a consistent rise in the prices of imported goods, and record highs in the fuel price. Local authority rates and service levies increase at a rate of more than double that of inflation. Reductions in the Repo rate to address the recessionary effects of the Covid-19 virus have had a negative effect on retirement savings and investment portfolio values. The net effect is that South Africans can increasingly buy less with their Rands. The combined impact of these factors creates a weak economic environment for retirees. Commendably, within the Flower Foundation, Management has managed to contain costs without compromising quality care.

The retirement accommodation and care services environment remain challenging:

In Flower Foundation, for example, this has resulted in properties of prospective members taking longer to sell and transfers taking longer than normal. Frequently, Flower Foundation will sell independent living units and then need to wait for final payments even though general affordability is sound.

The development of large new retirement complexes and lifestyle villages makes this a competitive environment. These developments offer modern accommodation in spaces that have been designed to integrate new technology and optimal space utilisation. The challenge for the older Flower Foundation portfolio is to address these newcomers with a unique and more attractive overall offering. The legacy and good name of the Flower Foundation still enhance its appeal but the key to our long term success is to retain this competitive advantage.

# Chairperson's Review

Socio-political factors and uncertainty about South Africa's investment future remain a concern. The parlous state of the South African economy that was reported in the previous annual report has been aggravated by further downgrades by the ratings agencies, Covid-19 and political uncertainty. South Africa has also, in the last few years, seen a dramatic drop inadequately skilled and experienced nursing services staff. This has resulted in a very competitive market for geriatric care staff. We don't see this trend reversing in the short term.

Some positives from the Pandemic may be drawn for the retirement sector. We increasingly see that retirees who are frail and have managed to live independently up until now are being pressured by relatives to move into safe and secure villages with care and medical facilities. Post-year-end developments in Flower Foundation villages support this view.

The active resident community in Flower Foundation creates a unique atmosphere in each village and I would like to thank all residents for their participation in resident activities and the care and respect they show all our staff as they carry out their duties. I would also like to thank their families for actively taking interest in the happenings of Flower Foundation and for respectfully engaging with us. Your views and contributions are always appreciated.

Residents and staff sincerely appreciate the vast network of volunteers from the community, either serving on committees or working within the residential or care facilities. I would like to honour these volunteers and express the gratitude of all our residents and staff for the selfless work that you so generously do.

Flower Foundation would not be the proud, professional institution that it is were it not for its dedicated and committed staff. I therefore sincerely thank all members of staff of the Flower Foundation for their support, their continued efforts and their tireless work.

Professionalism and commitment are critical in the successful execution of an organisation's strategy and I would like to thank Mr. Raubenheimer for firmly setting the Flower Foundation on this course. His passion, drive, empathy and courage will be sorely missed. We all wish you the best on your new journey. I would also like to welcome Mr. Coetzee as our CEO and wish him all the success in his new role.

Last but not least, I would like to thank the Management Board, Management and Staff for their support and commitment to Flower Foundation.

***Thank you***  
***Nombuso Ramokgopa***



# CEO's Report

Johan Raubenheimer



## Flower Foundation's Journey

Flower Foundation Retirement Homes has come a long way from those early days in the mid-sixties. The founders, I am sure, stand in awe at what their initial idea has grown into. This whole Annual Report is testament to the scores of people, residents and staff alike that have contributed to this organisation that has become an institution in retirement living within the greater Johannesburg area.

Flower Foundation is proud to provide residents with secure environments that are peaceful with engaging and integrative communities where eccentricity and diversity are embraced in a manner that caters for a range of interests and activities for residents. Residents are actively engaged in organising themselves in a social setting that will provide the stimulus to extend their years of active interest, youthfulness and participation in the community.

### Social Interactions

All of our Care Centres have activity coordinators who are responsible for arranging activities that stimulate our residents physically, creatively, sensory, auditory and mentally. This now falls directly under the supervision of a qualified Occupational Therapist. This position was created in the past financial year. The specific purpose of the appointment is to enhance the level and the benefit of activities to our residents.

Our Independent Living Villages are not to be outdone by the Care Centres when it comes to activities. With the help and input from the Management team at each of these Villages, a well-planned programme is developed that caters for a range of interests as varied as what the resident body is.

The social calendars are filled with music and choir evenings, birthday teas, Mother's Day functions, St Patrick's Day dinners, Christmas lunches and interesting talks. Many villages have knitting groups, cardies groups, book clubs and clubs like The Hammer and Chisel Club at Elm Park where a lot happens, but not much is said about it. Morning markets are popular at Silver Stream, Witpoortjie and Elm Park. This creates community interest and generates funds for village activities and charitable causes.

Gardening is a favourite pastime, and many cottage residents extend their green finger skills to the care centre and communal gardens. The beautiful gardens consistently solicit compliments from visitors to all the villages and regulars appreciate and enjoy the beautiful gardens all year round.



The care offered to all residents covers a broad spectrum of physical, psychological and counselling support provided by trained staff members according to the resident's needs. Fully trained and dedicated staff members are always on hand both in the health care and administrative fields. Some of these services are also provided to staff as compassion fatigue, and the effect of grief remains a challenge for all our employees.

Caring is a core value at Flower Foundation and is not only left to the care staff. Everyone in the Village, from administration staff to gardeners and fellow residents, all look out for and assist each other where required.

Generous grants and income from the Annual Golf Day enables Flower Foundation to address unique needs amongst staff, residents and surrounding communities. Flower Foundation residents are actively involved in giving to several charities and organisations. Many knitted items, blankets, teddy bears and jerseys were donated to Linden Police Trauma Centre, Teddy Bear Clinic and local SPCAs while items of food and clothing were donated to communities in need. Generous donations of toiletries are made monthly to the Baragwanath Hospital for needy patients. Villages also sell crafts and goods on behalf of several other care organisations.

## Community Outreach

De Wetshof Municipal Retirement Village lies adjacent to Kensington Gardens. We remain committed to our Social Responsibility involvement with the residents at De Wetshof and provide a weekly healthcare clinic where basic healthcare services are provided, and supplements handed out.

The Mary Patchitt Fund and various other funds managed by Flower Foundation provide funding for specialised training for nursing staff, purchases medical equipment for the care centres and areas of need identified within the facilities.

## Financial and Economic Impact

Flower Foundation's Benevolent Fund was established to assist Flower Foundation residents in need of care but who can't afford to remain in our facilities. The Benevolent Fund is key to the PBO status that Flower Foundation enjoys. Donors who are in a position to do so, are implored to continue donating to the Benevolent Fund to enable Flower Foundation to continue providing care and support to those who are less fortunate. The recent economic downturn has resulted in a substantial increase in requests for assistance from this fund.

Flower Foundation achieved a surplus of R694k during 2019/20 compared to R898k in the prior year. This was achieved through cost-saving initiatives implemented throughout Flower Foundation. Overall, Flower Foundation managed to generate cost savings of R1.8 million during the current year. The operating income was lower than the previous year, which was mainly due to continued upgrades at the Care Facilities. Occupancy was maintained at lower levels during upgrades to minimise disruption to residents.

This resulted in Assisted and Frail Care units reflecting a net operating deficit that is R1.8 million worse than the previous year. Occupancies have however recovered during the fourth quarter, and the facilities continued to fill up post-year-end. The Independent living units performed R400k worse than the previous year. This is due to the Management Board making an informed decision to strategically keep the annual levy increases as low as possible, while the cost factors implicating these units have increased by far more than what the perceived inflation rate was. The Board and Management are continuously investigating different structures and initiatives that can be put in place to ensure improved operating effectiveness of our villages. As at the end of March 2020, Flower Foundation's occupancies have recovered and an average occupancy for independent living was 88% and the average occupancy in the care facilities was 78%. Flower Foundation Sales Staff and Management at the Villages managed to maintain the momentum with 46 tenancy right sales during the year and again delivered record gross sales of R28, 362 million compared to R26, 503 million in the previous year.

# CEO's Report

Tariff increases for municipal services remained problematic for the year under review, but the Finance Department continued to successfully negotiate reductions and re-assessments with local authorities. This again enabled us to release certain rebates and to apply rebates to negate some of the increases.

Over the past three years, Flower Foundation took a strategic decision to invest in upgrading the property portfolio. Some of these investments were extensive upgrading of all the care facilities, upgrading of the cottages, as well as purchasing of two new properties adjacent to our villages. During 2019/20 the investment properties overall grew by R4.4 million. All of these improvements and acquisitions were made without making use of financing arrangements. This resulted in the cash balance reducing by R4.7 million.

The focus on upgrading the housing stock in the portfolio continues. Major upgrades have all been attended to, and it should not be necessary to undertake any significant structural upgrades of properties for the next three to four years. Some of the improvements included finalising the extensive upgrade of all care facilities, regularly upgrading independent living units at all villages, refurbishing the property that was acquired to be converted to a community centre at Silver Stream, attending to infrastructure projects at certain of our villages. Details of this can be seen under the maintenance section of the Annual Report. This approach positively impacted tenancy right sales as well as occupancies in both our care facilities and independent living facilities over this period.

Flower Foundation's share portfolio reduced to R8 million and continues to be managed by Sasfin. The portfolio was impacted by international market volatility and the concerns about South Africa's investment status being affected by ratings agency downgrades. The portfolio has however completely recovered to R9 million post-year-end.

The CSOS matter that was reported on at the previous AGM has not yet been settled. Our legal team is still awaiting a final court date to be set for the High Court to ratify the withdrawal of the complaint.

The Annual Financial Statements for the year ended 31 March 2020 have been audited by Wakeley Smith Latucca, and they have issued an unqualified audit opinion. The Audit and Risk Committee have reviewed the Financial Statements and being satisfied with the work performed by the Auditors recommended to the Board that they approve the Financial Statements. The Financial Statements were approved on 23 May 2020 and signed by the Chairperson and the CEO.

## COVID-19

The current Covid-19 crisis and subsequent lockdown regulations adversely impacted tenancy right sales. We don't see this as lost sales, but rather delayed sales as we continue to attend to enquiries for units. These sales contracts will be concluded post the lockdown restrictions being lifted. Flower Foundation management have implemented strategies to ensure that when restrictions are fully lifted, it remains at the forefront of the market.

Updated cash flow forecasts have been prepared to realistically attempt to assess the effects of Covid-19. Management is evaluating various options to raise funding should it be required during these unprecedented times.

The Management Board and the Audit and Risk committee undertook a thorough review of the Annual Financial Statements. Notwithstanding the current unique challenges, and following the detailed evaluation of the forecasts they concluded that Flower Foundation is a Going-Concern for the foreseeable future.

The Pandemic has not just affected the financial side of our business but has had a tremendous impact on the way we, as all South Africans, have and in future, will live our lives. Through dedicated staff and a willing resident's body, we are doing our level best to contain the effect of the virus on our organisation.

A Covid-19 Committee was established that comprises of Management, Board members and Resident representative Board members. This Committee studies every regulation and amendment of these regulations to ensure Flower Foundation complies and that it is implemented in our Villages with the most considerable measure of caution.

In addition to having appointed the Compliance Manager as the Covid-19 Compliance Officer for Flower Foundation, each Manager has been appointed as the Compliance Officer for their Village. They are responsible for the implementation and adherence to the regulations of the Disaster Management Act and Flower Foundation policies with regards to Covid-19.

## Management Board

The Management Board is constituted in compliance with the Constitution of Flower Foundation. There are four resident elected members, six independent non-executive members and the Executive Director/ CEO. The Management Board may co-opt an additional maximum of two members, and Mr Peter Mason was co-opted back onto the Management Board. The Management Board met five times during the year under review, and EXCO met five times. I would like to thank the Management Board members for their time and contributions which assist in consistently improving governance at Flower Foundation.

## Farewell to Staff Members

During the year certain senior members of staff resigned or retired. I would like to thank La Verne Hodson, Deon Bruwer, Ann Jason, Hanlie Eksteen, Trudie van der Merwe and Elaine Mouton for their contributions to Flower Foundation. I also want to wish their successors all the best in their new roles, and I look forward to their contributions.

This is my last contribution to an Annual Report as CEO of Flower Foundation. On behalf of myself and all Flower Foundation staff, I would like to express my thanks and appreciation to all residents and their families for their support and positive engagement.

Residents and staff sincerely appreciate the vast network of volunteers from the community, either serving on committees or working within the residential or care facility. I would like to honour these volunteers and express the gratitude of all our residents and staff for the selfless work that you so generously do.

I would like to thank the Chairperson of the Management Board, Mrs. Nombuso Ramokgopa, for her guidance and direction during the past year. You epitomise compassion and professionalism; it was a privilege to have worked with you. I would also like to thank the previous Chairperson, Sakkie van de Merwe for his guidance and support, and for always being available to act as a sounding board.

Thank you to all the Management Board Members for their contributions during the past year.

I would lastly like to thank every member of staff at Flower Foundation. You are the golden thread in the fibre of Flower Foundation. Your generosity in care and love is a huge inspiration for me. Thank you for everything that you do on behalf of our residents and for Flower Foundation. I am indeed privileged to have worked with each of you.

I wish Flower Foundation Retirement Homes well for the future, and I look forward to its continued growth and success.

*Thank you*

*Johan Raubenheimer*

# Village Reports

## Elm Park Village - Northcliff

Elm Park is a picturesque village located within reach of all modern comforts of an urban setting. The village is situated in Northcliff with a wide variety of local stores and businesses within the immediate vicinity.

The Cape Dutch style cottages are nestled among expansive gardens with a magnificent view of Northcliff Hill. Elm Park caters for Independent Living, Assisted Living and Frail Care residents. Residents at Elm Park are kept busy throughout the year with all the social activities and the various committees. It is guaranteed that there is something that will be of interest to both the men and the women. The Hammer and Chisel Club was set up by a few (gentlemen) residents who saw a need to assist residents with general fixes to furniture and other household items. This club has since welcomed more members, and they enjoy a monthly relaxing get together where they converse and strategise over a soothing drink. The Ladies formed their own Snack and Chat group, getting together when the Hammer and Chisel Club members meet.

Elm Park has many residents who are passionate about gardening and have formed a Committee which assists the gardeners at the village in creating the spectacular gardens.

Elm Park hosts U3A (University of the Third Age) meetings where community and resident members get together to share knowledge, for the simple pleasure of discovery. Various topics are discussed, and regular outings are arranged. The group started with only a few residents who met in a cottage, due to a growth in numbers, the venue moved to the community lounge. The Social Committee ensures that throughout the year, there are lots of social interaction amongst the residents, creating friendships, providing comfort and merely sharing good times.



## Maxhaven Village - Cresta

Maxhaven Village offers a tranquil, safe and secure environment. Enjoy the whimsical garden setting that this independent living village has to offer. Maxhaven Village provides hassle-free living to the independent retiree who wants an active lifestyle. A variety of convenience services, coupled with an enriching social calendar, will keep you entertained during your tenure.

The residents of Maxhaven do not waste any opportunity to have a social. They celebrated Workers Day with a braai for the “part-time and non-workers” creating a Dop and Chop affair where residents jointly supplied the salads and puddings.

As in other Flower Foundation Villages, the Knitting Club at Maxhaven used the opportunity to knit newborn baby clothes for impoverished mothers. This initiative is sponsored by one of the offices of the Pam Golding Group. In addition to this initiative, they also knit Teddy Bears, which are donated to the Teddy Bear Clinic to assist abused children by providing them comfort. During the year Maxhaven Village received a complete upgrade to the Community Centre, providing the residents with modern finishes, a new library and a kitchen overhaul. Further maintenance projects were done throughout the Village such as the painting of windowsills, gutters and other areas within the Village.

A Resident Garden Committee was formed, they were tasked to give the gardens at Maxhaven a magical touch creating an even better tranquil environment surrounded by beautiful and colourful plants and flowers.

Maxhaven Village has all the conveniences an independent retiree needs, it is situated across the road from Cresta Shopping Centre, is close to all amenities, meals are delivered from Elm Park Village and when the need arises a weekly clinic to have all vitals checked. Maxhaven Village encompasses it all.



## Witpoortjie / Zonneveld Villages - Witpoortjie

The welcoming Witpoortjie and Zonneveld Villages are located in Roodepoort on the West Rand. The villages offer a variety of functional accommodation from flats, cottages and apartments. The spacious outdoor areas and colourful gardens provide a lovely setting to be enjoyed all year round.

The residents are social activists who use their skills to uplift people in need such as the Knitting Club who contributed to Blanket Drive by knitting squares to create the largest South African flag which covered four rugby fields. Their participation contributed to breaking two records in the Guinness Book of Records, the first was the biggest hand-knitted blanket and the second was the number of blankets donated to charities in the shortest space of time. ([www.goldenvaal.co.za](http://www.goldenvaal.co.za))

The Care Centre residents were filled with excitement while allowing their creative juices to surface in creating beautifully crafted Easter Cards, which were distributed throughout the Village. Recreational activities such as these create social interaction and provide stimulation for the residents.

Witpoortjie Social Committee arranged a spectacular Champagne Breakfast for the residents where they all dressed up in red and white. Children from Turtle Den Creché spoil the residents by singing to them and later celebrated the morning by interacting with them. Witpoortjie Village received a beautiful donation of various orchids from Plantimex Nursery. These were distributed to every resident in the Cottages and the Care Centre, and there were enough to place one in every office.



## Pioneer House - Oaklands

Pioneer House Care Centre is situated in Oaklands and is surrounded by beautiful gardens and a charming Chapel. Pioneer House seeks to extend the years of active, healthy living by providing care and assistance with day to day activities.

Upgrades were done to various units throughout the Village creating a more homely modern look. Residents look forward to visits from their loved ones, and occasional activities are arranged at Pioneer House to encourage families to visit and socialise in the communal areas.

Grandparents Day was such an event, family members were invited to spend the day with their loved ones, and they were spoilt with a tour of the recently upgraded Village, its facilities and a display of activities were arranged for the residents. Every resident that comes into Pioneer House leaves a print on the hearts of the staff. A Life Tree was designed so that every resident and their families old and new will be remembered.

During Lockdown the village hairdresser was not permitted to attend to the resident's hair, but that didn't stop the residents from getting pampered. The care staff took the initiative of trying out new skills of hairstyling.



# Village Reports

## Willowbrook Village - Sandown

Willowbrook Village is situated in the heart of Sandton and offers sought after residential living. Residents leave behind all cleaning and general maintenance when they move into the Village, as their apartment and gardens are taken care of enabling residents to spend more time at leisure.

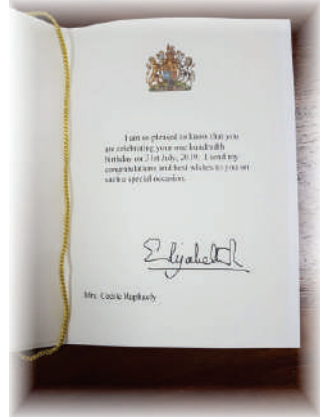
The Village caters for the needs of residents across the spectrum of Independent Living, Assisted Living and Frail Care. Various activities are arranged to ensure there is interaction between residents. A private Occupational Therapist conducts group sessions to promote interaction and communication amongst the residents allowing them the opportunity to express themselves. A variety of topics are discussed to suit every interest.



Many birthdays have been celebrated in the beautiful Jacaranda Lounge with the most recent one being the centennial birthday of Mrs. Cecile Raphaely. She was honoured by receiving a birthday card from Queen Elizabeth II.

Many activities and social interactions are arranged to keep residents active both physically and mentally; these include exercises, crafts and games. Music is a favourite amongst the residents at Willowbrook and artists, Eileen, and her pianist spread the joy of sound monthly, where outside Community members join in the festivities with Willowbrook residents and dancing is the theme for that day. They also occasionally experience the sounds of the beautiful traditional Japanese songs from the Japanese Choir. The ability of these ladies to

sing in Zulu, German, Afrikaans and English leave the residents astounded and wanting more.



## Kensington Gardens - Kensington

The residents at Kensington Gardens had a year filled with joy and entertainment, and they said farewell to both a Village Manager and Home Supervisor, both of which moved to different Flower Foundation Villages. Still, they welcomed Carel Botha as Village Manager and Janine Kriel as Home Supervisor.

During the year residents organised a diversity of fascinating day outings which included, a trip to the Roodepoort Museum, Lory Park, Hartebeespoort Dam, Maropeng where they learned about local history, wildlife and the paleontological discoveries in the 47,000-hectare area of the Cradle of Humankind and enjoyed the spectacular offerings from Emperors Palace.

On the last Wednesday of each month an "Odds & Evens" Dinner takes place, this allows every resident in the Village to carry out their culinary skills. Every other month all residents that live in cottages with odd numbers provide the dinner and the following month, the even-numbered cottage residents offer the meal. This also allows new residents to be introduced to the social atmosphere provided at the Village.

Kensington Gardens is a Village with an abundance of social activities where friendships are made.



## Silver Stream Village - Malanshof

Silver Stream Village is an urban retirement home comprising of a variety of quaint cottages and Dutch-style chalets situated in the heart of Malanshof, Randburg. Outdoors, you will find beautifully landscaped gardens to relax in or enjoy with family and friends. Indoors, the units are spacious with comfortable and tranquil communal areas which include a dining room, library and Community Centre; the warm and friendly Community completes these. The lounge areas host many of the fun activities available at the village such as games night, Sundowners and Village get-togethers, and occasionally movie nights.

Residents celebrated Mandela Day with a typical winters day, warm and sunny, combined with a braai in traditional South African style. The Care Centre residents were spoilt by the children's choir from Joey's Creché, bringing joy and a positive vibe to the residents. Silver Stream residents are very involved in community activities such as environmental projects which included creating plastic bricks! The Knitting Club embarked on assisting Wings of Hope in knitting "Knitted Knockers" to support breast cancer patients who cannot afford prosthesis. This initiative has attracted attention from as far as Namaqualand. Bully Buddies was yet another initiative to help the Community. These teddy bears are given to children who are being bullied. The teddy bear fits into their pockets so when they need reassurance there is a reminder that they are special.



When Spring has sprung the residents gather to celebrate the coming of the warmer weather, they show off their creative talents by ladies wearing Spring Hats and Gentlemen colourful ties. The residents at Silver Stream have proven that "Age is just a number" by dancing to the fabulous selection of music at the regular Hokey Pokey Happy Hour which will get the blood flowing. Silver Stream's new Community Centre which is adjacent to the Village has had a complete overhaul, and many socials will be hosted at the spacious centre. The Village is a social haven, but it also allows for quiet alone time.

## Orchid Place - Lower Houghton

Orchid Place is a picturesque boutique Village comprising of ten modern, spacious cottages spread across expansive gardens and lush greenery. This Independent Living Village is set on 2 acres of land within the heart of Houghton and offers the residents exclusivity and space. Tall trees tower over this private village setting, you could almost forget you are on the doorstep of the city, within reach of a variety of amenities and conveniences. The Village offers residents secure and private spaces which allows entertainment with family and friends.



Orchid Place is a perfect home for the retirees who live active, social lives; the location allows for access to their favourite social clubs, shopping centres and dining hot spots a reality.

The residents enjoy the company of the Shrikes, Robins, Hadedas and a host of other variety of birds, whilst enjoying summer evenings in the very quiet and tranquil gardens.

Orchid Place is home to a small community and though there are no care facilities on site, access to Flower Foundations' Care and Nursing facilities are available when needed.

# Village Reports

## Waverley Gardens Memory Care - Waverley

Waverley Gardens Memory Care provides care to those living with Dementia and Alzheimer's. The Care Centre offers 24-hour supervision and accommodates residents in either private or shared rooms. The residents are overseen by our Professional Staff who are trained to manage their condition and provide the best comfort and care.

There is no standard Dementia experience – everyone's journey with Dementia is different. The medical knowledge base is increasing as new cases of Dementia are being treated. We are an affiliated member of Alzheimer's South Africa, and our staff are trained and kept up to date with the latest developments around Dementia.

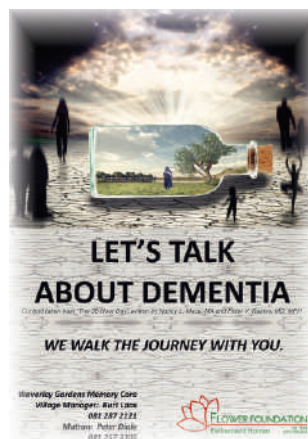
Staying active and stimulated is beneficial for both the physical and cognitive health of a Dementia patient. Therefore, people who have Alzheimer's or Dementia must engage in daily stimulating activities. The Staff and Management of Waverley Gardens Memory Care engage in various research methods to understand what activities will enhance the residents' cognitive behaviour.

Various board games allow for sensory stimulation; these stimulate the brain function and memory, improve social behaviour, concentration, awareness of self and others and improve orientation, which also facilitates a calming behaviour within the person.

Exercise and outdoor activities promote a healthy lifestyle; it can improve sleep, strength, flexibility and stimulation. It also assists in reducing challenging behaviour and is an effective way to reduce fall risk. Activities arranged for the residents include walking, balloon playing to the beat of music, volleyball and dance.

Craft activities are regularly arranged, which helps improve confidence and self-esteem and enjoyment and provides fun for the residents. Every resident is encouraged to participate in these social activities under the guidance of the professionally trained staff.

In March, Waverley Gardens Memory Care hosted an information talk for families who have a relative or loved one who is suffering from Dementia. The talk was presented by Sylvia Birkhead, a Specialist in the field of Dementia. The event was well-received by both family members of Waverley Gardens Memory Care and the external community.





# Projects

## ELM PARK

3 Unit Upgrades  
4 Units Refurbished  
1 Unit Electrical Maintenance  
1 Flat Upgrade

## MAXHAVEN

1 Unit Upgrade  
1 Unit Electrical Maintenance  
Community Centre Upgrade

## SILVER STREAM CHALETs

2 Unit Upgrades  
2 Units Refurbished

## WILLOWBROOK

4 Unit Upgrades

## KENSINGTON GARDENS

5 Unit Upgrades  
1 Unit Refurbished  
3 Flat Upgrades  
Paving Project  
Exterior Wall Damage Repair

## WITPOORTJIE

9 Unit Upgrades

## ZONNEVELD

1 Unit Upgrade  
Library Roof Repair



## ROSE LODGE

5 Unit Upgrades

## SILVER STREAM VILLAGE

4 Unit Upgrades  
2 Units Refurbished  
Community Centre Upgrade

## WILLOW LODGE CARE CENTRE

5 Unit Upgrades

## ORCHID PLACE

1 Unit Upgrade

## PIONEER HOUSE

Interior Painting  
Flooring Upgrade

## CLIVIA CARE CENTRE

Kitchen Ceiling Repair

## WAVERLEY GARDENS MEMORY CARE

Completion of Community Centre  
6 Unit Upgrades

**TOTAL INVESTMENT**  
**R10,000,000**

# Outreach Programmes

## De Wetshof Old Age Home

Part of the Outreach Programmes, Flower Foundation care staff have weekly clinic visits to De Wetshof Retirement Village in Kensington. The number of residents attending the weekly clinic has increased year by year. During the first few months of 2020 Flower Foundation provided B12 injections to the residents. The number of incidents requiring basic social work interventions were on the rise and the staff at Flower Foundation facilitated in getting the City of Johannesburg to appoint an active Social Worker to attend to the needs of the residents. On-going work is required to assist the ageing residents as this is a government funded old age home.

The elderly are the most at risk when it comes to Covid-19, prevention is always better than cure and thus Flower Foundation together with City of Johannesburg Region F ensured the residents at De Wetshof received the flu injection. The vaccination was administered prior to lockdown and the residents were educated by Flower Foundation's Occupational Therapist, Charisma van der Merwe, on how to protect themselves against contracting Covid-19.

Standard Bank donated hampers to Flower Foundation in December 2019. A decision was made by Management that they would donate them to the residents at De Wetshof Old Age Home, bringing them extra Christmas cheer. Each resident at the village received one hamper and they couldn't resist in showing their excitement and gratitude to the staff who handed them over. Flower Foundation will continue to provide its services to this old age home to ensure their residents are being taken care of.



## Outreach Training Programme

Through our Social Development programme, various training programmes took place throughout 2019. Occupational Certificate: Health Promotion Officer Students 2018/2019. The 2018/2019 Health Promotion Officer students completed their training on the 28th of February 2020 and wrote their final examination on the 12th of March 2020. Four students of the five qualified to sit for the exam.

Occupational Certificate: Health Promotion Officer Students 2017/2018 Graduation. The students performed well in this course and Graduation was due to take place on the 26th of March 2020. Unfortunately, due to Covid-19 lockdown, it had to be postponed. Carma Training Academy issued the students with their certificates which enabled them to start pursuing their careers.

### Community Health Work Level 2 Students

Our 2019 Community Health Work students also completed their training with Carma Training Academy on the 31st of March 2020. Students have been loaded onto the Seta ESP system. The process of recruiting new Community Health Work students will commence during the next couple of months.

## Human Resources had an exciting year

### Recruitment

As a department we are committed to employing the “best of the best” when it comes to staff for our organization and 2019 was no exception.

Flower Foundation Retirement Homes employed its first full-time **Occupational Therapist, Nanette Van Der Merwe**. Nanette joined us in May 2019. Her brief was simple; she was to oversee the Activity Co-ordinators in our Care Centres, bring structure to their working days and upskill them. Nanette achieved this and so much more. She also introduced a therapy dog to her team. Bismark, a chocolate Labrador, joined the team around June 2019. He bounced into the Care Centres with the enthusiasm that only a Labrador puppy has. He won the hearts of many of our residents and not to mention, the staff too. Within a very short time, Bismark started to make a difference to the lives of many of our residents.

A difference in the behaviour of some of our residents at Waverley Gardens Memory Care was noticed. Residents who had previously been relatively sedate and showed little interest in their surrounds, would show a lot of interest in him when he came for his weekly visit. This confirmed research into the value of creating an environment where animals are used to connect with people who have diminished cognitive ability and memory loss.

Unfortunately, Nanette has been lured from South Africa and will be taking up a position as a Home-Based Care Occupational Therapist in Australia. Nanette and Bismark will be missed! **Charisma van der Merwe** replaced Nanette in March 2020 and has already made her mark at the villages by introducing innovative activities.

Throughout the year Flower Foundation welcomed nineteen new staff members to its family. We wish them well and success with their new positions with us.

### Promotion within the Flower Foundation Retirement Homes

**Dawie Lee** commenced his employment with Flower Foundation in early 2019 as Home Supervisor at Kensington Gardens. Dawie brought with him his experience gained as a Manager at the SAVF (Suid Afrikaanse Vroue Federasie) and fitted right in with the staff and residents. Dawie took over the role of Area Manager of Witpoortjie and Zonneveld Villages when Ann Jason retired in January. We wish Dawie every success in his new role.



Dawie Lee - Area Manager

### Career advancement at Flower Foundation Retirement Homes

Flower Foundation Retirement Homes in 2017, in collaboration with the Health and Welfare SETA (HWSETA) took on two interns in the Marketing and Finance teams. The interns had completed their N6 theory studies and needed to complete an 18-month internship where they would gain work experience in order to obtain their qualifications.

We are pleased that both interns successfully completed their practical work experience, and Flower Foundation was able to absorb them as full-time employees. We would like to congratulate Nothando Mtshaki – Marketing Assistant and Akhona Faith Mbobi – Cashbook Clerk on their appointments in the Marketing and Finance Departments. We hope that they will continue to be shining stars, and that their first professional roles will be fruitful.



Akhona Faith Mbobi  
Cashbook Clerk



Nothando Mtshaki  
Marketing Assistant

# Human Resources

## Training

Flower Foundation Retirement Homes prides itself in being an organisation that encourages learning and growth both in the organisation in other places, and the learning and growth of its residents and staff. It is for this reason that a learning and growth opportunity was identified that would assist some of the Management team at Flower Foundation to become better leaders. Some managers enrolled for the Management Development Programme (MDP) at various higher education institutions in Gauteng. The Flower Foundation can be proud of the results and attributes that have been instilled in these Managers following the completion of the course. This Strategic Management course has a distinct focus on expanding the Self-Awareness and Leadership Abilities of Managers within an organisation, and we are pleased that some of our team members could be part of this programme.

**Some of the Managers had this to say about how the course had an impact on them as Managers and Leaders within the organisation:**

**Luisa Miranda (Marketing Manager)** – *(It) gave me a different sense of seeing and acknowledging my strengths and weaknesses and made me realize that is what makes me an individual.*

**Carel Botha (Area Manager)** – *The PMD course re-ignited my interest in reading, with a renewed hunger for knowledge and personal growth.*

**Leo Oosthuizen (Finance Manager)** – *The PMD has been an excellent learning curve on how to manage yourself throughout this process. (It) has made me hungry to learn again and continue to grow my expertise in the various fields.*

**René Baker (Group Compliance Manager)** – *(It) exposed me to strategic thinking and gave me the opportunity to learn from the other group members in their different workplaces.*

We are pleased that the feedback is positive, from all the Managers who completed the course. We believe that completing this course will allow them to showcase their expertise within the Flower Foundation and will assist in taking the Flower Foundation to greater heights. Congratulations to everyone who successfully completed the course.

## Health and Welfare Seta (HWSETA)

Flower Foundation Retirement Homes has built a relationship with the Health and Welfare Seta (HWSETA) and we have been fortunate to educate more staff members through this relationship.

Two of our employees, Lana Primich (Home Supervisor – Willowbrook) and Isabel Ernst (Administrative Assistant – Silver Stream Village) enrolled for a **Programme in Office Management** course through UNISA in 2019. Lana and Isabel sat through two sets of examinations and worked hard at preparing to submit assignments. We would like to congratulate them on doing very well and being successful in this course. We are confident that the success of this course filters through in their work, and we hope to see them continue to flourish within the Flower Foundation. Well done on an outstanding achievement, Lana & Isabel!



## Long Service Awards, 27 September 2019

Flower Foundation celebrated the hard work and loyalty of **28 staff members** at our Long Service Awards ceremony on **27 September 2019**. The day was filled with sunshine and

we had employees in bright colours and traditional attire as the theme was “Heritage Day” in celebration of Heritage Day on the 24<sup>th</sup> of September. The special day ended off with a *braai* and all the recipients shared a delicious meal with their family, friends and colleagues.

# Human Resources / Nursing

Special congratulations to our **20 years of service** recipients: **Thandi Khumalo** and **Jabulani Shezi**. We also extend our congratulations to our **25 years of service** recipient: **Gracious Nyathi**. We would like to make special mention of our **30 years of service** recipient: **Wendy Ramaloko**. We admire the years of service that she dedicated to the Flower Foundation and hope that she has a wonderful, well-deserved retirement. Wendy retired from Elm Park Village in December 2019. We thank each employee for their dedication to the Flower Foundation Retirement Homes.



As the Human Resources Department, we look forward to new challenges and new experiences that will allow us as a department to contribute to the overall success of the Flower Foundation Retirement Homes.

## Nursing

On the 27<sup>th</sup> March 2020, South Africa was placed under Level 5 lockdown due to the Covid-19 Pandemic. However Flower Foundation initiated the lockdown prior to that and on the 16<sup>th</sup> March all Villages and Care Centres were placed under lockdown.

This Pandemic has brought unprecedented challenges to humanity and presents a disproportionate threat to the health, lives, rights and well-being of the elderly. It has changed elderly's routines and their ability to stay socially connected to their family and friends. The Covid-19 pandemic has required extensive changes to the way we live and the lockdown protocols that were instituted by the NCC (National Control Council) have not been easy on South Africans, in particular the elderly.

The staff at the Villages have been exceptional during this time of unease. Their commitment and loyalty to Flower Foundation residents and family members has been remarkable. They went above and beyond their normal duties to ensure the residents were socially interactive but still maintaining the required social distance. Residents were encouraged to stay in touch with their loved ones using various forms of social media.

Due to the 'newness' of the virus very little is known about it, but scientists regularly discover something new. As new information is published the staff receive the necessary training. Included training on policies that have been formulated which provide guidance on the correct wearing of PPE (Personal Protective Equipment) and the process of how to handle a Covid-19 positive case.

Thank you to the residents, family members and Flower Foundation staff who have stood by us. We are not in the same boat but we are all in the same storm and together we will weather it.



## Golf Day - Fundraiser

Flower Foundations hosted its second Annual Golf Day on the 1st of October at Ruimsig Country Club. The weather was golfing perfect. The day was designed to be filled with fun and lots of give-aways, 15 out of the 18 holes were sponsored and the players were spoilt with choice from a wide variety of drinks and food.

The field consisted of 80 players. While some players were “in it to win it”, others were resorted to accepting that this was not their day to be on top form.

At the end of the day there was an opportunity to network, the players and guests then proceeded to prize giving. Johan Raubenheimer, CEO of Flower Foundation welcomed the guests and then handed over to Leo Oosthuizen for the continuation of the prize-giving.

### **Congratulations to the top three winning fourballs:**

1<sup>st</sup> - Matt Bamber, Gavin Hishin, Landon Ferguson, Cade Smith

2<sup>nd</sup> - Bertie Luus, Anthony De Waal, Boetie Luus, Jaco Gouws

3<sup>rd</sup> - Rhoan Potgieter, Stuart Conlan, Roscoe Dekker, Ross Peckley

Well done and well played to all other participating golfers!

The amount of R58,000 that was raised at the Golf Day went towards the Bruton Foyn Fund and the Mary Patchitt Training Trust. Every year two Flower Foundation funds or trusts are identified for this fundraising initiative.

Our suppliers and sponsors have our gratitude for their generous donations and for supporting this great fundraising initiative. The day would not have been possible without your support.

The objective is to make the next Golf Day bigger and better. For any enquiries or bookings or to make a donation to any of the Flower Foundation funds please email Luisa Miranda on [luisa@flower.org.za](mailto:luisa@flower.org.za).



## Outdoor Advertising

Flower Foundation partnered with Adreach Outdoor advertising, by taking its branding outdoors. Various advertising street pole adverts were placed at strategic points throughout Gauteng generating awareness.

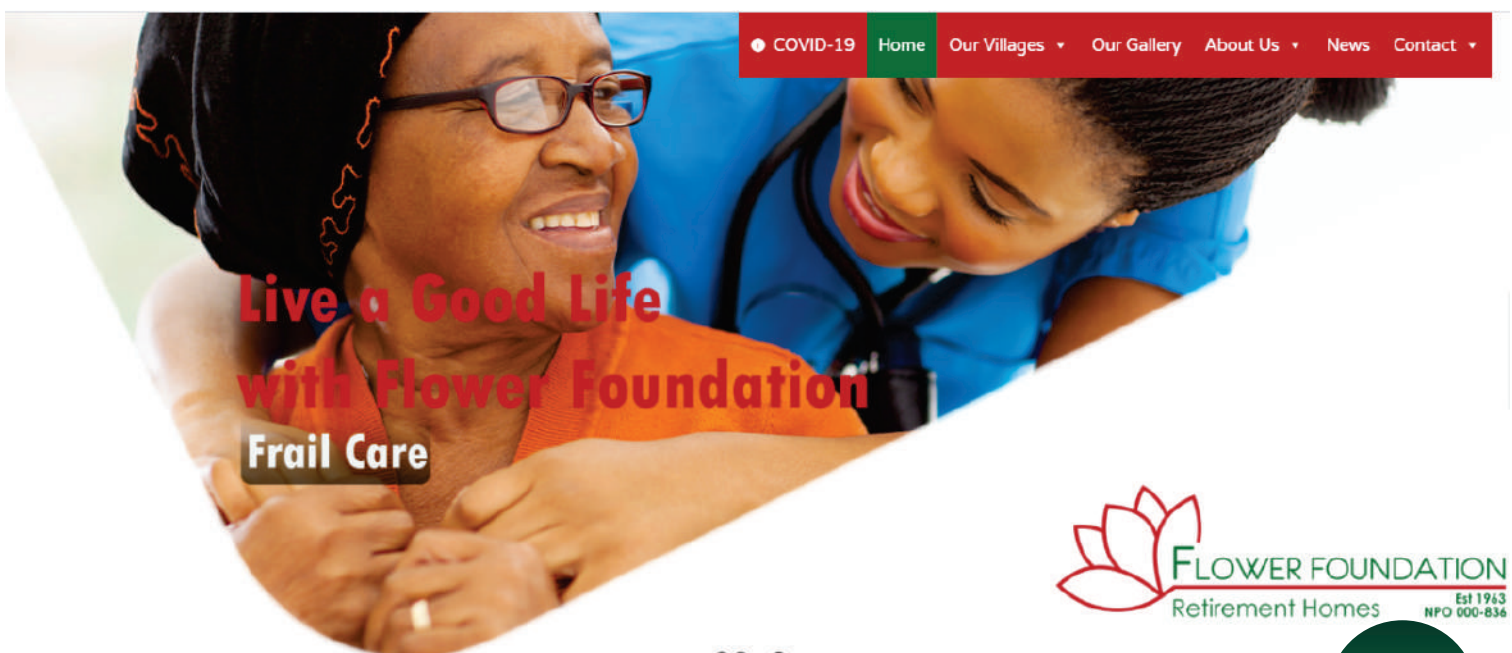
Outdoor Advertising is different from other mediums, it does not circulate the message to the audience but rather the audience circulates around the medium. It delivers the message to people on their way to work, shopping or social activities. One of the most significant advantages of outdoor advertising versus other mediums

is the audience can't discard or even click away from the advert. We look forward to the future benefits of this campaign and what it brings to Flower Foundation.



## Website

In the digital age of today, having a website is critical; it means customers are always able to find you, anytime and anywhere. However, websites need constant reworking for the organisation to remain relevant in the digital space. During 2019, Flower Foundation embarked on a project to refresh and modernise their website, in January 2020 the Flower Foundation website got a new look. With various new features, the site provides visitors easy access to navigate pages. Since its launch, the website has gained momentum with more visitors. Continuous projects and campaigns are implemented to create further awareness and drive more visitors to the site.



## Statement of Financial Position

Figures in R `000	2020	2019
<b>Assets</b>		
<b>Non-Current Assets</b>		
Investment properties	103,888	99,480
Plant and equipment	4,626	4,264
Investments	8,057	8,428
	<b>116,571</b>	<b>112,172</b>
<b>Current Assets</b>		
Special funds	2,764	2,509
Trade and other receivables	17,684	18,048
Cash and cash equivalents	4,815	9,498
	<b>25,263</b>	<b>30,055</b>
<b>Total Assets</b>	<b>141,834</b>	<b>142,227</b>
<b>Reserves and Liabilities</b>		
<b>Reserves</b>		
Revaluation reserve	2,195	2,787
Accumulated surplus	112,808	112,114
	<b>115,003</b>	<b>114,901</b>
<b>Current Liabilities</b>		
Trade and other payables	23,645	24,209
Deferred revenue - Specified donations	422	608
Special funds	2,764	2,509
	<b>26,831</b>	<b>27,326</b>
<b>Total Reserves and Liabilities</b>	<b>141,834</b>	<b>142,227</b>

The Annual Financial Statements of Flower Foundation have been audited by Wakeley Smith Lattuca, an unqualified audit report was issued.

The Annual Financial Statements can be viewed on [www.flower.org.za](http://www.flower.org.za). Scan the QR code to be directed to the report.





## Statement of Comprehensive Income

Figures in R `000	2020	2019
Accommodation, boarding, levies and services recovered	83,526	84,374
Operating costs	(104,754)	(106,575)
<b>Operating deficit</b>	<b>(21,228)</b>	<b>(22,201)</b>
Other income	21,058	21,904
Investment income	864	1,195
<b>Surplus for the year</b>	<b>694</b>	<b>898</b>
Fair value adjustment - Investments	(592)	351
<b>Total other comprehensive (loss)/income</b>	<b>(592)</b>	<b>351</b>
<b>Total comprehensive surplus for the year</b>	<b>100</b>	<b>1,249</b>

## Statement of Changes in Reserves

Figures in R `000	Revaluation Reserve	Accumulated Surplus	Total
<b>Balance at 1 April 2018</b>	2,664	111,216	113,880
Surplus for the year		898	898
Total other comprehensive income	351	-	351
<b>Total comprehensive income for the year</b>	<b>351</b>	<b>898</b>	<b>1,249</b>
Reversal of Revaluation Reserve on sold investments	(228)	-	(228)
<b>Balance at 31 March 2019</b>	<b>2,787</b>	<b>112,114</b>	<b>114,901</b>
<b>Balance at 1 April 2019</b>	2,787	112,114	114,901
Surplus for the year		694	694
Total other comprehensive loss	(592)	-	(592)
<b>Total comprehensive loss for the year</b>	<b>(592)</b>	<b>694</b>	<b>102</b>
<b>Balance at 31 March 2020</b>	<b>2,195</b>	<b>112,808</b>	<b>115,003</b>

## Statement of Cash Flows

Figures in R `000	2020	2019
<b>Cash flows from operating activities</b>		
Surplus for the year	694	898
<i>Adjustments for:</i>		
Depreciation of plant and equipment	1,184	1,331
Investment income	(864)	(1,195)
Profit on disposal of plant and equipment	(28)	-
Loss on disposal of investments	-	13
<b>Operating cash flow before working capital changes</b>	<b>986</b>	<b>1,047</b>
<i>Working capital changes</i>		
(Increase)/decrease in financial assets	(284)	6
Decrease/(increase) in trade and other receivables	394	(9,318)
Decrease deferred revenue - specified donations	(186)	(744)
(Decrease)/increase in trade and other payables	(309)	7,092
<b>Net cash from operating activities</b>	<b>601</b>	<b>(1,917)</b>
Improving and acquiring of investment property	(4,408)	(6,703)
Plant and equipment acquired	(1,546)	(1,803)
Proceeds on disposals of plant and equipment	28	-
Net cash movements on investments	(222)	(231)
Dividends received	189	207
Investment income	675	988
<b>Net cash utilised in investing activities</b>	<b>(5,284)</b>	<b>(7,542)</b>
Decrease in cash and cash equivalents	(4,683)	(9,459)
Cash and cash equivalents at beginning of the year	9,498	18,957
<b>Cash and cash equivalents at end of the year</b>	<b>4,815</b>	<b>9,498</b>

# Village Contact Details

## INDEPENDENT LIVING

**Elm Park Village**  
1 Suzanne Crescent  
Northcliff  
Tel: 011 476 1014

**Orchid Place**  
43, 7th Street  
Lower Houghton  
Tel: 011 781 4920

**Zonneveld Village**  
38 Reyger Street  
Witpoortjie  
Tel: 011 762 8284

**Kensington Gardens**  
75, 11th Avenue  
Kensington  
Tel: 011 615-6196

**Silver Stream Village & Chalets**  
9 Heather Street  
Malanshof  
Tel: 011 792 0152

**Maxhaven Village**  
Cnr. Danie/Acacia Streets  
Cresta  
Tel: 011 678 7316

**Witpoortjie Village**  
69 Drommedaris Road  
Witpoortjie  
Tel: 011 762 8284

## RESIDENTIAL LIVING

**Willowbrook Village**  
134 Willowbrook Place  
Sandown  
Tel: 011 884 7305



## ASSISTED LIVING

**Clivia Care Centre**  
Witpoortjie Village  
69 Drommedaris Road  
Witpoortjie  
Tel: 011 762 8284

**Maple Wing**  
Willowbrook Village  
134 Willowbrook Place  
Sandown  
Tel: 011 884 7305

**Rose Lodge**  
Elm Park Village  
1 Suzanne Crescent  
Northcliff  
Tel: 011 476 1014

**Willow Lodge**  
Silver Stream Village  
9 Heather Street  
Malanshof  
Tel: 011 792 0152

## FRAIL CARE

**Clivia Care Centre**  
Witpoortjie Village  
69 Drommedaris Road  
Witpoortjie  
Tel: 011 762 8284

**Pioneer House**  
15 Trilby Street  
Oaklands  
Tel: 011 728 7277

**Primrose Place**  
Elm Park Village  
1 Suzanne Crescent  
Northcliff  
Tel: 011 476 1014

**Willow Lodge**  
Silver Stream Village  
9 Heather Street  
Malanshof  
Tel: 011 792 0152

## DEMENTIA AND ALZHEIMER'S CARE

**Waverley Gardens Memory Care**  
5 Murray Street  
Waverley  
Tel: 011 887 9881



# Flower Foundation Retirement Homes

Tel: 011 781 4920

[www.flower.org.za](http://www.flower.org.za)

[info@flower.org.za](mailto:info@flower.org.za)

