

CEO's Corner

What to say about 2023? This year is undoubtedly a year with the highest of highs and the lowest of lows.

During the course of the year, we launched two upgraded Community Centres, at Silver Stream and Willowbrook. These upgrades set the standard we want to instill in all our villages. The dream is for there to be no doubt that you have entered into a Flower Foundation Village when you walk into one of our Receptions, dining rooms or lounges.

Operationally, we have made huge strides this year, especially in our Care Centres. It is with great pleasure that I can announce that we have attained and, in some cases, exceeded occupation levels last seen pre-COVID-19.

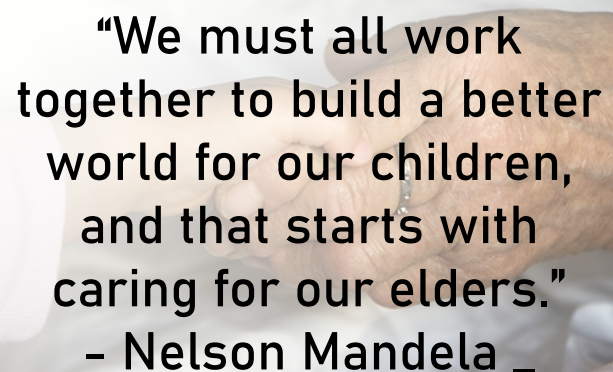
Some of the star performers are Waverley Gardens Memory Care (W.G.M.C), which has achieved its highest occupancy since moving from the old Kensington premises. A great word of thanks needs to go out to the Management and Staff for the effort and dedication that went into turning the fortunes of W.G.M.C. around.

One cannot mention W.G.M.C. without mentioning Willow Lodge in the same breath. The change in the business model, linked with the new dining and activity facilities has worked an absolute charm. Likewise, huge gratitude is owed to Silver Stream Management and Staff.

As far as our independent villages go, Elm Park is always "top of the pops", but this year, Kensington Gardens, with its highest occupancy since 2014, is creating their own limelight.

As much as we celebrate the achievements, there were some horrendous lows. As far as memory serves, in April we had our first home invasion at Zonneveld Village and in November, a freak accident with the Lapa at Primrose Place which collapsed, sadly this resulted in a tragic result. In both these cases, thorough investigations were done, and measures were put in place to ensure there are no recurrences.

In closing, I would like to thank Flower Foundation Residents, Board and all the Staff for your commitment, dedication, and support during this year. May you experience a Blessed Festive Season and a Prosperous and Happy 2024.



**"We must all work together to build a better world for our children, and that starts with caring for our elders."
- Nelson Mandela _**

Never have truer words been spoken

THE MORAY FRANZ AWARD

This Award is named after Moray Franz, the founder of Flower Foundation, in 1963. She dedicated her life and time to the elderly after realising that many elderly and frail people needed assistance as they aged.

The recipient of the Award this year is Mr. David Hull from Elm Park Village. The Award was presented at the AGM held on the 17 August 2023.

It is the dedication of individuals such as Mr. David Hull, to the Flower Foundation and its community that inspired Mr. Gert Coetzee, CEO of Flower Foundation to initiate this award.

Mr. Hull has made significant contributions over the years, the fact that David and his wife Anne joined various committees, including the Garden and the Activities Committee, shows their commitment to actively participating in the community and contributing to its well-being. Elected to RESCO and eventually becoming the Chairperson of both the Garden and Activities Committees, as well as Vice Chairperson of RESCO, speaks volumes about David's leadership and organizational skills.

It is particularly noteworthy that this is the fourth year that the Moray Franz has been awarded, and David Hull is the second Elm Park resident to receive this honour. The award not only recognizes individual excellence but also underscores the importance of service to fellow residents and Flower Foundation as a whole.

The story of David Hull's journey and contributions serves as an inspiration and a testament to the positive impact individuals can have on their community, especially in the context of elderly care and support. Congratulations to David Hull on receiving the Moray Franz award, and may his example continue to inspire others in Flower Foundation community.

Thank you for all you do for Flower Foundation and its residents.



SILVER STREAM AND WILLOWBROOK VILLAGES UPGRADE

Flower Foundation recently embarked on initiatives to improve the community spaces at Silver Stream and Willowbrook Villages. These upgrades will not only enhance the aesthetics but will also contribute to the well-being and enjoyment of the residents.

The transformation of the offices, dining room, and library at Silver Stream Village, creates a warm and welcoming atmosphere, and has had a positive impact on both residents and staff. The residents celebrated the completion of the project with an afternoon of socializing and entertainment. The newfound popularity of the dining room as a social hub speaks volumes about the success of the upgrade.



Similarly, the upgrade at Willowbrook Village, including the reception area, offices, dining room, and Maple lounge, have instilled a sense of pride among the residents. The

addition of a coffee station in the lounge area provides a cozy space for residents to gather and socialise.



The fact that residents were willing to wait for over two and a half months for the project to be completed at Willowbrook Village indicates the anticipation and appreciation for the improvements.

Community focused projects not only improve the physical environment but also contribute to building a sense of community and belonging among the residents.

WHO IS YOUR GO-TO-PERSON?

“A Go-To-Person is someone who is relied upon for assistance or problem-solving in a particular area or for a specific task”

In every Village, there is a process in place for addressing and resolving issues. Clear communication channels and a designated individual for issue resolution in place, improve efficiency. Every village has an individual who oversees all village operations and in some cases there is an additional persons that oversee the Care Services. These individuals are known as the "Go-To-Person."

Their responsibility is to make sure the village functions properly. If there is an issue in their respective community, they would be the first to know. They will then take the necessary steps to ensure that the issue is resolved. On the rare occasion that an issue is not resolved, the next step would be to notify the village RESCO.

If necessary the Board Representative, who attends the RESCO meetings, will take the matter up with the CEO, and if needs be, the Management Board.

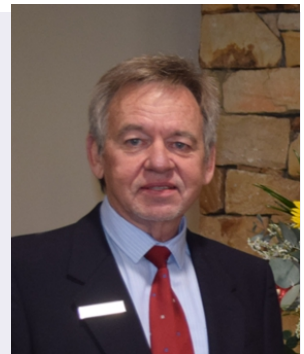
Witpoortjie and Zonneveld Villages

Dawie Lee is the Village Manager for both the Witpoortjie and Zonneveld Villages. He started as the Home Supervisor for Kensington Gardens and was promoted to his current position in January 2019. He has a diverse and fulfilling role managing his two villages. He embraces the challenges with an open mind and acknowledges that there is always something new to learn. His easy-going and friendly nature, coupled with a positive outlook, contributes to a pleasant atmosphere in the villages.

Go-To-Person for Witpoortjie and Zonneveld Villages: Dawie Lee

Anna Khunwani is the Nursing Services Manager for Witpoortjie and Zonneveld Villages. In May 2014 she joined Flower Foundation as a Professional Nurse and was subsequently promoted in 2018 to the role of Nursing Services Manager for Clivia Care Centre. Her current role is to oversee the care of the residents with diverse needs, including those frail residents experiencing early onset Dementia and Alzheimer's and those in palliative care. Her responsibilities extend to supporting independent residents during emergencies and managing their acute and chronic medical conditions. Her role also involves conducting assessments to monitor and address independent residents and their medical conditions. Over and above this she manages the overall operations of Clivia Care Centre.

Go-To-Person for Witpoortjie and Zonneveld Villages for Care Services: Anna Khunwani



Waverley Gardens Memory Care

Peter Diale is the Nursing Services Manager for Waverley Gardens Memory Care, he has had a diverse professional journey, initially working at Life Health Care before transitioning to Clinix Health Care until October 2019, when he joined Flower Foundation. In his role at Waverley Gardens Memory Care, Peter is accountable for many responsibilities. One of his primary duties is to assess and determine the suitability of residents for admission to the facility. This involves conducting assessments to ensure that the facility can provide the necessary care and support for the residents and their families.

Furthermore, Peter is dedicated to ensuring the well-being of the residents by upholding high standards of quality care.

In addition to his focus on resident care, he takes charge of the operations and maintenance of the facility. Managing these aspects is essential for the smooth functioning of the facility and creating an environment conducive to the well-being of both residents and staff.

Go-To-Person for Waverley Gardens Memory Care: Peter Diale

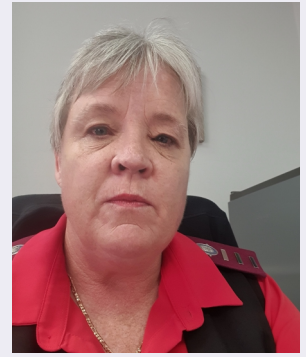


Pioneer House

Meet **Karin Coetzee** – the Nursing Services Manager at Pioneer House. Karin started her journey with Flower Foundation twelve years ago at Willowbrook Village and was transferred to Pioneer House in September 2023.

She has a great team of General Assistants, Gardeners and thirty eight nursing staff members who assist her in providing the Care, comfort, compassion and overall upkeep of the Village that our residents need and are accustomed to.

Go-To-Person for Pioneer House: Karin Coetzee

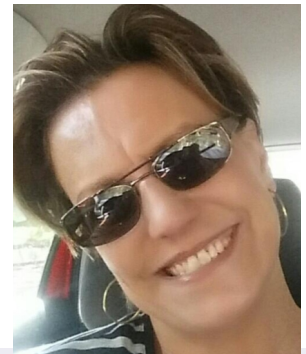


Kensington Gardens

Janine Kriel is the Village Supervisor for Kensington Gardens. She started her tenure at Flower Foundation in March 2020 just before South Africa entered the COVID-19 lockdown. Her involvement in the village is quite rewarding and multifaceted and she is engaged in various aspects of village life and operations by creating a diverse and interesting range of experiences.

Janine says that every day brings its own uniqueness. She shows compassion, loves seeing smiles on her residents faces, and hearing laughter.

Go-To-Person for Kensington Gardens: Janine Kriel



Elm Park, Orchid Place and Willowbrook Villages

Carel Botha is the Area Manager for Elm Park, Orchid Place and Willowbrook. He started his journey with Flower Foundation in 2017 as an Area Manager overseeing Willowbrook and Orchid Place. In 2020 he took on the role of overseeing Elm Park in addition to the other two villages.

Carel has emphasized that he has the support of incredible staff which is indicative of the importance he places on teamwork and collaboration in maintaining the well-being of the residents in these villages. His holistic approach to care extends not only to the residents but also to the team, working together to create a positive and enriching environment.

Go-To-Person for Elm Park, Orchid Place and Willowbrook Villages: Carel Botha

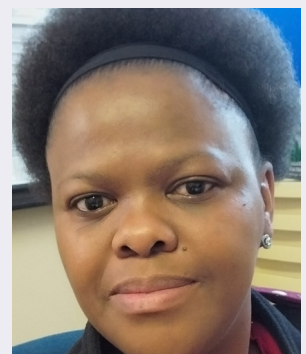


Elm Park - Care

Liziwe Mbolekwa is the Nursing Services Manager at Elm Park Village. Her professional journey at Elm Park began in 2015 as a Sessional Registered Nurse through a nursing agency. She subsequently became a permanent employee of Flower Foundation as a Day Sister in Rose Lodge and Primrose Place in October of the same year. She progressed from that position to Assistant Nursing Services Manager in 2020 and then to Nursing Services Manager in 2021.

Her scope of responsibilities is broad, encompassing the welfare of residents, staff supervision, and the management of procedures, standards, and policies to ensure the delivery of quality care.

Go-To-Person for Elm Park Care Services: Liziwe Mbolekwa



Silver Stream

Mandy Joubert is the Village Manager / Nursing Services Manager of Silver Stream Village. She became a Registered Nurse in 1990 and transitioned from that to start her journey and dedication to the field of Older Person Care in 2005.

She believes in a holistic and person-centred approach which not only emphasises physical care, but also takes into account the emotional, mental and social well-being of the elder persons under her care. Mandy believes this approach is crucial for promoting a high quality of life and ensuring a supportive environment for residents.

Go-To-Person for Silver Stream: Mandy Joubert



Maxhaven Village

Lindiwe Tyolo is the Village Supervisor for Maxhaven Village. She started with Flower Foundation in June 2018 as the Home Supervisor reporting to Gert Coetzee the then the Village Manager at Elm Park. She was later promoted to Village Supervisor and continues to report to Gert Coetzee in his role as CEO.

Her responsibilities include overseeing the day-to-day operations of the village, management of staff, housekeeping, laundry, maintenance, gardening, and office administration illustrates the breadth of her role and the diverse skills required to keep the village running smoothly.

She not only oversees the operations but also the well-being of the residents of Maxhaven ensuring a supportive and comfortable living environment for those under her care.



Go To Person for Maxhaven Village: Lindiwe Tyolo

DID YOU KNOW ABOUT THE DISCOUNTS OFFERED TO FLOWER FOUNDATION RESIDENTS?

The financial, physical, and emotional well-being of our Residents will remain Flower Foundation's highest priority. In line with this, we have put measures in place which may provide some financial relief to our Residents.

- **Discounts on Advanced Levy Payments**

Whether you are in an Independent cottage or in one of our Care Centres, Flower Foundation can provide you with a discount for levies paid in advance.

- If you are an Independent resident, an **8,5% discount** is available if you pay your levies for twelve months in advance.
- If you are a resident in any of our Care Centres, you can receive a **5% discount** if you pay your levies for six months, in advance. An **8,5% discount** is available if your levies are paid in advance for twelve months.

- **Tenancy Right Retention Discounts**

No Life Right fees are payable when moving from Independent living to any of the Care facilities.

When the time comes for you to move from your Independent cottage into one of our Care facilities, the repayment of your Tenancy Right can be transferred directly into your Care Levy account. When this happens, and as long as your account remains in credit, Flower Foundation will provide a **10% discount** on your monthly levy. Not only does this provide you with a monthly saving, but it could lead to personal income tax savings in the form of reduced taxable interest. In addition, a smaller amount can still be paid towards your levy account to ensure that your account remains in credit with us, thus enabling you to benefit from the **10% discount** for a longer period.

- **Temporary stay in a Care Centre for recovery**

All Flower Foundation resident members receive a special rate when it comes to requiring some extra care for a temporary period. Here are the current rates for temporary care at any one of our various Care Centres. Bearing in mind that your first seven days in recovery are **FREE**.

| Village | Contact No. | Care Type | Day 1 - 7 | Day 8 - 30 | Thereafter |
|---------------------------------|--------------|---------------|-----------|------------|------------|
| Elm Park | 011 476 1014 | Frail Care | Free | R840 | R940 |
| Silver Stream | 011 792 6854 | Frail Care | Free | R800 | R890 |
| Witpoortjie | 011 762 8284 | Frail Care | Free | R480 | R540 |
| Waverley Gardens Memory Care | 011 887 9881 | Dementia Care | Free | R910 | R1020 |
| Pioneer House | 011 728 7277 | Frail Care | Free | R720 | R800 |

VILLAGE LIFE

"We cannot cure the world of sorrows, but we can choose to live in joy" – Joseph Campbell.

In 2023, our primary focus was creating activities in the villages that had a joyful impact on our residents. Engaging in activities that align with their interests, preferences, and abilities is crucial for enhancing their overall well-being. Providing a sense of value and purpose through meaningful activities contributes significantly to our residents' quality of life.

The emphasis on physical, cognitive, and social stimulation reflects a holistic approach to care, addressing various aspects of residents' needs. Our efforts go beyond just organising activities; we create an environment that fosters joy and fulfilment.

We are looking ahead to 2024 with the introduction of new activities aimed at helping residents acquire new skills. Regardless of age, learning and personal growth are essential components of a fulfilling life. It also adds an element of anticipation and excitement for both residents and caregivers. Adapting and evolving our approach based on residents' feedback and changing needs is key to maintaining a vibrant and supportive community.





MAXHAVEN



PIONEER HOUSE



PIONEER HOUSE



MAXHAVEN



KENSINGTON GARDENS



SILVER STREAM



KENSINGTON GARDENS



SILVER STREAM

The Flower Foundation Benevolent Fund

"Happiness can be the result, not of spending more money on oneself, but rather of giving money away to others" -

The Flower Foundation Benevolent Fund was established to assist residents who have been a member for at least 5 years, and who need to move into Care and are unable to afford the full cost of their levies. Families sometimes assist, but there may still be a shortfall.

Application is made by the resident or family to the Benevolent Fund; the Village Manager can be approached in this regard.

Funds are replenished by Flower Foundation from time to time, and it is also funded by donations received from residents, supporters, and donors. Estate Late bequests, and Legacies to Flower Foundation Benevolent Fund are encouraged and much appreciated. Fund raising events are held throughout the Units, to increase funds.

In a gentle way, a donation can improve another's quality of life. Any contribution whatsoever is sincerely appreciated.



For donations - Banking Details
Flower Foundation Retirement Homes
Standard Bank
A/C 001958798
Branch Code: 004305
Reference: Benevolent Fund

For more info contact:-
Flower Foundations'
Benevolent Fund Trustee
Judy Hough
083 3783 739
judithhouhg69@gmail.com

011 781 4920
www.flower.org.za



OUTREACH PROGRAMME AT DE WETSHOF OLD AGE HOME

ARTHRITIS ASSOCIATION

An informative arthritis talk and exercise group was arranged for the residents at De Wetshof Old Age Home in Kensington. We invited Brenda Spence and Nadine Lewis from the Arthritis Foundation of South Africa to present and educate residents about different types of arthritis and promote overall health and well-being.



Residents engaging in exercises is particularly beneficial as physical activity is crucial in managing arthritis symptoms and improving joint flexibility. Refreshments were arranged for the residents, which encouraged residents to socialise.

ANNUAL CLOTHING DRIVE

We put out a request to all our Flower Foundation residents and staff members to assist us with the annual clothing drive for De Wetshof. We believe such initiatives play a crucial role in fostering community spirit, providing essential items to those in need, and promoting sustainable practices by encouraging the reuse of clothing. The result from this drive was remarkable, we thank everyone who contributed to this initiative, a special thanks goes out to Alison Jones from Flower Foundation Head Office, who contributed not only clothing but also curtains.



The active involvement of De Wetshof residents and their enthusiasm in selecting items they liked, demonstrates the positive impact of this initiative. The gratitude expressed from the De Wetshof residents is indicative of a worthwhile initiative which we will continue in 2024. If you have any unused clothing or curtains please contact Sister Nomvula on 011 781 4920.

WELLNESS DAY

Flower Foundation arranged a wellness day at Kensington Gardens and an invitation was extended to the residents of De Wetshof Old Age Home. The residents who attended had the opportunity to receive essential health checks, including blood pressure, cholesterol, and comprehensive eye exams. These screenings are crucial for early detection and prevention of health issues, contributing to the overall well-being of the community members.

Various medical suppliers volunteered their time to provide this invaluable service to the elderly. The impact on the individuals who attended was significant. The information gathered from these health checks can empower residents to make informed decisions about their health and take proactive steps towards a healthier lifestyle. All the residents were sent home with a gift bag and the positive feedback from all residents will ensure that we arrange another wellness day next year.



**Everyone
needs a break**

Looking after an elderly parent or a loved one at home can give you a sense of fulfilment, but sometimes it can be at the expense of your own well-being.

Flower Foundation offers *holiday care, temporary care or daycare* for the elderly. Let us take care of your loved ones while you take a well deserved break.