

STRELITZIA HOUSE



ANNUAL REPORT | 2017



It is with a heavy heart that I present the Highway Hospice Annual Report for the financial year ending December 2017. This will be my final report after 20 years on the Highway Hospice Board and 14 years as Chairman of the Board.

It has been an honour to serve on the Board of an organisation such as The Highway Hospice. We have weathered many storms together. There have been some very tough years and also a number of prosperous years.

I would have found it more rewarding to end my tenure as Chairman reporting that Highway Hospice ended the year on a healthy surplus rather than a deficit; however the downturn in the economy in 2017 impacted on all the Non Profit Organisations.

I am proud to report that in spite of the tough economic climate we have still managed to survive and we will be celebrating the organisations 36th Anniversary in 2018.

Highway Hospice has come a long way from its early beginnings in the granny cottage on the property of our founder Greta Schoeman in 1982 to where we are today offering care and support to over 600 patients on a monthly basis.

In the words of Mother Theresa, “**Not all of us can do great things. But we can do small things with great love.**” These words describe the work done by our amazing hard working and committed team. I would like to thank my fellow Board members for all their help, dedication and competence during my tenure.

I also wish to acknowledge the hard working Hospice Team who keep the organisation going in spite of all the obstacles they need to overcome. Keep up the good work.

I will make myself available to Hospice in an advisory capacity and wish everyone all the best for 2018.

Professor Y.K Seedat (Chairman)



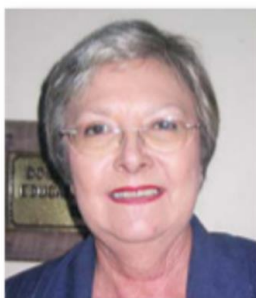
Chairman
Professor YK Seedat



Vice Chairman
Imelda Haarhoff



Treasurer
Derek Collett



Mary Leppens



Professor Paul Beard



Musawakhe Mhlambi



Dr Adam Mohamed



Deirdre Skinner



Bruce Schnell



Professor R Green-
Thompson

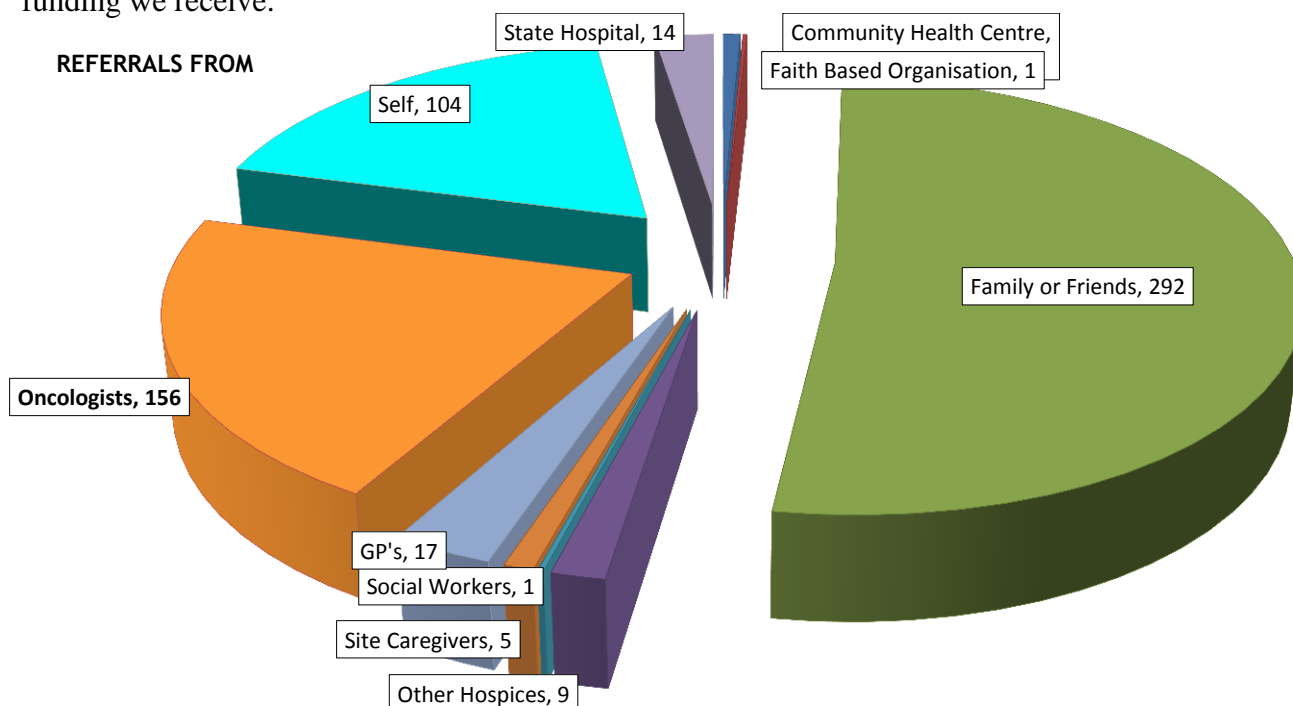


Doctor Sazi Mjiyako

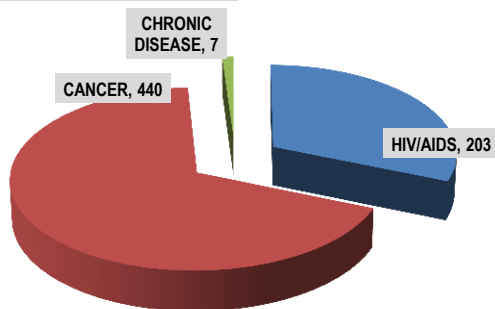


As you can see from below, the vast majority of patients are referred by family and friends. You may not know that these family and friends become a key part of the care we provide. You do need to be referred by a medical practitioner to be allowed admission to our program. We would love to care for all who need us, but the reality is that as an NPO, we have to work within the resources we can afford through the funding we receive.

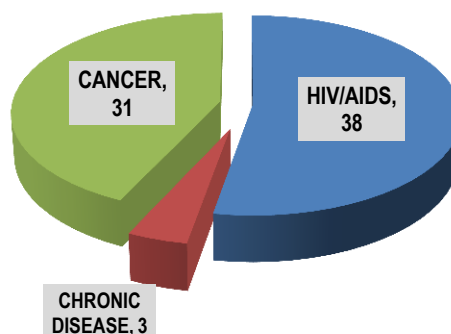
REFERRALS FROM



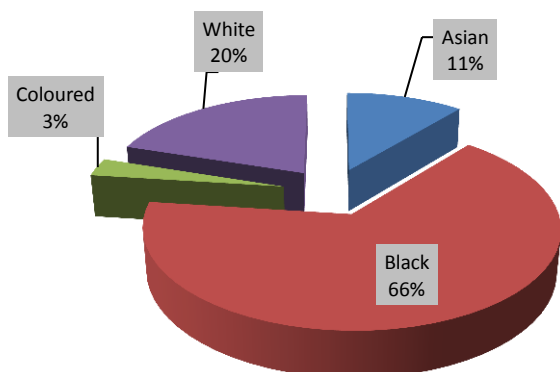
**2017 NEW ADMISSIONS
TAKEN ONTO PROGRAMME**



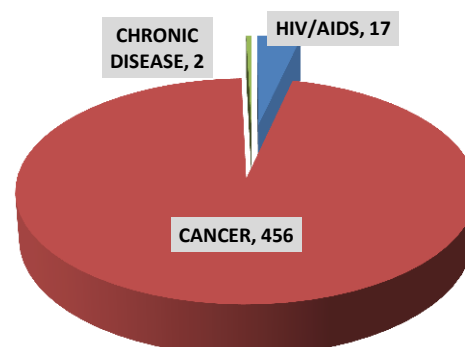
PATIENTS DISCHARGED DURING 2017



**2017 PATIENTS CARED FOR
(Accumulated figures)**



DEATHS IN 2017





This will be my 6th year with Highway Hospice and I feel proud to report that we have managed to survive another year. In spite of the tough economy we are still offering care and support to our patients and their families, thanks to the generosity of our awesome donors. I have to admit that it has not been an easy year and we were forced to draw funds from our “rainy day” account to keep us going. Rising costs especially petrol and electricity is really making it very costly to keep our heads above water. Although the loving care we provide at Hospice is free of payment it attracts huge operational costs, and as a result the organisation experienced a deficit in 2017.

We require R22 410 000 per annum to cover our costs; this equates to R 1 867 25 per month. Quite a daunting task for the fundraising team. Caring for over 600 terminally ill patients on a daily basis takes major resources. Anyway we continue to remain positive. Someone once said “If you do good, good will come to you”

The ongoing Oncology crisis in KZN has placed strain on our resources. The state hospitals have no oncologists so cancer patients are unable to secure treatment. They are referred to Hospice by desperate under staffed state hospitals. We are doing our best to meet the needs of the Community. The number of patients being diagnosed with cancer continues to rise. Insurance companies have reported that their largest increase in disability benefits have been due to people suffering from cancer.

In spite of all the trials and tribulations we experienced in 2017 we are still able to smile and give thanks for the many blessings which we received throughout the year. I hope you will enjoy our annual review where we share touching stories and photographs of the many events and activities from 2017.

We are very sad that our esteemed Chairman Professor Y.K Seedat has decided to retire from the position of Chairman. Our dear Prof will be sorely missed. We were so honoured to have a Chairman of such stature serving on our Board for over 20 years. We will never be able to replace your wisdom and you certainly have left big shoes to fill.

We have another tough year ahead as we have to carry over another deficit. We are hoping that 2018 will be a great year for us. We wish to thank our loyal and generous donors for their ongoing support; without you we would not be able to care for the terminally ill.

I acknowledge with deep appreciation our Board of Management who give selflessly of their time to Hospice and to our awesome volunteers who are the backbone of Hospice. We could not survive without you. In conclusion I wish to thank our dedicated, committed Highway Hospice Team for providing exceptional care to our patients. Many of our team work “behind the scenes” and I need them to know that their contribution to Hospice is much appreciated. Thank you!

Linda Webb (CEO)

A perfect summer's day and two little boys are seated across from me in my office in the Unit. One of them is busy cutting up bits of paper so that the nurses and receptionist can use it as scrap paper for telephonic messages. They are happy and periodically go back to check on their mother who is a patient in the In Patient Unit. All the nurses in the unit are fond of them; Hospice has become their second home. The kitchen staff makes the youngest one chicken and mayo sandwiches when he is hungry (which is fairly often).



WE STRIVE TO KEEP THE UNIT FEELING LIKE A HOME, A PLACE OF PEACE AND LOVE FOR PATIENTS AND ALL VISITORS. THE UNIT IS OPEN 24/7/365 AS, "EVERY DAY MATTERS."

It is a sad afternoon when their mum eventually passes away. The older child runs into my office and says "my mum is gone". I just hug him. There are no words that can take away his pain and he cannot even cry; he is in shock. The youngest child runs to the hospice

receptionist who lovingly holds him in her arms as he sobs his heart out.

In the ward, deep in the nurse's station, the nurses shed a tear as well as they have become attached to this family. The little boy continues to howl for his mummy. It is a heart wrenching scene for the social worker to see as she comes up to comfort the family. As I leave that afternoon, I meet a board member in the carpark and she offers me comfort as I start to sob. This is Hospice, each one cares for the other. We are all connected from the patient to the family, from the staff to the board members.

"To make a difference in someone's life, you don't have to be brilliant rich, beautiful or perfect. You just have to care" - Mandy Hale



CHERYL BESTER, OUR BUBBLY RECEPTIONIST WITH ONE OF HER VOLUNTEERS. RECEPTION IS OFTEN A FIRST FACE AT HOSPICE, AND ARE ALWAYS COMPASSIONATE AND APPROACHABLE



THE HOMECARE TEAM SPEND MOST OF THEIR TIME ON THE ROAD, AND SO NEED A LOT OF, "STUFF" TO DELIVER TO PATIENTS INCLUDING MEDICINES AND LOVE

She proudly shows the nurse the paintings that she is working on. These will be gifts for her family as Christmas is approaching and each picture is unique and customised for the person that will receive it. Her

Bible is opened carefully and she discusses a scripture verses that she wants read at her funeral service. She has accepted her situation. The nurse listens, offering encouragement when needed. As the visit concludes, the sister brings out her stethoscope and examines the patient. After checking on her medicines and marking a note or two, they say their goodbyes. Homecare visits don't always start with the medical care section first. Holistic care means caring for the patient as a whole, spirit, soul and body.

The home care sister is trying to find a certain patient's home while relieving for another sister who is on leave. She misses the road and has to double back confused, 10 minutes later she finds the house. She forgets her frustration and takes out her medical kit bag, ready to give the visit her "everything."

The outside of the home is beautiful, and as she enters she is greeted by the patient. Surrounded by lush plants and the sound of birds in the garden, they sit together outside on the patio. The patient has already lost a lot of her hair due to chemotherapy, and she jokes about this with the nurse. She says she is feeling good as they get into deep conversation.



THE VERANDA DESCRIBED IN THIS STORY WHERE CHERYL CAWDRON WAS CARED FOR BY OUR TEAM AS THEY ENJOYED THE, "DEEP CONVERSATIONS."

"It is not how much you do but how much love you put into the doing."

Mother Theresa

This report would not be complete without thanking our faithful donors. Without their contribution we would be unable to reach the homecare patients who need our help. It is through the support of our donors that the Unit and the Homecare Departments continue to function. People call our nurses “angels on earth”, our donors help them to continue making a difference in people’s lives.



ABOVE ARE ANDREW WALLER, ERROL CAVE AND KINGSLEY CAVE HANDING OVER TWO CARS TO THE GRATEFUL LINDA WEBB AND THE EXCITED HOME CARE TEAM. WITHOUT THESE VEHICLES WE ARE NOT ABLE TO GET TO THE VARIOUS HOMES TO PROVIDE OUR FAMOUS LEVELS OF CARE AND LOVE.

In this report I would like to pay tribute to Barloworld Ford Pinetown and Pietermaritzburg who have supported The Highway Hospice for many, many years. This year they donated TWO cars to our fleet for the use of the Homecare team. You are truly the wind beneath the wings of our “Angels” and we all thank you from the bottom of our hearts.

Michelle Naidoo (Nursing Manager)



MICHELLE HARD AT WORK MAKING SURE THE NURSES AND PATIENTS HAVE EVERYTHING THEY NEED FOR EXCELLENT PATIENT CARE.



THE TREE OF LIGHT CONTINUES TO BE OUR MOST SUCCESSFUL AND TOUCHING EVENT IN THE YEAR THANKS TO YOUR SUPPORT!

A positive attitude and high work ethic are key determinants of success when it comes to fundraising; these were tested to the extreme in 2017. Such character is what brought us through, and in many ways improved the team and prospects for the future. We have adapted to the changes, and optimised our systems as we plan to keep the much needed cash coming in. The fact is that The Highway Hospice will always be here to care for our patients, it is the level of funding which determines the resources, and thereby the volume and quality of care.

A lot of time and focus was put into the 2000 Club in 2017 as we had to manage the club in the absence of Michelle Timms. Michelle had been with us for 17 years and was very well known and loved by our 2000 Club members. She became ill and was away from work for many months, the team had to step up to the plate to help her and run the clubs. She is now medically boarded and we thank her for the years of dedicated service to the fundraising team. Modern systems and an e-commerce website were introduced, and we are a lot closer to the incredible crowd of donors who support us in this way.

We also took massive steps in the branding of our, "Snuggies" in 2017. For those who do not know about the humble Snuggie, see below for the insert that is included in each when we sell them. We decided to man a stand at the Comrades Expo which attracts about 50,000 people over a weekend (many expecting aches and pain). The challenge was to plan for the stock we thought we could sell, and we estimated this to be 1,000. Challenge accepted we had our Snuggie team, volunteers and staff sewing and cutting away with feverish enthusiasm. The Westville prison also came to the party and finished off a huge batch closer to the event. Through all of this, the Snuggies got a fresh branding and a new e-commerce website where you can buy yours online at www.snuggies.co.za.

"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has." ~ Margaret Mead



The Snuggie Story begun as we provided relief for our patients in extreme pain. Hand selected, cut and sewn with love. Each Snuggie contains the best food grade wheat, but also a sprinkle of compassion dust. You can feel the compassion and comfort, the love that was put into making this Snuggie for you as you treat your own pain.!

ABOVE, OUR RE-BRANDED
SNUGGIE INSERT WHICH PAYS
HOMAGE TO THE VOLUNTEERS
WHO MAKE THEM FOR US.



THE LADIES AT THE CEO TABLE SHARING A SPECIAL TIME AT THE LADIES LUNCH THEMED, "MY FAIR LADY" THIS YEAR. PLEASE WATCH OUT FOR THIS AMAZING EVENT EVERY YEAR!

We hosted a sold out Ladies Lunch at the prestigious Durban Country Club. It was so well supported by the ladies of Durban and a heap of sponsors making it a very special event. It is now in the calendar annually, so keep your eyes open every year and book early. Heather Partner and Cheryl Reddy put in a massive amount of work, and we thank them for such great effort in supporting our patients. A big thanks also to Heather Walker who coordinated another successful Tree of Light despite the late rain. The Tree of Light is our biggest annual event and a special reminder to the community of Durban that we care so much for those we have lost too soon.

Changes in the BBBEE landscape have affected our corporate support. Mostly because of a lack of understanding from the many corporates about how we can assist. It is hard enough to be asking for funding all the time, now having to explain and negotiate as well triples the effort. For any corporate representative reading this, be assured we can assist with all and any of the various elements of your scorecard. Our orphans, community hospices or education department have potential to maximise your box ticking so please speak to me about your options, we desperately need your support!

All in all we keep that positive mind-set; and work both harder and smarter to change the world for those with little time left. It is so exciting when we receive your generous gifts as we know the impact every Rand makes. **"Every Day Matters!"** was our tagline in 2017, and it is an honour and privilege to play an important role in creating fuel for the fire that drives our Hospice. So special to gain so much more than just job satisfaction.

John'o Olds (*Head of Fundraising & Marketing*)



OSCAR WAS CALLED, "THE FUNDRAISING CAT" AS HE WAS VERY WELL FED BY FUNDRAISING AND SO LOVED BY MICHELLE TIMMS THAT HE MADE FUNDRAISING HIS HOME. HE IS OBVIOUSLY MISSING HER AS HE NOW SPENDS MORE TIME IN RECEPTION AND IN THE UNIT. NATURALLY, AS THE FUNDRAISING TEAM WE BELIEVE HE IS SHARING THE LOVE AND ASSISTING US IN LOOKING FOR DONATIONS FOR OUR SPECIAL HOSPICE!

PALLIATIVE MEDICINE TRAINING FOR MEDICAL STUDENTS

Training for the 5th year medical students continues as a part of the Medical School's formalised training for under-graduates. 223 medical students experienced 40 hours of palliative medicine training over a period of 6 weeks. This included formalised theoretical training, skills training and practical training with our team in the field. Due to the volume of students we made use of Khanya and Chatsworth Hospices to facilitate the practical sessions. We are so excited to be able to promote palliative care principles to such young minds, and trust they will keep the learning close to their hearts throughout their careers.

ASSESSOR TRAINING

Three of our staff, Nokubonga Ndlovu, Kashmiri Raghubar and Usha Seethal attended an Assessor Training Course in August and September. This is a crucial qualification to properly run SAQA aligned courses in the current landscape. All three candidates were successful and we are proud to now have 3 trained assessors to conduct training.



MEDICAL STUDENTS IN ACTION GRASPING THE CONCEPTS OF PALLIATIVE CARE



SHORT COURSE IN PALLIATIVE NURSING CARE

This year 10 learners enrolled with 9 Day Release and 1 E-learning student between February and September 2017. The course is run in conjunction with the Hospice Palliative Care Association of SA and the Foundation for Professional Development. The course is expensive, so fortunately HPCA managed to secure funding for selected learners. This funding provided for 9 of our learners who received a subsidy, one unfortunate learner did not qualify. Once again there was a 100% pass rate with 5 learners passing with Distinction.



INTRODUCTION TO HOSPICE PHILOSOPHY GANG WITH THEIR WELL-DESERVED, LIFE CHANGING CERTIFICATES

INTRODUCTION TO HOSPICE PHILOSOPHY COURSE

This has been called a, "Life changing course" by many who have done it. It is open to anyone including new staff, volunteers and members of the public. The training is weekly at our Education Centre and takes 10 weeks to change your life. The registration cost of R850 is an absolute bargain for the insight gained; and we are always encouraging people to join us. We changed the lives of 30 candidates in two sessions run in February and August 2017 so sign up if you have not done this yet...

HWSETA TRAINING Mandisa Sonqishe and Eugene Pillay attended the HWSETA training on the new computer system in June. This new system is to be used by HWSETA and their various sites to distribute policies and implementation for the Seta. Mandisa also attended the QTCO training in July on the migration process from HWSETA to QTCO.

BEREAVEMENT TRAINING FOR EDUCATORS A generous sponsorship from 31 Club allowed us to train 20 Educators from various schools within eThekweni. The course was specifically designed for Educators to assist learners in their care who struggle with grief and loss as well as drugs and suicide related issues. In addition to our own facilitators; we are grateful to Mehnaaz Olla and Gugu Buthelezi who also assisted with this course.

From the evaluations received the course was very popular, with educators now empowered to handle children in a vulnerable state. The certificate presentation ceremony took place during a lunch break, with 4 members from Club 31 joining Linda Webb (our CEO) and the facilitators. This was such a success that we are proud to announce renewed support from the 31Club for the same course in 2018!



INTRODUCTION IN PALLIATIVE CARE TRAINING

There are two specific areas of training being either for Multi-disciplinary Staff or Enrolled Nursing Assistants and Community Caregivers. This training is provided for Department of Health staff at many hospitals and Community Health Clinics in KZN. Theoretical sessions were conducted and followed by practical sessions with assessments of Practical Components and Workplace Tasks.

In October, 19 Multi-Disciplinary staff attended including Professional Nurses, Enrolled Nurses, Social Workers and even a Psychologist. They were from King Dinizulu, McCord's and Addington Hospitals.

In November, 23 Multi-Disciplinary staff from King Dinizulu, R.K.Khan, Inkosi Albert Luthuli, Wentworth, Charles James and Prince Mshiyeni Hospitals attended the training. This time the profile included Professional Nurses, Social Workers, a Physiotherapist, a Dietician and a Para-medical!

The third training session took place during December where we hosted a further 21 staff from R.K.Khan, Wentworth, Charles James, Clairwood and Prince Mshiyeni Hospitals. The variety of candidates highlights the fact that palliative care should be a common concern and primary focus for all staff who deal with a patient. We are so happy that this has been acknowledged by the Department of Health, and that we are able to pass on our knowledge to those who will be affecting the lives of patients.

The In-patient Unit has been stable with admission rates unpredictable, at times it has been very busy. We recently had 3 female patients of about 32 years of age with terminal cancer on our programme. All of them have passed on, and as you can imagine dealing with such young people makes the work quite traumatic. However our experienced staff cope so well in such circumstances and it is at times magical to see the dynamics in action.

Medical Department Doctors have continued to extend their already impressive knowledge. Dr. Mitch Scott graduated with the Diploma in Palliative Medicine from UCT. The research undertaken by Highway Hospice and Dr. Sarah Fakroodeen as the principal investigator, “Decisional control preferences among patients with advanced cancer: An international multicentre cross-sectional survey”, has now been published in high impact journals, “The Oncologist” and “Palliative Medicine Journal in the UK”.



WE ARE SO PROUD TO HAVE THE INCREDIBLE AND WELL VERSED SERVICES OF DR SARAH FAKROODEEN AND DR SCOTT HELPING OUR PATIENTS AND STAFF

I continue to serve as Chairperson with Hospice Association of KZN and that organisation is also making good progress. It is a welcome resource for the Highway Hospice as we discuss best practice and share knowledge as a region. Our influence has a strong voice on the national body and this way we can better advocate for Hospice and Palliative care in a macro environment.

We continue to pass our knowledge and skills to the 5th year medical students which is so rewarding. It is not uncommon to find the medical team making presentations and chairing discussions or talking at functions. We have had a successful year in providing medical care as well as training and advocating and thank all staff for changing the world for our patients.

Doctor Sarah Fakroodeen (Head of Medicine)

The year 2017 saw a slight increase in income over the previous year, bringing in just over a valuable and critical R6M turnover. We were able to keep expenses well within the budget, and so produced an impressive operating profit of R2,7M.

The Hillcrest Shop is maintaining a steady income, although not quite meeting the sales levels we would hope for in this area. Drop off donations in Hillcrest have declined somewhat over a period of time, which obviously affects the income potential. Keeping this shop stocked is crucial to it reaching its' potential in providing for our patients.



HILLCREST SHOP WITH THE MANY GOODS TO BE FOUND IN OUR EASY CONVENIENT LOCATION
NEXT TO PLUMBLINK IN CENTRAL HILLCREST

The Pinetown Shop continues to do well and we are committed to continuous improvement. We had some great furniture donations over the year, and managed to convert many of these with the support of our auctions. Our silent auctions contributed R481,406 to our income which is a 60% growth on the previous year. A record amount of R152,000 was achieved for the October 2017 auction, and the highest bid ever received on a lot was R8,100 for Royal Navy Memorabilia. We are extremely grateful to our donors who have been donating some extremely good quality items to our shops. Quality goods bring in quality sales, and so we are so grateful for the support!



BOOKS REMAIN ONE OF OUR MOST POPULAR SELLERS, WE HAVE A HUGE
SELECTION IN BOTH PINETOWN AND HILLCREST, COME SEE FOR YOURSELF!



OUR AUCTIONS HAVE BECOME VERY WELL SUPPORTED, NOT ONLY
WITH THE QUALITY GOODS WE ARE SO GRATEFUL FOR BUT ALSO THE
SUPPORT FROM YOU ALL LOOKING FOR AMAZING AND UNIQUE PIECES.
CALL THE SHOPS TO BE ADDED TO THE MAILING LIST TO JOIN IN!



The Home Industries Shop has kept a steady income throughout the year. We are very grateful to our dedicated bakers who keep the shop stocked with delicious home baked delights. Don't forget to come and support us on your way past.



There were some worrisome months where donations were very scarce, but we had great support in the December holiday period. This is a good month to spring clean and get organised for the year ahead. A couple of new charity shops have opened up within a 5km radius of the Pinetown Shop and this may have had an impact on the number of donations coming through. We still have amazing ongoing supporters who have been donating to us over a number of years with kindness. We are seeing new donors who have responded to appeals we have sent out through the various media platforms. We are so reliant on this support, and thank all in the community for their generosity.



The depot staff has remained stable over the past few years. They have received ongoing training to accept and identify what items we are able to sell through our charity shops. Should there be any doubt as to the value of donations, the staff take photos of items and send these pictures to management to make a decision. This practice is working well and reduces non-saleable goods that are brought back to the depot. In this way we can reduce the expense of throwing the goods away.

Our committed drivers use a variety of vehicles allowing us to collect all sorts of different items with ease. Our truck facilitates collection of larger items like furniture, beds and even entire households; while a bakkie can do books, kitchenware and boxed goods. We plan collections in various areas for specific days of the week to optimise efficiency. Donors have become used to the schedule and have passed this message on to new donors that they might come into contact with making life easier for us. From time to time we also arrange longer trips when we can to collect out of town.

The depot is fortunate to have a team of dedicated volunteers who assist us with sorting and price marking. They become specialists in their area of focus, and ensure that the shops are stocked with organised, clean and correctly priced items for sale. To all of the team, and to all donors; thank you all for the part you play in making the warehouse work so efficiently and effectively.

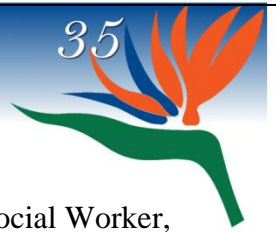
Health, Safety & Risk Mgt

The Health and Safety committee are well versed and dedicated in keeping the standards of our Hospice at a Five Star rating. This ensures that all staff, volunteers, patients and visitors are kept safe in our environment.

We have a dedicated nurse who does our infection control and all Hospice sites are audited on an ongoing basis. We also have an Emergency Plan in all of our departments for all to read as well as floor layouts showing where to meet in the event of an emergency. Our Fire Marshalls are trained annually and the First Aid team every second year to ensure we have the knowledge to handle any emergency that may happen.

Risk Policies are updated on an annual basis keeping everyone in the know of what risks each department are faced with and we meet regularly to discuss them. With the online audit in place and our continuous efforts at Hospice to up hold standards, we will continue to keep our precious Hospice as safe and risk free as possible.

Robbie Slabbert (Health & Safety & Depot Manager)



Our Department has a staff of two part-time Social Workers and a full time Auxiliary Social Worker, plus our Secretary has also been studying and is qualified as an Auxiliary Social Worker! Our Social workers aim to work in the three most important areas of the profession: Individual counselling, Group Work and Community work. We now have 600 Patients in the Community which has expanded quite rapidly and extends as far as Ballito. We work closely with the Doctors and Professional Nurses both in the Unit and Homecare to provide the best care for our patients on an inter-disciplinary platform.

Orphans and vulnerable children

These children are of prime concern to us in our attempt to reach out to them, identify their needs and provide emotional and nutritional support as far as we are able. We offer Memory Box workshops (which are usually run during school holidays) which helps them to accept some of their circumstances and discover their strengths it is also essential that we offer these services to the children so that they can feel that they have the tools to rise above the trauma and grief that they feel. We started a pilot program in the Umlazi area whereby the children go one afternoon per fortnight to play sport. This group has grown in numbers and they really enjoy themselves, apart from which the Social Worker has direct access to them in a non-threatening environment. We started off with one Soccer ball and two skipping ropes and are now exposing them to tennis racquets and balls. They now have a small soccer team which they have named Umlazi Siyanqoba Sports Club, which means “Heros” Our team also provides support and training for the Care Givers of these Children and other Patients in the community.

Day Care Centre

The Out-Patients attend Day Care Centre from 8.30 to 12.45pm on Thursdays; they generally come from Umlazi and Chesterville as well as the vicinity of Highway Hospice. They support each other and find various commonalities amongst themselves. They have access to see the Doctor, Nurse and Social Worker to get treatment for the side-effects of their treatment or other ailments, or problems that may have cropped up at home. We try to stimulate them by offering various hobbies and crafts, games, films, music, exercise, informative talks and occasionally outings. They have a light breakfast and a nutritious lunch.

Adherence groups

These groups are run by our Nurses in the community and our Social Workers assist them by giving talks on healthy living as well as teaching skills and crafts that may assist them in improving their home circumstances or generating a small income for their family.

Bereavement Support Group

These are held on a monthly basis and attended by the family members who have lost loved ones. We have Volunteers who have attended for many years and are able to assist the new members in the process of grieving.

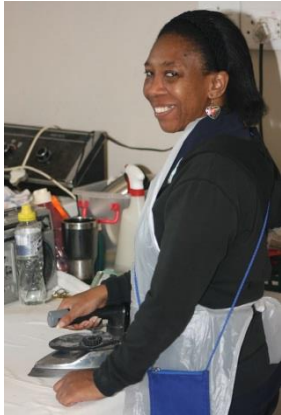
Remembrance Service

This is an annual event on our calendar in the month of November. It is an inter-denominational Service for the families of those who have passed away during the last year. It is well-attended by those who lost family members some time ago who receive succour from attending this beautiful Service.



Kitchen & Housekeeping

I remember once explaining the importance of our kitchen to a visitor on tour. She started to cry when I told her how mindful our kitchen staff were that each meal may well be the patient's last. No wonder each tray is



**ZAMA SMILING AS ALWAYS
WHILE IRONING LINEN**

adorned with fragrant flowers and delivered with such care. The team is always a smile away and happy in their work of keeping the unit and all offices clean and fresh. There is also the washing, ironing and linen management so the team is never really relaxing.

It has often been said that the compassion and understanding in the unit is from everybody. It is not only the patient care team who understand our philosophies, but all staff who can touch a patient's heart. The entire team play a part in making the days special from a clean sheet to a carefully prepared meal these ladies are making sure that, "Every Day Matters."



**ANNA IN ACTION WITH ONE OF
THE MANY VOLUNTEERS WHO
ASSIST THE KITCHEN**

Gardens & Maintenance

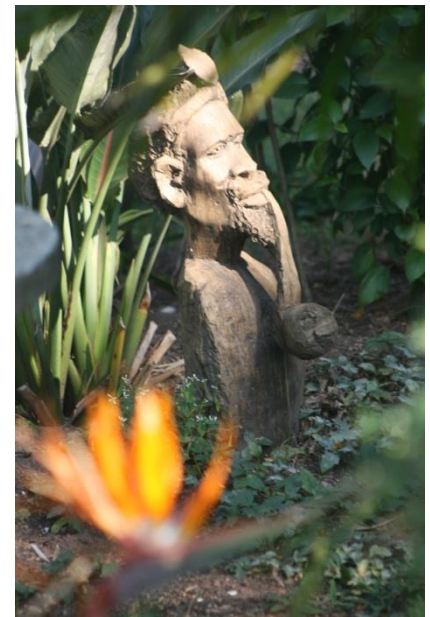
Casper Webb and his team sure have a task on their hands! They are the, "go to guys" for all and anything that goes wrong in regards the buildings, plumbing, electrical... you name it. Between emergencies, the guys tend to the gardens at Sherwood to help provide an environment of peace and tranquillity for patients and visitors.



**"TOKOLOSHE" AS HE IS FONDLY KNOWN
HERE TENDING THE GARDENS**

They also manage the fleet of vehicles and ensure they are as reliable as possible. We can't afford to have our precious team stranded on the road because of neglect in this area. We also need the vehicles clean and presentable as the nurse's rush all over eThekweni.

Many of you may not know that we have community hospice's in Umlazi, Inanda and Chesterville. These facilities are also managed by the maintenance team. They often have to work with cement, roofing, tiles, stones and garden in these areas. It is a varied and important department, and with so many ladies around the muscle is always in need!



**SIZWE PAINTING
BUILDING EXTERIOR**



Income statements

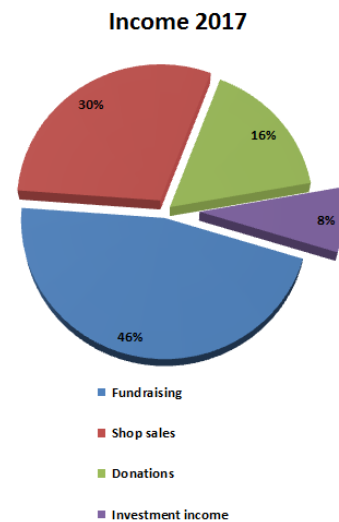
	2017	2016
	<u>R</u>	<u>R</u>
Income		
<i>Fundraising</i>	9 546 444	8 016 466
<i>Shop sales</i>	6 088 122	5 826 143
<i>Donations</i>	3 370 045	3 681 508
<i>Investment income</i>	1 549 041	1 831 945
	<u>20 553 652</u>	<u>19 356 062</u>

Expenses

<i>Patient care</i>	11 837 691	11 988 995
<i>Fundraising</i>	2 320 496	2 498 415
<i>Shops</i>	3 408 458	3 302 522
<i>Administration & management</i>	3 120 388	2 821 040
<i>Maintenance</i>	535 810	729 954
	<u>21 222 843</u>	<u>21 340 926</u>

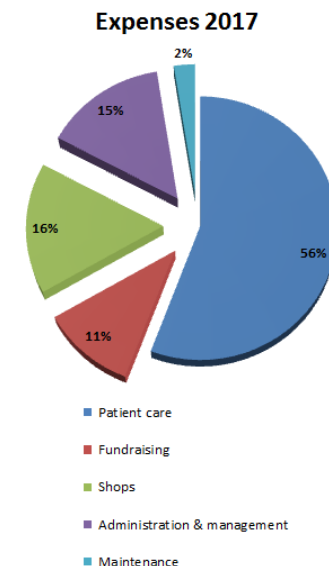
Net (Deficit) Surplus for the year

<u>(669 191)</u>	<u>(1 984 864)</u>
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Once again the 2017 financial year proved to be extremely challenging and the Highway Hospice ended with a deficit of R669 191 for the year. We had budgeted for a modest surplus for the year of R157 038 but once again our income raised was under budget by R1 816 812 mainly due to the fact that our anticipated funding from the lotto failed to materialise. On a pleasing note we were able to keep our expenditure in check and actually spent R990 583 less than budget. The expenses for the year were also less than the previous year by R118 083 which was remarkable given inflation.

Although our budgeted income for the 2018 financial year of R22 407 703 seems optimistic at a 9% increase over the amount collected for 2017 we are encouraged that as at the end of May 2018 we have already collected R10 406 542 which is up by R1 889 678 on the amount collected by May 2017.



Balance sheets

	2017 <u>R</u>	2016 <u>R</u>
Assets		
Non Current		
<i>Land and buildings</i>	9 865 324	9 865 324
Current assets	2 924 334	2 619 737
<i>Other receivables</i>	154 800	351 732
<i>Cash and cash equivalents</i>	2 769 534	2 268 005
Total assets	12 789 658	12 485 061
Equity and liabilities		
Equity	3 488 947	4 158 138
<i>Retained income</i>	3 488 947	4 158 138
Liabilities		
Non- Current liabilities	7 321 739	5 740 671
<i>Other financial liabilities</i>	7 321 739	5 740 671
Current Liabilities	1 978 972	2 586 252
<i>Trade and other payables</i>	1 558 972	2 166 252
<i>Other financial liabilities</i>	420 000	420 000
Total Equity and liabilities	12 789 658	12 485 061

The deficit for the year once again placed pressure on the organisation's cash reserves and in December the Hospice was forced to go cap in hand to the Highway Hospice Community Care trust for a further loan of R2 000 000. We are most grateful to the trustees of the trust for the funding which stabilised the cash resources. Even with this cash injection cash reserves at year end of R2 769 534 only represent one and a half months budgeted monthly expenses.

Once again I would like to reiterate that although the results for the year have not been great it has not been from a lack of effort and I would like to thank Linda and the whole Hospice team for their efforts and hope that the positive start that we have had to the 2018 financial year continues.

D.W.G Collett (*Honorary Treasurer*)

Thanks for your understanding that this Annual Report was designed to be read on a screen in order to reduce the cost of printing and distribution. We believe funds should not be wasted on glossy pages, but rather saved and used for the benefit of our patients. We hope you have the same opinion?

You are welcome to download and print a high quality copy here http://highwayhospice.co.za/Annual_Report_2017.pdf