



STRELITZIA HOUSE

Annual Report 2018

Chairman's Report

It has been a few months since I became Chair of the Highway Hospice Board and consequently I can only write a short report covering the period to the end of the Year. It was, nevertheless, a challenging and exciting time. We have had the best year so far on the fundraising front thanks to our donors and everyone who made this possible.

We have also had some challenges especially with regards to attempted robberies at our premises. This is part of a bigger phenomenon of crime which is a nationwide problem. We continue to make efforts towards improving security for our patients, staff, our visitors and assets. Unfortunately our efforts have necessarily come at a big cost to the Organisation. This has eaten into the funds that should have been put towards improving and expanding our services.



Musawakhe Mahlambi

At the heart of the Hospice movement is caring for the most vulnerable in our society. This task requires that all those involved put in their best effort physically, mentally and spiritually. I am happy to say I have witnessed all of these from the Highway Hospice staff and volunteers. As we work upon another year it is important that we should maintain and build upon the success that we enjoyed in 2018 as Highway Hospice. One of our major achievements was being able to end the 2018 year with a R4.7 million surplus. The current year has started off slowly, but we are optimistic that things will improve.

On the human front I am happy to report that there is generally a good and positive vibe among staff. Highway Hospice management continue to create an environment where the staff can work and feel that they are treated fairly and with dignity. I believe that if our staff are happy then they in turn will reflect this feeling in the type of care that they give to our patients, their families and friends, our beneficiaries and our donors.

As the Board we are looking at a number of initiatives that will take the Hospice to the next level. Among these is reviewing our strategic goals in order to ensure that as an Organisation we are aligned at all fronts in order to function at our optimal level. We have also undertaken to review the Hospice Constitution in order to bring it up to date with the current structure and Mission of the Organisation.

I would like to take this opportunity then to thank everyone who has been involved in making this the great year that it has been. Our Highway Hospice Team go beyond the call of duty on a daily basis and they excel under very challenging conditions. To our team I must say, Thank you so much for your support and care.

With much appreciation

Musa Mahlambi Chairperson

Past Chair's Report



Imelda Haarhoff our past Chair at the Spring Breakfast soaking up the incredible vibe of the morning.

In 2018 it was the year for Highway Hospice to celebrate 36 years of providing quality palliative care for the citizens of eThekweni and surrounding areas. Highway Hospice still offers care and support of the highest quality to our patients and their families despite our humble beginnings. Our success as an Organisation has been and will always be due to the work done by our amazing team of staff and volunteers.

In every effort to keep Highway Hospice relevant, we started with a Strategic Review plan last year. We invited participation from both staff and volunteers to source feedback and suggestions through a survey. The information received from those who participated has proven to be very useful with some improvement in our plans and processes already bearing fruit. There is still a great deal to be done but the team will continue to make Highway Hospice the strong and proud Organisation it has always been.

Our motto "We Care" has and will always stand us in good stead and for this I acknowledge the hard work that the entire Hospice Team perform

often under difficult circumstances. A fine example of this is the training offered by Highway Hospice to Health Care Workers and young Medical students.

Elisabeth Kubler Ross noted ***"Throughout life, we get clues that remind us of the direction we are supposed to be headed...if you stay focused then you learn from your lessons"*** wise words from this remarkable woman so well known for her work with Hospice Care, I would ask that these wise words are kept close to our hearts.

Imelda Haarhoff Past Chair



Musawakhe Mahlambi
Chairman



Derek Collett
Treasurer



Mary Leppens



Prof Paul Beard



Imelda Haarhoff



Bruce Schnell



Prof R. Green-Thompson



Doctor Sazi Mjiyako

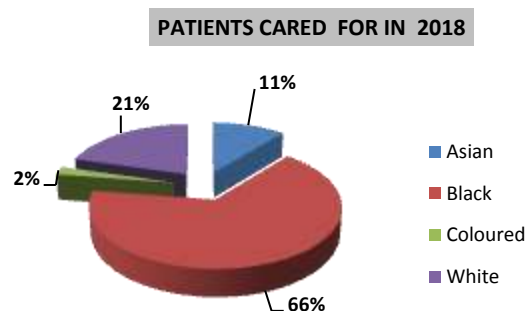
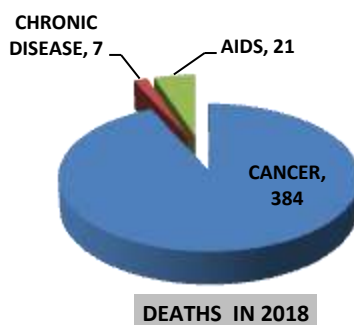
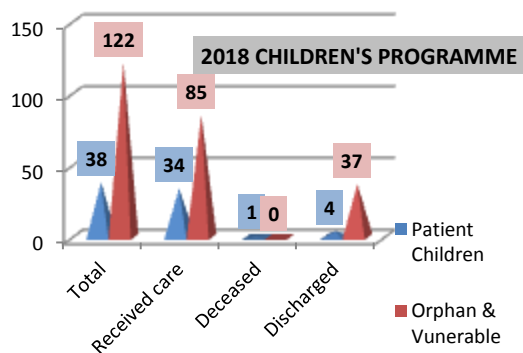
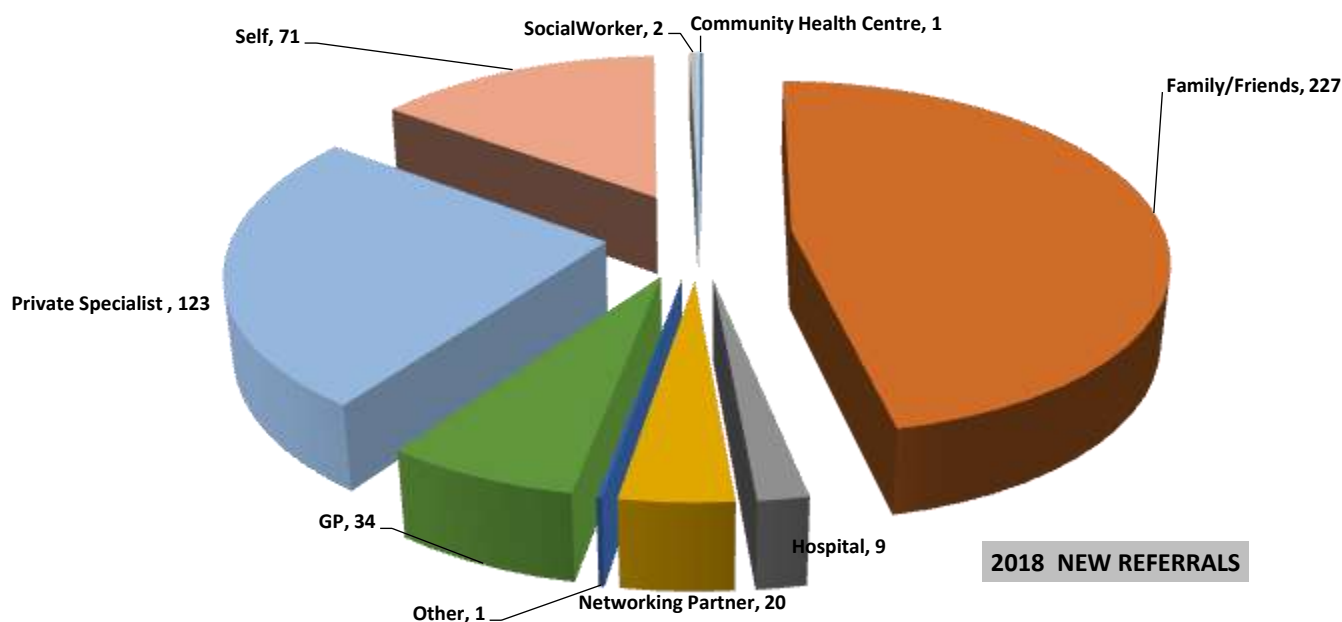


Overview by the CEO

Highway Hospice cares for an average of 600 terminally ill patients on a monthly basis through our home care nursing or our in-patient unit where patients are admitted for pain control, respite or terminal care.

Our annual statistics as you can see below reflect that we admitted 377 new patients onto our programme; an interesting statistic is that the highest number of referrals to Hospice are made by friends and family.

Sadly, our statistics reflect that the highest number of deaths are cancer related. The cancers are getting more and more aggressive, and affecting people of a younger and younger age.



Message from the CEO

It is hard to believe that this year we are celebrating Highway Hospice's 37th birthday. I am also humbled to note that this is my 6th annual report and my 7th year in the hot seat! Time has flown - as it does when one is doing something they love. Every day is special at Hospice; we get to meet some truly amazing people and I thank our beloved patients and families who have entrusted themselves to our care. To them I say, we have all been touched by your beautiful letters and cards of appreciation, some of which we will share in the body of this Annual Report.

The team at Highway Hospice are extremely grateful to our very generous donors who have enabled us to keep our doors open and continue to offer care to an average of 600 patients on a monthly basis.

On the financial front I am delighted to report that 2018 was a record year for Highway Hospice. We ended the year with a surplus of R4.7 million which was much needed after our rather dismal year in 2017 when we were forced to dip into our "rainy-day" fund. Words cannot express our gratitude to the special people who were touched by Hospice and remembered us in their wills. The increase in our bequest income was so very well appreciated.

We are very excited to have secured official Comrades Marathon charity status for 3 years as of 2018. This will give all the Hospices of South Africa a great opportunity as we work towards our common goal of expanding our reach and spreading the word of hospices and palliative care in our beautiful country.

We have also made significant strides towards our Vision, "Palliative Care for All"; 2018 saw us starting up Adherence Clubs where we ensure our patients have hot meals and adhere to their ARV medicine regime.

As I type this Annual Report it occurs to me that it is virtually daily that I am amazed by the commitment of our Highway Hospice Team in always going the extra mile for our patients! Thank you all from the bottom of my heart. I am honoured to work with such a dedicated team, many of whom work under extremely stressful situations virtually daily. You are our angels on earth – thank you.

When I refer to the Highway Hospice Team, I include our really loyal volunteers who give so freely of their time. Without our volunteers Hospice could not exist. In conclusion I give thanks to our Board of Management for their support. We all look forward to another successful year.

My heartfelt appreciation to all

Linda Webb Chief Executive Officer



Linda Webb



In-Patient Unit

It is early in the morning as I sit in my office typing this report. The sun is just starting to peek through the clouds and the administration staff are yet to arrive. There is gentleness and peacefulness as the day begins. I look out over the beautiful hospice garden and I can hear the birds chirping. It is impossible not to feel blessed to work in a place like this.

In the nurses tea lounge the night duty sisters are handing over the information of each patient to the relieving day duty team. The day duty staff listens intently, asking questions about medications and various plans of care. This is a special, renowned care that continues day and night, 365 days a year. As far as I know the IPU has never been closed except for six weeks many years ago when it was renovated. The In-Patient Unit is more than a building. I feel that it is an organic, living entity consisting of caring people, who go out of their way to help our amazing patients.



Parry; a well-loved patient in the unit having a bit of fun with the staff while promoting our annual Ladies Lunch.

I walk into a patient's room to see her in a semi-comatose state, Sister Stella is with her. The same Sister Stella who was with Greta Schoeman when she founded our hospice all those years ago. Stella is gently combing the patient's hair, there is a love and deep care that is palpable in the room. I remain quiet, speechless and afraid to disturb the sacredness of this moment. The legacy of the principles and care that Greta founded this hospice on can still be seen and felt in our special Unit. The staff and volunteer caregivers work as a team, each one following the philosophy of hospice.

Michelle Naidoo Head of Nursing



Home Care Team

Sister Lindeni is small of stature but her passion for palliative care packs a punch. She has just about 200 patients and still makes the time to run two adherence clubs with close to 40 patients each in her beloved Inanda area. She is supported by a team of capable community caregivers. Some of these caregivers started out as volunteers with us over 15 years ago. They do not earn much but their commitment to hospice is exemplary and their impact immeasurable.

Florence Nightingale in her broad-based theory on nursing described Nursing as an art. The care that is given by the Homecare nurses indeed consists of many scientific elements; however it



Home Care Team Continued:



Some of our Homecare team having fun again, while helping us to promote the Charity Challenge Relay. Get your running shoes ready for the 2019 edition!!!

Is essentially an art form. The nurses weave and spin through family dynamics within each patient's unique situation. They intertwine a tapestry of beautiful palliative care, instinctively linking the aspects of medication and symptom control with love and compassion. "Care and compassion" are not just philosophical ideals here at Hospice; they are backed by practical actions. Counselling is done; food hampers distributed, blankets and clothing passed on to ensure comfort for those that have few earthly possessions or support.



Some of the Homecare team planning the distribution of donated knitted winter blankets. Donors knit all year to make sure their blankets are ready for winter.

The raw process of disease progression and the effects on people is very evident in the homecare setting. Poverty is rampant in many socio economic strata, the homecare team affords these patients dignity and support. Patients become very aware that they are not alone during this terminal phase of their lives. Death is something that is inevitable to everyone, in fact without the finality of death, "life" would simply be existence. Palliative care softens this process by adding the element of real care, no wonder people call our nurses, "**Angels on earth.**"

Michelle Naidoo Head of Nursing



Devi Govender of Carte Blanche fame was our guest speaker at the Spring Breakfast. An incredible and complex woman, with inspiring tenacity who plays many roles in life.

I often refer to Fundraising as “**FUN**-draising” as we really need to inject this element into our work for healthy progress. Keeping the funds rolling in is a vital (and stressful) requirement in keeping the wheels turning and the magic happening. We are so reliant on you, our community, who in essence allow us to provide the care we are so famous for. In any week of the year I am amazed at the generosity of the human being. I am often left speechless, as I witness how we as people, are hard wired to care for others. It is a constant blessing to be reminded how “giving” is such a natural and central part of each of our hearts and souls.

We had a busy year with many events, campaigns, applications, reports and communications. You will see from the accounts that we had a great year in terms of income. This is always good news, and generally only means we have a little to stash away for slower times. The reality of donations is that it is a voluntary contribution; and so unlike any “business” we are never in a position to be able to plan and foresee funds with too much accuracy.

Our greatest source of funds remains the thousands of “Individuals” who donate either small amounts monthly (or less frequently), and those who bequest legacies to us. We do have loyal and special support from various Trusts and Foundations for which we are so grateful, and the corporate support is still trickling in. We do have to work hard and customize our partnerships with the corporates to achieve their complex goals. This is always possible, and we have flexibility to allow full benefit of all elements of the BBBEE scorecard for any industry sector. So please speak to us regarding your corporate spend, we would love to discuss how we can suit your needs.



Fundraising & Marketing Continued:

Our annual Ladies Lunch, Mandela Day celebrations, Tree of Light and Race Day were boosted by the Barloworld Sporting weekend, a Spring Breakfast and the Charity Challenge Relay. We were also announced as an official beneficiary of the Comrades Marathon and enjoyed our first year getting to grips with this great honour. We have had such amazing support from so many who have arranged their own events for our benefit. This is an extreme honour as we are able to benefit without the need to exert huge effort in making things happen. It is always a privilege to attend these events and to be able to speak about what we do in this special place, and how these amazing people change lives so gently and with so much care.



Some models showcasing some of Durban's most inspiring designs to our guests at the Ladies Lunch titled, "50 Shades of Pink."

I am forever grateful to our donors, volunteers and friends who assist us in making Highway Hospice able to function. Each donation, no matter how small, deserves as much gratitude as the next; and we are forever grateful for the support we receive. It is truly humbling to be the conduit between generous supporters, and the incredible people on the ground here at our Hospice. I am continuously inspired by you all in different ways and I thank God daily for you all, and your kind and loving hearts.

John'o Olds Head of Fundraising & Marketing



Training & Education

PALLIATIVE MEDICINE TRAINING FOR MEDICAL STUDENTS



This year we trained 226 medical students who are in their 5th year of training. Groups of 35 – 40 are trained every 6 weeks with 3 days of theoretical lectures and 1 day of practical training. They visit terminally ill patients in their homes with a Professional Nurse from either our team, or one from Khanya or Chatsworth Hospices.



Training & Education Continued:

FACILITATOR TRAINING

Five staff successfully completed their NQF5 Facilitator Training, through Eagle's Wings Skills Development Consultants. This will add huge value in facilitating accredited training programmes going forward.



LOSS, GRIEF & BEREAVEMENT TRAINING FOR EDUCATORS

The kind and continued support of the 31 Club allowed us again to run our programme on Loss, Grief and Bereavement. This was conducted on 19th and 20th June 2018. This course is designed to assist Educators to help learners who struggle to come to terms with various kinds of loss and grief. It is always a well-received course which empowers them to handle and help learners who struggle in the areas of the loss of a parent or sibling, issues of substance abuse, suicide tendencies, rape and child abuse. A memorable certificate presentation ceremony was held with our sponsors presenting the certificates to participants.



INTRODUCTION TO HOSPICE PHILOSOPHY COURSE

the Introduction to Hospice Philosophy Training took place from July to September 2018. 12 participants completed the training, with all reporting positively and on the training. This remains a life changing course for many and is recommended for anyone who has not experienced it.



SHORT COURSE IN PALLIATIVE NURSING CARE

Our tutor Mary Thomas is very passionate about Palliative Care, and goes the extra mile in ensuring that our students are properly trained. She puts in many additional hours and provides individual tuition resulting in excellent outcomes. There were six Professional Nurses and five Enrolled Nurses in training in 2018. Once again, we achieved a 100% pass rate, with four students obtaining distinctions.



Training & Education Continued:

INTRODUCTION TO PALLIATIVE CARE TRAINING - DOH

We have been conducting the Introduction to Palliative Care training for Department of Health Staff on a monthly basis since April 2018.

Participants are from the Department of Health Hospitals and Clinics and range through Professional Nurses, Enrolled Nurses, Social Workers, Dieticians, Physiotherapists and Community Health Workers. The training takes place over four days and once the assessments are completed participants who are found to be compliant receive certificates and CPD points are awarded.



We send a huge thank you to our Home Care Nurses who are ever-willing to assist with the training. It is so important to train healthcare staff on the principles of Palliative Care as this leverages our influence. We are limited in terms of the resources we can allocate to our work so getting others to join our belief in the principles is vital to patient care in eThekweni.

Eugene Pillay Education Department



Medical Department



The in-patient unit remained steady with our dedicated team caring for the patients' needs 24/7/365. The Home Care Department is continuously busy as we service the 2,300 odd square km's of the eThekweni municipal area. Medically we have had a busy year not just with the care of patients, but also on advocacy of Palliative medicine.

We discussed housing Palliative Medicine as a sub-speciality in the Department of Family Medicine at the Nelson Mandela Medical School. Presently we are dealing through the University of Cape Town. Dr. Gaede was most accommodating and interested in housing Palliative Medicine in the Department of Family Medicine. We will be having further discussions and hope to progress with our cause.

The Steering Committee's work with the Department of Health (DOH) has been extended, and we continue to work with the provincial authorities. The department has accepted Palliative



Medical Department Continued:

Care as a component of patient care. A Task Team been appointed in Durban and we are proud to roll out the concepts in KZN. Three hospitals have been identified to start with palliative care, these being Clairwood Hospital, Hillcrest General Hospital and Osindisweni Hospital.

The HAKZN Board Meeting took place on the 4th December 2018 at Highway Hospice. This collaboration of Hospices in KZN adds value to our organization. The Comrades Marathon was a new addition to our fundraising calendar with Di Van Dyk managing the KZN team passionately in our first year.

Our volunteer pharmacist Rosemary Jensen has been a great resource for us. She has struggled with her health recently, and we would like to thank her for her dedication to our dispensary. Sourcing medications was a challenge throughout 2018. We struggled to secure Voltaren injections, morphine powder and even simple B12 injections to relieve our patients.

Sarah Fakroodeen Head of Medicine



Charity Shops





Hillcrest revamp with the lighter feeling in the entrance and painting display

The shops suffered a number of unfortunate setbacks during the year. We had a spate of break-ins at the Pinetown Shop where copper pipes were stolen. This not only resulted in unnecessary expenditure for repair, but also a loss of water, and the need for 24 hour security for a period of time. This impacted heavily on our profit for the year which was R1Million short of budget.

We have a naturally thick skin as we have important work to do. We can't afford to be glum, and so with this vigour, a team of volunteers undertook to revamp the Hillcrest Shop. Shelving was painted, windows were stripped of paint to allow more light into the shop, clothing rails were donated and these all contributed to the overall success of the rejuvenated Shop.

The popularity of our Silent Auctions continues to grow, raising an important R570 000 through the quarterly auctions in the year. Registrations increased from 252 in January to 294 in October and we encourage everyone to join this listing of special supporters.

The Home Industries Shop is still maintaining a steady income and meeting its budgeted income. We are aiming to do a revamp of this shop in 2019 providing donations can be sourced to help with the upgrade.



Clean and organized layout for the beginning of Christmas, and the rush on the decorations for the festive season.



Warehouse & Depot

One cannot comprehend our depot without our trained, dedicated volunteers in action. Together with our collection team, they ensure that donations are collected, priced and put out for sale as speedily as possible. Over time, we have trained everyone to keep an eagle eye out for goods that can add value through our auctions.

We are often given goods which have no sellable value. Our collection team is quick to pick up what donations we can sell and what needs to be left behind. They navigate this sensitively so as to not upset our donors. This is a lot more difficult to manage when donors deliver goods to us. Just a reminder to you all that refuse removal is a major operating cost for us, so please be careful as to what is donated.

Not many people know the roads and areas of greater Durban more thoroughly than our drivers and assistants. This provides a quick turnaround time generally, and I must thank you all for the compliments on their good service. We were fortunate to have a new 3-ton Dyna truck donated to us which ensures that we can collect more of the larger items when needed. We are so grateful for this amazing donation from The Victor Daitz Foundation.



1 Much excitement as some of the team take delivery of the new collections truck. We are all so thrilled to have a reliable truck again!!!

Our collection schedule appears to suit all donors, but it is not cast in stone. We have the occasional collection out of town, and also have to plan for entire household donations. It does make sense however to focus on areas of collection to maximise saving in terms of fuel as well as time and effort. Goods that are collected in the upper Highway region are delivered to our Hillcrest shop to ensure that there are always goods available for resale.

Robbie Slabbert Warehouse Manager

The Psychosocial Department makes home visits, attends clinics in our wider community and sees Patients and families in the ward and offices. They also encourage Patients through Group Work sessions and play a part in Adherence and support groups. Our team includes a full-time Social Worker, an Auxiliary and a part-time Social Worker. Even the Secretary has become an Auxiliary and visits the Community and helps with group work.

Our Day Care Centre provides personalized attention to Out-Patients who are brought in from various areas. They are able to see the Doctor, Nurses, Social Workers as well as our wonderful Volunteers who do so much for them. They have nutritious meals, are exposed to different crafts, have light exercise and are able to interact with Patients who share similar concerns. Pastors from local churches often visit to offer prayer, uplifting messages and spiritual guidance. The highlight of the year was an outing for a breakfast at Summerveld, a Dressage display



and a superb lunch in a generous volunteer's home. The Day Care patients will never forget such a special day, and we are always looking for such exciting outings if you are able to assist us in planning future excursions.

We play our part in the National HIV/Aids campaign by hosting Adherence Clubs and Support Groups in Umlazi, Chesterville, Inanda and Amoati. Our Social Workers assist in these groups by providing talks on a diversity of topics; and encouraging patients to adhere to their medication regimen. Patients are incentivised to attend with a hot meal, which is essential when taking such powerful medication. We also teach new (or reinforce old) skill-sets which may enable them to earn a modest income and grow self-confidence.

Psychosocial Department Continued:

All too often we are made aware of the needs of Orphans and Vulnerable Children through our work with their parents' tragic circumstances. They are an important area of concern for us, and so we plan memory Box Workshops during School holidays to aid in managing grief, bereavement and supporting growth. They are able to explore their emotions and learn to express them in a safe and structured environment. "Hero exercise books" contain their personal feelings and thoughts, memories of lost Parents, letters and any photographs they may have. Many of these children are left in the care of Grandmothers, who are hard-pressed for funds to care for them.



Our team provides support for the Volunteer Care-givers in the community who so generously give of their time and energy to our immobile Patients. The team, with these Care-givers, also manages the soccer group in Umlazi where the kids can interact with each other in a healthy and safe environment. One of our players has been identified by a talent scout and is now attending school in Johannesburg because of his talent.



On the last Wednesday of the month (at 1pm), the Bereavement Support Group gather ready to assist and support those who have lost loved ones. The members are kind and caring and truly supportive of each and every member. An experienced Volunteer who has gone through the trauma of tragic loss runs the group, and all are welcome to attend.

Our Remembrance Service is a cherished event held each year in November. It is an inter-Denominational Service which is held at the Musgrave Methodist Church for those family members who have lost loved ones in the past. It is well-attended and highly revered as the youth from a Junior School provide a Choir and a magnificent candle-lighting ceremony is open for all who wish to participate. This service, and the many Year-end functions leads us to the completion of another year of assisting people through this natural journey of life.

Suellen Beare HOD Social Work

Volunteers



These three gentlemen are a formidable team behind a braai. Driven hard by their wives and their love of the Hospice.

Did you know that we have over 165 active volunteers making a difference to the lives of our patients? These amazing people give freely of their time, which is a magical, yet finite resource. They allow us to leverage our efforts without increasing the cost to do this, meaning more work gets done with less cash. This saving and leverage is a direct benefit to the patients.

Anyone is able to volunteer at any time, complete a simple form and a small check or two and you are ready to add value. If you would like to interact with patients, you will need to do the life-changing "introduction to Palliative Care" course through our education department. It is an amazing privilege to spend time with our

patients, and incredible how much one can learn about the importance and privilege of life.

We have volunteers doing all sorts of work including in the unit and day centre, charity shops, reception, coffee bar, flowers, Snuggies and sewing, administration and fundraising. We make use of any skill or talent, and will use volunteers in an area that feeds their passions and interests. The highlight of the year is a Volunteers Lunch, where staff serve the volunteers and make a fuss of these special and inspirational people.



Sheryll serving the volunteers at the annual Volunteers' Lunch.

Kitchen & Housekeeping

Our team in the kitchen play a special part in the operations of not only the In-patient Unit, but in the entire Hospice. The team prepare the catering for our groups and clubs in Inanda, Umlazi and Chesterville as well as all training and meeting requirements. This is over and above the needs of the patients in the Unit. They also manage the laundry, and a routine that keeps Sherwood spotlessly clean and hygienic. They are all fully aware of the principals of Palliative and Hospice care, and are unsung heroes who bring smiles, laughter and fun with them.

Kitchen & Housekeeping Continued:

Although loss of appetite is common in advanced stages of terminal illness, the team pay a lot of attention to the small portions they prepare. They are all aware that each meal could well be a last meal, and so they prepare and present it with love and attention to detail. It is so special to witness them taking orders and trying to provide what each patient feels

like.

"One cannot think well, love well, sleep well, if one has not dined well." ~ Virginia Woolf



Some of the team preparing sarmies with the usual smiles and fun in the kitchen



Maintenance & Fleet

Men make up less than 10% of the profile of staff at Highway Hospice, and the ladies can be demanding. Nobody knows this more than Casper Webb and his team who are always fixing this, moving that, building something, clearing, sweeping or cutting. They have to be very clear on their routine requirements, and remain focussed on what needs to happen; as they are in high demand to satisfy irritations around the campus.

Apart from keeping everything in order, neat, tidy and well maintained they also manage the fleet of vehicles

which move our team around eThekweni. The mileages are monitored, services scheduled, repairs planned and tires inspected. This is a vital element of keeping our special team safely traveling, and not stranded on the side of the road in some of the dangerous places some patients live in.

You may have noticed that most of our Fleet is made up of Ford motor vehicles. This is the result of a relationship we have had with the Cave family and the Barloworld Ford team for over 35 years. Each year a sporting weekend is held in the Wild Coast Sun, and the proceeds of which are used to replenish the fleet. Casper identifies the oldest (or most used) vehicles to replace, and we bring in a new Ford to take it's place. We are always and forever grateful for this special relationship with the organizers, and all who have supported the event over the many years.



The Maintenance Manne!





Delivery of two Ford's from Barloworld Ford and the Cave Family who have kept our wheels turning for over 35 years!



Health & Safety

We have a duty to ensure the safety of our staff, patients, visitors and the community members that we serve. The continuing dedication of the Health and Safety committee ensures that all our standards are kept at a high level. Our dedicated Infection Control nurse keeps a finger on the pulse of our infection control policies and procedures keeping elevated standards in place.

We are actually in a vulnerable situation at Sherwood as we are open 24/7. Our night staff is particularly exposed at a risky time of day with few staff on the premises. To this end we have upgraded our security systems and changed things up to provide the best safety as possible for the staff and patients.

We have had a lot of training to prepare the staff for different eventualities. Our Fire Marshalls were trained and certified which led to a better than average fire drill in 2018. The ongoing training of First Aiders will be completed during the 2019 period. Our Emergency Plan's, floor layouts (exit strategies) and Risk Policies for all departments have been checked and updated where necessary and staff are all aware thereof. We have had a safe year in the main, and hope for the same going forward with the right focus and awareness we should achieve this.

Robbie Slabbert Health & Safety Chairman



Treasurer's Report

I am happy to see that both the chairman and the CEO have stolen my thunder in reporting that 2018 was an exceptional year financially for the Hospice. The surplus for the year of R4 729 698 has gone a long way in repairing our dire financial position resulting from deficits incurred in the 2017, 2016 and 2014 financial years. The major reason for this exciting result was the fact that our bequests increased by some R6 016 301 over the previous year. I would like to congratulate Heather Walker our bequest officer on this remarkable achievement. Expenditure was up quite significantly (R3 556 660) as we were able to pay our dedicated staff a full bonus for the first time in many years as well as sort out a few overdue projects that we simply couldn't afford with our previous financial position.



Our budgeted income target for 2019 is set at R23 938 0277 in anticipation of a significant decrease in bequest income. Conversely expenditure is budgeted to come in at a much lower level of R23 400 320,



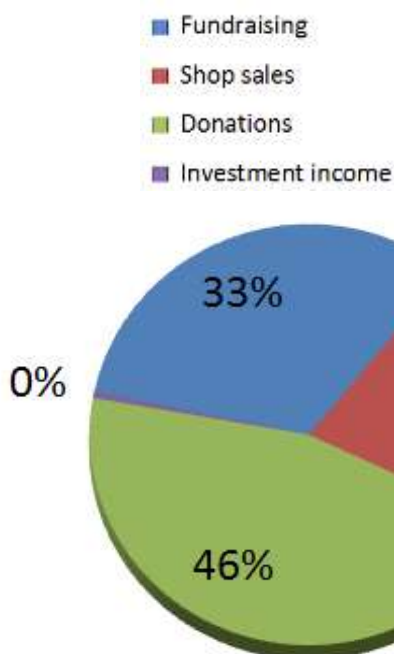
Income Statement

Abridged financial statements
For the year ended 31 December 2018

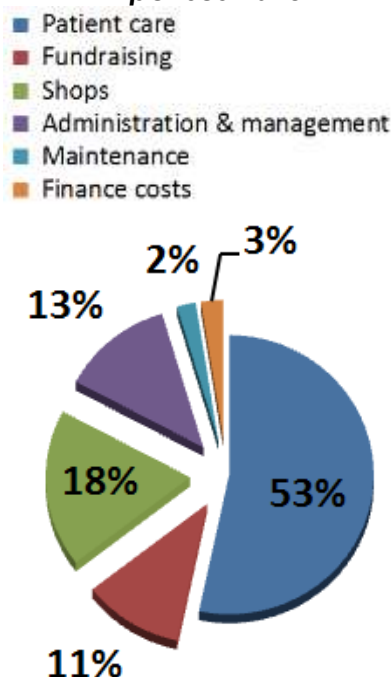
Income statements

	2018 R	2017 R
Income		
<i>Fundraising</i>	9 619 068	9 546 444
<i>Shop sales</i>	6 221 840	6 088 122
<i>Donations</i>	13 507 271	4 843 924
<i>Investment income</i>	161 022	75 162
	<u>29 509 201</u>	<u>20 553 652</u>
Expenses		
<i>Patient care</i>	13 220 048	11 837 691
<i>Fundraising</i>	2 772 347	2 320 496
<i>Shops</i>	4 528 309	3 408 458
<i>Administration & management</i>	3 112 277	3 120 388
<i>Maintenance</i>	526 921	535 810
<i>Finance costs</i>	619 601	-
	<u>24 779 503</u>	<u>21 222 843</u>
Net (Deficit) Surplus for the year	<u>4 729 698</u>	<u>669 191</u>

Income 2018



Expenses 2018



Balance Sheet

Abridged financial statements For the year ended 31 December 2018

Balance sheets

	2018 R	2017 R
Assets		
Non Current		
<i>Land and buildings</i>	9 865 324	9 865 324
Current assets	7 518 481	2 924 334
<i>Other receivables</i>	267 623	154 800
<i>Cash and cash equivalents</i>	7 250 858	2 769 534
Total assets	17 383 805	12 789 658
Equity and liabilities		
Equity	8 218 645	3 488 947
<i>Retained income</i>	8 218 645	3 488 947
Liabilities		
Non- Current liabilities	6 764 886	7 321 739
<i>Other financial liabilities</i>	6 764 886	7 321 739
Current Liabilities	2 400 274	1 978 972
<i>Trade and other payables</i>	1 980 274	1 558 972
<i>Other financial liabilities</i>	420 000	420 000
Total Equity and liabilities	17 383 805	12 789 658

The very pleasing surplus for the year has had a significant impact on the cash reserves at year end which have risen from R2 769 534 to R 7 250 858. This means that our cash reserves at year end represent a much healthier 3.72 months of budgeted overheads which is up from the scary 1.5 months a year ago. As we can see bequests have a significant impact on the finances of Hospice but we must remember that we cannot become too complacent on this source of funding and must strive to tap more regular funding sources in order to ensure the financial sustainability of the organisation going forward.

Finally I would like to thank Linda and her Hospice team for another successful year.

Derek Collett Treasurer

Touching Thank you's

We receive many messages of thanks from our patients. Most staff consider it a privilege to work with the patients in such a crucial time in life. It is an honour to be able to provide care for human beings in such a vulnerable state of need. To be able to provide love, comfort, dignity and compassion for those who have lived lives worth celebrating. Here are a few touching messages:

Dear Hospice Staff and Volunteers,

We want to thank you for the incredible love and care you gave Mom in the last few days of her life. She had the most incredible heart and beautiful smile and I am sure you all experienced this with her in your own ways.

We as a family are so grateful for all that you do and we are in awe of what amazing and life changing people you all are! We know that our Mom was in the best hands possible and her peaceful journey to heaven was made possible by each and every one of you and for that we are eternally thankful!

Hospice is the most serene and calming place which is much respected and admired by many. There are no words to describe our gratitude.

Sharon's favourite Bible verse (Jeremiah 29:11) ***"For I know the plans I have for you, declares the Lord. Plans to prosper you and not to harm you. Plans to give you hope and a future."***

"I take away from this sad experience the treasure of shared sufferings, and the incredible compassion of wonderful people like yourselves. May the good work of the Hospice angels continue and grow."

"She added light to the situation, and brightened our morning."

"Thank you so much and God bless you all for the commitment, patience and kindness shown, no matter the circumstances."

"What an awesome team you are. Dedicated, loving, experienced, knowledgeable, honest, punctual, skilled, compassionate and just so much more."

Thank you for everything you do, may our Lord bless you all abundantly always."

The Lord tells us in His Word to give honour when it is due. We honour you and the work you do!"

"Her kindness, compassion and dedication to her work was so comforting. The support we received was wonderful."

"Thanking Management and staff and especially to our, "Angel" Sister Mandy for her amazing assistance through this difficult period. Her visits were greatly appreciated and her friendship will always be remembered."