

2021



FLOWER FOUNDATION

Retirement Homes

Est 1963
NPO 000-836

ANNUAL REPORT



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The **Annual Report** can be viewed on www.flower.org.za. Scan the QR code to be directed to the report.



The **Annual Financial Statements** can be viewed on www.flower.org.za. Scan the QR code 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 a friendly service to our residents and their loved ones.

Loyalty - Loyalty and dedication from our staff is imperative to both 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 participate 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's a place.
Flower Foundation, *it's a good life.*

Organisation Information

as at 31st March 2021

Flower Foundation Board and Committees

MANAGEMENT BOARD

CHAIRPERSON: Ramokgopa, P.N.

DEPUTY CHAIR: Cooke, P.R.

CHIEF EXECUTIVE OFFICER: Coetzee, G.J.

BOARD MEMBERS:

Boulle, K. (Resident)
Bruce-Brand F.M. (Resident)
Cox, G.R. (Resident)
Hough, J.M.
Luüs, C. W.
Mason, P.J.G
Marais, R.
van der Merwe, N.H. (Resident)

EXCO

Chairperson: Ramokgopa, P.N.
Bruce-Brand F.M.
Cooke, P.R.
Mason, P.J.G.

COMMITTEES

AUDIT AND RISK COMMITTEE:

Chairperson: Cooke, P.R.
Bruce-Brand F.M.
Luüs, C.W.

Invitees

Baker, R.
Botha, C.
Coetzee, G.J.
Oosthuizen, L.

HR AND ETHICS COMMITTEE

Chairperson: Marais, R.
Cooke, P.R.
Cox, G.R.
Hough, J.M.
Ramokgopa, P.N.

Invitees

Baker, R.
Coetzee, G.J.
Els, G.

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

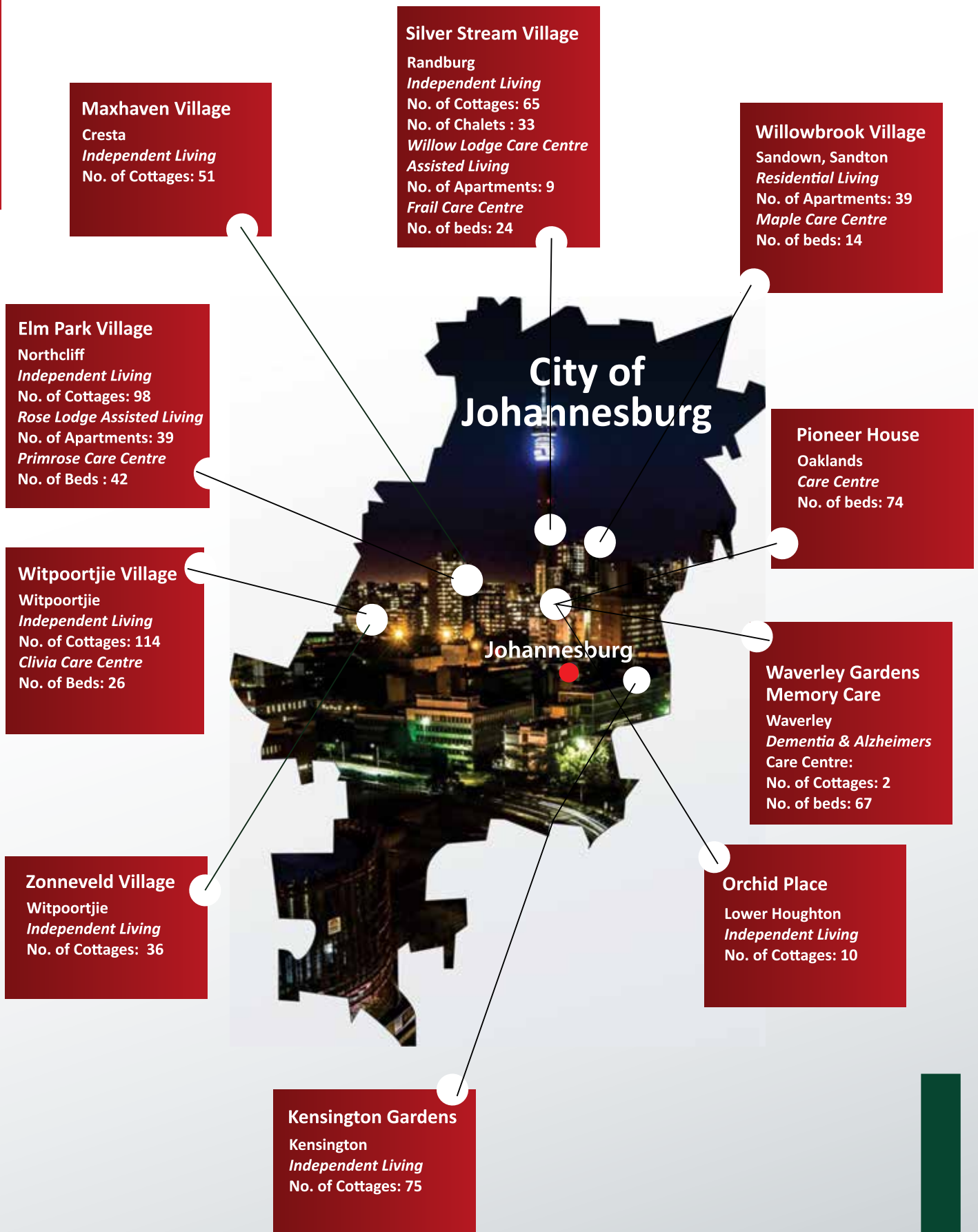
Facebook: FlowerFoundationRetirementHomes

LinkedIn: flower-foundation

Twitter: @FFRetirement

Instagram: flowerfoundation1963

Our Villages



Chairperson's Review

The 2020/21 financial year will probably go down in the annals of Flower Foundation as one of the most trying in its 57-year history. The COVID-19 pandemic and the resulting lockdown created a severe challenge for our organisation and the whole of our industry. For most of the year the regulations prescribed by the Disaster Management Act placed a heavy burden on our operations. Not only were we prohibited from selling Independent Living Units for the period April to September 2020, but the total lockdown of Care Centres also caused reluctance by potential residents to move into our facilities when they were eventually permitted to do so.



Shortly after the first extension of the lockdown period, the Board and Management, put several measures in place to deal with the fallout of the pandemic. Top of mind was the potential effect that a complete lockdown would have on our residents' physical and mental health, especially those in our Care Centres. A concerted effort was made to ensure that our activity programmes were increased and geared in such a manner that the maximum mental, physical and emotional stimulation could be offered in the absence of visits by loved ones. The staff at our Villages need to be commended for the manner in which they made use of all forms of electronic devices to have family members, both locally and abroad, stay in touch with our residents.

The COVID-19 Committee, which comprises members of the Management team, resident and non-resident Board members, ensured that residents and their families were kept informed about all material developments relating to the pandemic: both government's responses and the actions being taken in our Villages. Our primary focus was on the protection of the residents' wellbeing whilst we implemented, as responsibly and sensitively as possible the restrictions which were required to be put in place at our Residential Facilities for the Elderly during the different stages of lockdown.

Although COVID-19 has had a negative effect on residents and our occupancy, we are very fortunate that, through the dedication of our staff and their strict adherence to protocols, this was limited. However, we have not been left unscathed, and our hearts go out to those who have lost loved ones to this dreaded disease.

Despite all the challenges Flower Foundation has experienced during the past year, my fellow Board Members and Management must be commended for how they dealt with the operational and financial fallout of the pandemic. Only through astute planning and putting the necessary contingencies in place were we able to weather the worst of the storm. Despite the challenges, operational costs were reduced to levels last seen in 2018.

Chairperson's Review

The reduction in Tenancy Right sales due to the very tight restrictions placed on our industry through the Regulations of the Disaster Management Act negated the gains made operationally. Managing the cash position is currently the greatest challenge faced. The Board and Senior Management are keeping a close watch on this, making every effort to spend funds wisely whilst ensuring that we meet our commitments on time.

The Board however is satisfied and confident that the course set by Management has placed Flower Foundation on track to a bigger and brighter future.

Our gratitude needs to go to those who came before us for having the foresight to build enough reserves to enable Flower Foundation to remain standing through this storm and to continue to be a forerunner in the retirement industry.

I would like to take this opportunity to thank our active and committed resident community for giving their time and energy to create the warm and welcoming environment that each village has. I would like to thank all residents for their participation in resident activities and for the care and respect they have shown all our staff as they carry out their duties. We know that the strict lockdown regulations in our villages have at times felt very restrictive.

The families of our residents also have my gratitude for actively taking an interest in the happenings of Flower Foundation and for respectfully engaging with us. Their views and contributions are always appreciated.

The help provided to our villages from our network of volunteers from the community, who have served on committees or worked within our residential or care facilities, is sincerely appreciated.

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 them all 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 Gert Coetzee for his ethical and effective leadership as CEO of Flower Foundation.

It is with great hope that we look forward to the future. All indications are that the coming year will be much better than the one before and that Flower Foundation will be restored to its former strength and set on a course to realising its potential.

I want to express my gratitude to the Board, the Management and the Staff who were able to stay the course through these difficult times. Your effort and dedication is greatly appreciated.

Thank you
Nombuso Ramokgopa

CEO's Report

“New Normal”

Flower Foundation, like most organisations in South Africa and the world, had to very quickly adapt to the “new normal” brought on by the COVID-19 pandemic. The concept of a hard lockdown was completely foreign and brought with it a host of operational challenges never faced before.

The strict Regulations of the Disaster Management Act and especially those dealing with the elderly and residential facilities for the elderly made it very difficult for the business-as-usual approach.

None of us could have imagined that the initial lockdown of three weeks would turn into a lockdown that would last from March 2020 to September 2020. Our staff needs to be commended for the manner in which they faced the new difficulties, never putting their own wellbeing above that of our residents. The extremely low infection rate amongst staff is indicative of their understanding, and how they embraced the strict protocols put in place for the protection of residents and themselves.

Being acutely aware of the emotional and mental effect that the hard lockdown could potentially have on residents, especially those in our care centres, the nursing staff went out of their way to facilitate telephone and video calls to loved ones. Under the keen eye of the Occupational Therapist, the various village Activity Co-ordinators increased their programmes to provide for the increasing need for physical and mental stimulation.

Very early on, Management realised the need for clear and regular communication, not just to the residents but also to their immediate families.

A COVID-19 committee was formed, consisting of a resident and non-resident Board Member, Managers from Human Resources, Finance, Nursing Compliance and Marketing departments. Over the past year, a total of 23 general and 41 village specific communications have been circulated.

OPERATIONAL REVIEW

For some time now, there has been a need for Flower Foundation to re-evaluate the manner in which we conduct ourselves and whether it is in line with where we as an organisation want to position ourselves. A concerted effort is being made to foster a culture of openness and transparency between Management and residents in order to repair the trust relationship that, to some extent, broke down. Very specific plans were put in place to address operational effectiveness, financial frugality and overall competitiveness whilst still maintaining the value proposition to our current and future residents.



CEO's Report

A concerted effort was made to curb costs but maintain the fine balance of not doing so to the detriment of the organisation in the long run.

Mid-year, the Management team was restructured. The complement of Village Managers was reduced from six to three, and some of the Matrons were also re-allocated to different Villages. It was also decided for the time being not to fill the vacant position of Sales Manager but to have the sales team report directly to the Financial Manager.

The practice of leveraging off the collective buying power of Flower Foundation was continued, and several Service Level Agreements (SLA's) were entered into.

EFFECT OF COVID-19

Due to strict regulations placed on residential facilities for the elderly, Flower Foundation was unable to have viewings of cottages and care centres to prospective residents. This adversely impacted the Tenancy Right sales and levy income, as new residents were not allowed to be admitted into the villages.

Full care levy income was also negatively impacted due to the natural attrition of residents and Flower Foundation being unable to allow new residents to be admitted into care centres.

A number of costs, which were not budgeted for, were also incurred. In order to protect our residents and to be able to comply with the Regulations, we had to employ additional security staff to enforce the required safety protocols. Additional care costs were incurred, with Flower Foundation implementing protocols to limit the level of risk and exposure to residents and staff. This included additional care staff to allow for residents to be cared for in their rooms. Access to communal areas needed to be managed to limit the risk of infections.

| Financial Impact due to COVID-19 | '000 |
|---|---------------|
| Lost Revenue | |
| Lost life right sales | 6,771 |
| Vacant care facilities | 3,390 |
| Lost independent levies | 253 |
| | <hr/> |
| | 10,414 |
| Additional Costs | |
| Security | 582 |
| Care | 505 |
| PPE, cleaning and protocols | 151 |
| | <hr/> |
| | 1,238 |
| | <hr/> |
| Total impact of COVID -19 | 11,652 |

CEO's Report

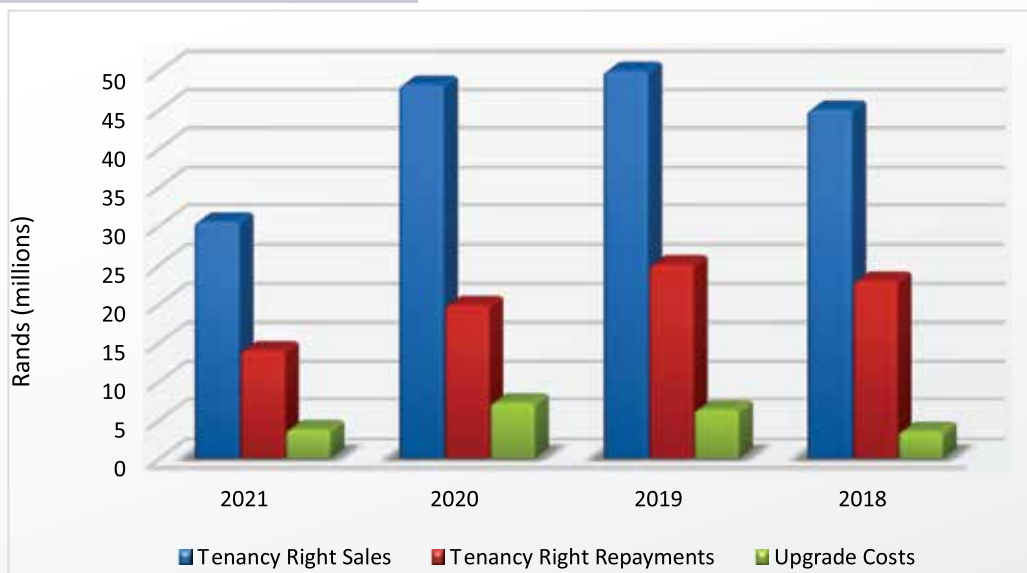
FINANCIAL PERFORMANCE

The effect of the pandemic is clear to see in the financial results of 2021. Although the year kicked off in a remarkable fashion with occupancies at a high, it was short-lived, and soon, the effects of the hard lockdown were felt.

Despite our best attempts to curb and reduce costs, these were not enough to stave off the effect of reduced income brought on by the effect of not being able to sell Tenancy Rights for close on six months of the year and a general reluctance of people to go into care during the lockdown. The net result was that Flower Foundation reported a total comprehensive deficit of R2.9 million for the year ended 31st March 2021 compared with a budgeted surplus of R1.1 million.

The Tenancy Right income dropped from R48.2 million in 2020 to R30.5 million, resulting in a decrease in the Tenancy Right surplus from R16.6 million to R8.9 million

Tenancy Rights over the past 4 years



Management, however, is confident that the shortfall in sales can be clawed back in the coming years. Several measures have been put in place to address the slowdown in sales. The price points of all units in all of our Villages were evaluated. Where needed, it was adjusted to be more competitive.

The effect of the substantially lower turnover was negated by substantial savings that were made with regards to operational expenditure, which amounted to R100.4 million, R15.9 million less than budgeted for, and R4.3 million less than the prior year.

The practice of leveraging off the collective buying power has had a notable impact on costs. By putting our catering and Temporary Employment Service contracts out to tender, we managed to negotiate savings in excess of R1.5 million per annum in the new year.

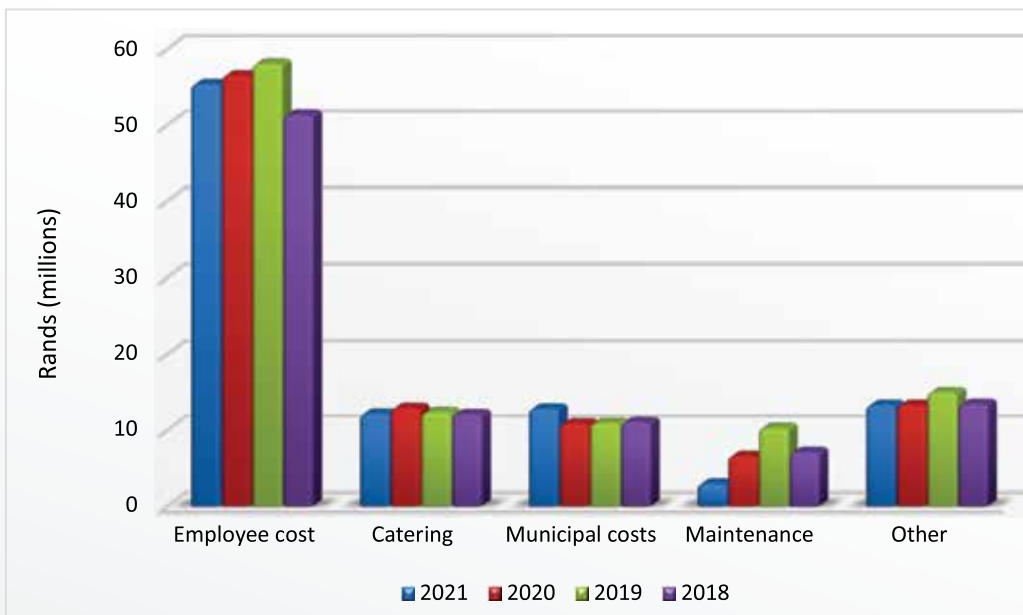
It is my opinion that Flower Foundation is currently as operationally cost-effective as it can be. By restructuring and redeploying of staff and management roles, an annual saving of close to R5 million was achieved. A few issues, however, still need to be addressed and are receiving serious attention.

CEO's Report

Amongst these are municipal costs which are proving to be a constant battle. We are continuously attempting to communicate with the applicable departments to claim the discounts we are entitled to for all our Villages.

As for maintenance costs, a very deliberate decision was taken not to neglect general and preventative maintenance but to push out those projects that are not absolutely essential.

Main Expenses compared over the past 4 years



On the Statement of Financial Position, Flower Foundation had delayed capital improvements, resulting in the asset portfolio growing by some 1.8%. Out of necessity, the investment portfolio had to be utilised to fund cash shortfalls during the year. Overall the fixed assets reduced by R1.15 million (1%) compared to the previous year.

CAPITAL PROJECTS

In light of the uncertainty brought on by the economic downturn due to the pandemic, a very conscious decision was made to try and hold back on capital expenditure as much as was possible but to ensure that this strategy was not to the detriment of Flower Foundation or its residents.

A sum total of R2.6 million was spent, and a total of R4.4 million was postponed to future financial years.

GOVERNANCE

As per its Constitution, Flower Foundation continually strives to align itself with the principles of the King Report and subsequent revisions thereof. The recent challenges brought on with the pandemic opened our eyes to a whole new world of potential risks never before considered and the impact that they hold.

CEO's Report

A very detailed risk identification and remedy plan has been put in place in order for the Board to be well prepared.

COMMUNITY OUTREACH

Lockdown placed a significant damper on the plans we had for our Outreach Programmes. Unfortunately, it also created a great need amongst the recipients of our goodwill. The joy and appreciation the residents of De Wetshof Village showed and expressed at the return of Sr. Nomvula Mbokazi to do clinics, knew no bounds.

The state of neglect of the Village was of such an extent that Sr. Nomvula requested help with the cutting of the lawns as it had become a real threat to the residents' safety as they could not walk from their units to the Clinic.

A concerted effort was made by all the Village Managers and their ground staff to set two full days aside to mow the lawns, tidy the garden, and do much-needed repairs to the exterior of the Village.

Unfortunately, the annual training programme of Care Workers had to be cancelled for the 2020 and 2021 academic year due to the challenges faced by the students wanting to attend classes.

WAY FORWARD

As mentioned above, we have strived to make Flower Foundation as operationally effective as it can be. The budget presented for the current year is in all likelihood the most radical and at the same time the most realistic budget presented to the Board in the last ten years. This is indicative of the fact that we could pass levy increases as low as we were able to.

Occupation levels in some of our Villages and Care Centres remain a source of concern, but a number of measures have been put in place to address this.

The prospects for 2021/22 look much brighter. Management is confident that the measures and strategies put in place will result in Flower Foundation clawing back the shortfall incurred.



Moray Franz Award

The Moray Franz Award was initiated by Mr. Gert Coetzee, Flower Foundation CEO. The purpose of this award is to recognise a resident who has provided outstanding service to fellow residents and the organisation.

Moray Franz was the founder of Flower Foundation in 1963. After realising that many elderly and frail people who needed assistance as they aged, Moray decided to invest her time setting up a facility to assist these individuals. Therefore, it is apt that the award be called the Moray Franz Award. In the same style, the recipient of the first Moray Franz Award, Mrs Judith van Diggelen of Elm Park Retirement Village dedicates her time to various initiatives at Flower Foundation. The Award was presented to Mrs van Diggelen at the AGM on 12th November 2020.



ABOUT MRS VAN DIGGELEN

“Ever since I was a little girl, I wanted to be a nurse. On completing school, I was too young to be accepted into the Carinus Nursing School and spent three years at UCT (University of Cape Town) obtaining a BSC degree before being able to fulfill the dream and start my nursing career at Groote Schuur Hospital, where nursing proved to be all that I had hoped for – and more.

Many years later, after a marriage and three children, the time arrived for my husband and I to decide on a suitable retirement village and the Gods were on our side when we chose Elm Park.



On presenting me with the Moray Franz award, Mr. Gert Coetzee commented that I feel passionately about Flower Foundation and he was right. I am very aware of how fortunate I am to be part of this community – not only the Independent Living section but the Care section as well. During my husband Maarten’s illness and his two year stay in care, I counted my blessings every day for the care he received and wanted to reciprocate in any way I could.

With the advent of COVID-19, my neighbours and I have been unable to continue treating the residents in care with monthly cookies and birthday cakes, as we had been doing for a number of years, but we have been able to carry on with the “Tuck Shop” which I initiated to assist members of the care section to buy toiletries and luxuries at cost and without having to leave the premises. Whilst our bi-annual morning market is not currently possible due to COVID-19, we are running a Christmas mini-market as an adjunct to the Tuck Shop. The funds raised are used to supplement the Elm Park General Fund and the Benevolent Fund.

I take pleasure in producing a monthly newsletter for the village which welcomes articles from residents (as long as they are positive) and also in crocheting woolen blankets for distribution to hospital patients and other needy recipients.”

Thank you Judith for your commitment and dedication to Flower Foundation and its residents.

Village News

The year 2020 has proven to be tremendously challenging due to the COVID-19 global pandemic, compelling us to transform the way we do things. When our villages were placed under lockdown due to the virus, and no visitations were allowed with loved ones, our Occupational Therapist and Activity Co-ordinators had to arrange for an intensive activity plan for our residents in the Care Centres. We had to ensure that they were kept busy and did not feel a sense of loneliness during this pandemic.



The craze that hit the world in 2020 was the Jerusalema Dance Challenge. Charisma van der Merwe, our Occupational Therapist took the lead and started a challenge amongst the villages. Staff members and residents were so excited and put a lot of effort into it, and the dance movements were modified to accommodate residents' abilities. Waverley Gardens Memory Care won the challenge with Elm Park coming a close second.

Continuing the challenges between villages, a Heritage crossword puzzle competition was held. First prize of R500 went to Mr. John Haggart from Silver Stream, second prize of R300 went to Mrs Dorothy Grist and third prize of R100 went to Ms. Val Thornton. The latter winners reside at Elm Park.



Village News

Willowbrook Retirement Village - Sandown

Through the last challenging year, our Activity Co-Ordinator Phamela Mbombi kept our residents stimulated, continuing with craft activities, Happy Hour and they started with Netflix and movie screenings. Lana Primich, the Home Supervisor and Phamela Mbombi always ensured that the events were on everyone's lips. The staff also made time for their Jerusalema dance challenge contribution. In October 2020, residents had a Cancer Awareness Walk and stopped to smell the beautiful roses unique to Willowbrook Village. New activities were introduced to these residents which included the Drumming and Music sessions and weekly UNO card games. Charlie, the Retriever, also visited Willowbrook.



Waverley Gardens Memory Care - Waverley

Despite the pandemic, this has been a busy and exciting year for our Waverley Gardens residents. They are the reigning Jerusalema Dance challenge champions. Since the challenge, weekly dancing sessions have been arranged. If not dancing, there is always some time for a cup of tea, Rummikub and Scrabble. Sewing, knitting, baking, arts and crafts and many more activities seem to be the order of the day. A sensory room to assist residents is being set up and will be functional soon.



Village News

Silver Stream Retirement Village - Malanshof

This village welcomed a new Activity Co-Ordinator, Nonhlanhla Mabuza, and with that a whole lot of activities. Nonhlanhla did not let the grass grow under her feet as she planned fun events, games, dancing, arts and crafts, drumming and knitting circles. When walking through this frail care centre, one sees the most creative decorations according to our themes. Residents also enjoy pampering and sweet treats from their baking activities. Silver Stream is also the home to our Heritage Day crossword competition winner of 2020, Mr Johan Haggart.



Witpoortjie / Zonneveld Retirement Villages - Witpoortjie

Witpoortjie residents enjoyed the busyness of the year. Loads of fun like arts and crafts, movies, baking, regular walks and exercise is just what was needed to keep spirits up. New activities included line dancing, drumming and the weekly knitting and crochet circle. Special events like birthdays, Valentine's Day, Easter and Waffle Day were amongst the favourites.



Pioneer House Retirement Village - Oaklands

The residents of Pioneer House have been extremely busy this last year. Pampering, crafts and games were on the to-do list, and Thokozile Mbele, our Activity Co-Ordinator, always had a treat or two up her sleeve. Festivities ranged from Heritage Day, a Mad Hatters Competition to Ice-cream days and many more. We also started our small herb garden which has lots of potential for growth.



Elm Park Retirement Village - Northcliff

The year 2020 saw the residents at Elm Park adhering strictly to the COVID-19 restrictions. Although the Care Centre residents were confined to the main buildings of Rose Lodge and Primrose Place, independent residents were allowed to shop for groceries and medical supplies as long as they were masked, sanitised and obeyed the social distancing protocols. Assistance was provided to residents who did not want to go out to the shops by providing services such as shopping assistance to medicine collection.



A mini-market was placed on hold during the build-up to Christmas where, by arranging separate shopping times for Care residents and Independent residents, we were able to cater for all at Elm Park. As usual the Christmas cakes were a hit and the crafts table was the source for Christmas gifts for families and friends. An Easter Bonnet Parade was arranged and had all the residents wearing beautifully decorated hats. There were scrumptious eats, easter eggs, tea and coffee. Birthday celebrations were held for both residents and staff.



All activities where it was possible to follow the COVID-19 protocols such as gym/exercises, hairdressing, manicures, croquet, chapel services and other activities were resumed as soon as the country entered into lockdown level one.

Maxhaven Retirement Village - Cresta

Most of the residents of Maxhaven Village enjoy their daily walk around the village and it was a difficult time for them when the hard lockdown regulations prohibited them from walking. When the hard lockdown ended, they resumed their daily walks and their monthly birthday celebrations. The residents started easing back into arranging their regular activities and social events.

Kensington Gardens Retirement Village - Kensington

Kensington Gardens' residents are an active group of people who enjoy regular outings arranged by the village committee. Due to the COVID-19 restrictions no outings were arranged. Once lockdown level one was announced most activities resumed. Finally the opening of the coffee shop which had been postponed due to the lockdown, came to fruition on 5th November 2020. The shop is managed by Feedem Caterers and serves coffee, tea and various sweet treats. The residents were delighted as this created another area for social interaction.



Nursing / Human Resources

Nursing

The pandemic made us change the way we do things and to appreciate the little things we took for granted. When South Africa was placed in National Lockdown on 26th March 2020, Flower Foundation villages had already been in lockdown for two weeks. No visitors were allowed into the villages until September 2020 as gazetted by the Government. Residents and family members made use of technology to stay in touch. Once the restrictions were lifted, care centre residents were again allowed to receive visitors but under strict conditions. Booths were made and placed in strategic places to affirm the well-being of our residents. Visits were by appointment only to ensure that the booths are properly sanitised before and after use.

Strict protocols were put in place to ensure the well-being of our residents. Both the staff and the residents ensured that they followed these protocols and because of this, Flower Foundation had a very low rate of infection.

With the assistance of the Department of Health (DOH), registrations for the COVID-19 vaccine for both our staff and residents were done. Sr. Nomvula Mbokazi, Nursing Services Assistant and Sr. Liziwe Mbolekwa, Assistant Nursing Services Manager for Elm Park were identified as the administrators for the vaccination process. They received training on everything vaccine related.

As we foresee COVID-19 to be around for a while longer we continue to ensure that the protocols and procedures are adhered to in our villages. Our residents and staff are our primary concern.



Human Resources

2020 certainly threw a curveball in the lives of so many, if not all people across the world. We have one thing in common... a pandemic that we are faced with. We are aware that there are many people who have lost their income and livelihoods as a result of the pandemic, and we in Human Resources have done our best to ensure that jobs at Flower Foundation are not at risk. There are many positions that have been vacated that we have left vacant in an effort to cut costs, and thus far we believe that things are running smoothly.

Flower Foundation made some appointments at a time when we thought that the COVID-19 situation was stable in our country. Although, we are still in the thick of a pandemic, we have made great strides in Human Resources by adding talent to our staff complement, and would like for you to meet the new team members.

Human Resources

Mr. Johan Raubenheimer, previous CEO of Flower Foundation ended his tenure on the 30th April 2020 to pursue one of his greatest passions, Life Coaching. We wish him well with his new venture.



One of the most exciting developments in Human Resources, and in the entire Flower Foundation was that of the appointment of a new CEO, **Mr. Gert Coetzee**. Gert was appointed as CEO in July 2020, and he has done a phenomenal job thus far especially as he had the unexpected, difficult task of carrying Flower Foundation through a whole pandemic. Since his appointment, he has made a profound impact on so many people and in many different areas of his vast portfolio. Gert is a Management Accountant by profession, but he is very versatile and can be commended for his compassion, empathy and the ability to put himself in others' shoes and understand their

points of view. We look forward to moving to greater heights under his leadership, and almost one year into his new role, we continue to wish him a successful tenure as CEO of Flower Foundation. **Congratulations, Gert!**

Janine Kriel was appointed at Kensington Gardens as Home Supervisor in 2020. Janine has several years' experience in office management, administration and has been exposed to the NPO environment for many years. Janine has demonstrated her abilities to be a good leader and has used her vast training experience and applies her knowledge to her role. In her free time she enjoys adventure, outdoors, nature, and spending time with family and friends.



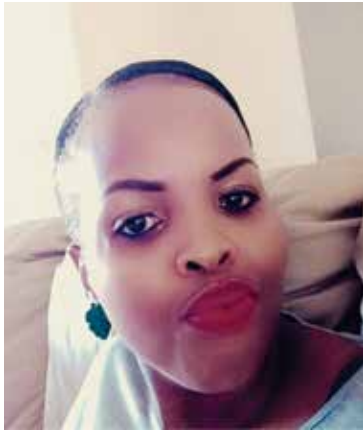
We wish Janine all the best in her role and we are sure she will continue to do well at Kensington Gardens.

Charisma van der Merwe joined Flower Foundation as the Occupational Therapist based at Management Services but works closely with the Activity Co-Ordinators at the villages. Charisma completed a Bachelor's Degree in Occupational Therapy (BOccTher) in 2012 and commenced her career as an Occupational Therapist in 2013. She has a special interest in Geriatrics and Community-based Rehabilitation and Re-integration. Charisma has made such a big difference in the lives of so many of our residents by supporting the Activity Co-Ordinators through establishing programs and in particular, arranging activities to keep all residents busy during the lockdown period.



In her free time, Charisma enjoys reading, dancing and eating a good home-cooked meal. She is a dance class facilitator with experience ranging from Ballet, Spanish, Line dancing as well as *Burlesque and Pole dancing*. She is also a dog lover who enjoys Chuck Norris and Blonde jokes. We hope she will have many happy years at Flower Foundation and we look forward to all the great initiatives that she continues to bring to the organisation.

Human Resources



Milicent Mkhombo joined our finance team at a time during lockdown when the future seemed a bit brighter, before the second wave hit South Africa. Milicent joined as a Creditor's Clerk and she is very knowledgeable in a range of financial programs. Milicent, affectionately known as "Mili", commenced her career in finance in 2013 and successfully completed courses in Bookkeeping and Financial Accounting. She is also currently enrolled for a BComm degree. In her free time she enjoys exercising and being a brand ambassador for Health-care products. She is also a mom and enjoys taking her children for outings. We are happy to have Mili as part of our team and we trust she will be happy at Flower Foundation for many years to come.

Long Service Awards

Flower Foundation usually celebrates **Long Services Awards** during the second half of each year. This has become an event that we in HR look forward to and is certainly one of the highlights of the year. In 2020 we were unable to celebrate this auspicious occasion and we are probably not going to be able to celebrate in 2021 either. Whilst we cannot celebrate in person, the HR department has ensured that each employee who is eligible for a Long Service Award, is celebrated.

A Long Service Award is a gesture to recognize and thank an employee for their dedication to the work for a certain period of time. One such employee, made history at Flower Foundation when she reached an amazing 40 years of service at Flower Foundation. This is an incredible achievement and we wish to congratulate, and thank **Annie Sebole** at Waverley Gardens Memory Care for her service over the last 40 years. In October 2021, she will reach 41 years of service and she is employed in her capacity as an Auxiliary Nurse. We wish her many more happy moments at Waverley Gardens Memory Care, and we know that *when* she decides to retire, it will certainly be a well-deserved retirement. Annie, we thank you for your loyalty, hard-work and dedication to Flower Foundation Retirement Homes!



Outreach Programme

Sr. Nomvula Mbokazi continues with the weekly clinic at De Wetshof Old Age Home as part of Flower Foundation's Outreach Programme.

On 16th March 2021, a Health awareness talk was arranged for De Wetshof Old Age Home residents. The event was organised by Sr. Nomvula Mbokazi of Flower Foundation and Busisiwe Nkosi from the Social Development elderly unit. Guest speakers, Mrs. Cleone Carter Smith (Age in action), and Rachel Nkosi (Social Worker), were invited from the City of Johannesburg to address issues related to wellness in the village.

Mrs. Cleone Carter Smith addressed matters related to coping mechanisms for Depression and the management thereof and how to keep a positive mindset through exercise.

Rachel Nkosi gave a talk about the responsibilities of social development and the support services she will be providing for the village. She also provided information on how the residents need to reach out for help and her department's services.

Sr. Nomvula addressed issues and concerns regarding the safety of the COVID-19 vaccination registration. Q&A session about the COVID-19 vaccine and registration process was conducted. Flower Foundation sponsored the tea, coffee, and sandwiches for the residents to conclude the event.



The Residents from De Wetshof Old Age Home in Kensington, Johannesburg, had to endure an unkept garden and plaster falling off the exterior walls for many months. The overgrown grass made it nearly impossible for the Residents to walk through their village. The gardens became a breeding ground for mosquitoes and spiders, and weeds and grass covered the pathways.

After numerous unsuccessful attempts by the Residents and Flower Foundation's Nursing Services Assistant, Sr. Nomvula Mbokazi, Flower Foundation made their entire complement of gardeners and maintenance staff from their nine villages available to assist the De Wetshof Residents. The "clean-up" project took two days and thirty individuals to cut the lawns, assist in the gardens and plaster the exterior wall.

Outreach Programme

We extend our gratitude to Chicken Licken, Edenvale, Croydon and Sunyrock branches, who supplied the 'clean-up' team with lunch.

Mona Denysen, a resident at De Wetshof, expressed her gratitude to the team. "I'm a resident of De Wetshof Old Age Home. This morning I'm sending a heartfelt THANKS TO FLOWER FOUNDATION for your charity in helping us keep our place clean and beautiful. Even though you are a private organisation, you put City of Johannesburg to shame. I came in last night when it was dark and haven't been home all day, but when I opened my door this morning, what a beautiful landscape I opened my eyes to. God bless you for your care and humbleness. May your future be bright, sunny and full of awesome blessings that never runs out."

The senior citizens are the pillars of the communities. "Caring for our seniors is perhaps the greatest responsibility we have. Those who walked before us have given so much and made possible the life we all enjoy. – John Hoeven."



Financial Information

Statement of Financial Position

| Figures in R `000 | 2021 | 2020 |
|--|----------------|----------------|
| Assets | | |
| Non-Current Assets | | |
| Investment properties | 105,838 | 103,888 |
| Plant and equipment | 3,462 | 4,626 |
| Investments | 6,117 | 8,057 |
| | 115,417 | 116,571 |
| Current Assets | | |
| Special funds | 2,797 | 2,764 |
| Trade and other receivables | 15,787 | 17,684 |
| Cash and cash equivalents | 4,281 | 4,815 |
| | 22,865 | 25,263 |
| Total Assets | 138,282 | 141,834 |
| Reserves and Liabilities | | |
| Reserves | | |
| Revaluation reserve | 3,174 | 2,194 |
| Accumulated surplus | 108,459 | 112,816 |
| | 111,633 | 115,010 |
| Current Liabilities | | |
| Trade and other payables | 23,315 | 23,638 |
| Deferred revenue - Specified donations | 537 | 422 |
| Special funds | 2,797 | 2,764 |
| | 26,649 | 26,824 |
| Total Reserves and Liabilities | 138,282 | 141,834 |

This information has been extracted from Flower Foundation's Annual Financial Statements which have been audited by Wakeley Smith Lattuca and an unqualified audit report was issued.

The **Annual Financial Statements** can be viewed on www.flower.org.za. Scan the QR code to be directed to the report.



Financial Information

Statement of Comprehensive Income

| Figures in R `000 | 2021 | 2020 |
|--|-----------------|-----------------|
| Accommodation, boarding, levies and services recovered | 82,662 | 83,526 |
| Operating costs | (100,426) | (104,754) |
| Deficit before other income | (17,764) | (21,228) |
| Other income | 13,126 | 21,058 |
| Investment income | 281 | 864 |
| (Deficit) / surplus for the year | (4,357) | 694 |
| Fair value adjustment - Investments | 1,507 | (593) |
| Total other comprehensive income / (loss) | 1,507 | (593) |
| Total comprehensive (deficit) /surplus for the year | (2,850) | 101 |

Statement of Changes in Reserves

| Figures in R `000 | Revaluation Reserve | Accumulated Surplus | Total |
|---|---------------------|---------------------|----------------|
| Balance at 1 April 2019 | 2,787 | 112,122 | 114,909 |
| Total comprehensive surplus for the year | | | |
| Surplus for the year | | 694 | 694 |
| Total other comprehensive income | (593) | - | (593) |
| Total comprehensive surplus for the year | (593) | 694 | 101 |
| Balance at 31 March 2020 | 2,194 | 112,816 | 115,010 |
| Balance at 1 April 2020 | 2,194 | 112,816 | 115,010 |
| Total comprehensive surplus for the year | | | |
| Deficit for the year | | (4,357) | (4,357) |
| Total other comprehensive income | 1,507 | - | 1,507 |
| Total comprehensive deficit for the year | 1,507 | (4,357) | (2,850) |
| Reversal of revaluation reserve on sold investments | (527) | - | (527) |
| Balance at 31 March 2021 | 3,174 | 108,459 | 111,633 |

Financial Information

Statement of Cash Flows

| Figures in R `000 | 2021 | 2020 |
|---|----------------|----------------|
| Cash flows from operating activities (Deficit)/surplus for the year | (4,357) | 694 |
| <i>Adjustments for:</i> | | |
| Depreciation of plant and equipment | 1,226 | 1,184 |
| Investment income | (281) | (864) |
| Profit on disposal of plant and equipment | - | (28) |
| Profit on disposal of investments | (1,112) | - |
| Operating cash flow before working capital changes | (4,524) | 986 |
| <i>Working capital changes</i> | | |
| Increase in financial assets | (33) | (255) |
| Decrease in trade and other receivables | 1,898 | 365 |
| Increase/(decrease) deferred revenue - specified donations | 115 | (186) |
| (Decrease) in trade and other payables | (290) | (309) |
| Net cash from operating activities | (2,834) | 601 |
| Improving and acquiring of investment property | (1,950) | (4,408) |
| Plant and equipment acquired | (62) | (1,546) |
| Proceeds on disposals of plant and equipment | - | 28 |
| Net cash movements on investments | 4,031 | (222) |
| Dividends received | 128 | 189 |
| Investment income | 153 | 675 |
| Net cash generated by/(utilised in) investing activities | 2,300 | (5,284) |
| Decrease in cash and cash equivalents | (534) | (4,683) |
| Cash and cash equivalents at beginning of the year | 4,815 | 9,498 |
| Cash and cash equivalents at end of the year | 4,281 | 4,815 |

Village Contact Details

INDEPENDENT LIVING

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

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

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

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

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

Witpoortjie Village
69 Dromedaris Road
Witpoortjie
Tel: 011 762 8284

Zonneveld Village
38 Reyger Street
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 Dromedaris 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 Dromedaris 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

It's a Good Life!

Flower Foundation Retirement Homes

Tel: 011 781 4920

www.flower.org.za

info@flower.org.za



FLOWER FOUNDATION

Retirement Homes

Est 1963
NPO 000-836