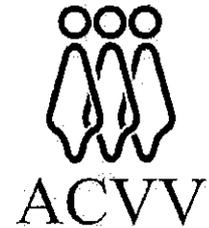


Suideroord Tehuis vir Bejaardes
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NPO 003-033
2020-07-20

Dear Family Member/Friend of Suideroord

Newsletter from Suideroord

After 4 months of lockdown in Suideroord, we as staff experience the love and pain of our residents daily and it is so important that we, they and you will remain positive.

I recently read this beautiful section on "facebook" and especially in this uncertain time in which we live, it is so precious to me and I would love to share it with you:

My grandmother once gave me a tip :

If difficult times, you move forward in small steps.

Do what you have to do, but little by little.

Don't think about the future, or what may happen tomorrow.

Wash the dishes.

Write a letter.

Make a soup.

You see?

You are advancing step by step.

Take a step and step.

Rest a little.

Praise yourself.

Take another step.

Then another.

You won't notice, but your steps will grow more and more.

And the time will come when you can think about the future without crying.

(Elena Mihalkova)

Our staff are experiencing a very special time Every day we are surrounded by so much wisdom from 165 older people just like the older lady above, together with them we will also overcome Covid-19!

Covid-19 situation

What a grace that at Suideroord, since the restriction on 18 March, only one resident has been positively diagnosed at Suideroord and has already recovered without any symptoms. We realize that as of today, His grace was very great, so that our 105 staff and 165 residents can still be healthy.

Thank you to all of you who obey our protocols with great patience and want to work with us to ensure the safety of our residents. We just want to refresh your memory again with our visitor and parcel policy:

- All parcels for the residents, whether you have a family member in the Villas or Annex houses or an apartment on the premises, must come to the Main Building for sanitation.
- Due to the fact that Cape Agulhas is a "hotspot" in the Western Cape and the numbers are still rising daily, the time is not right to allow visitors to our Home and other facilities.

- Only if a resident is terminal, Covid-19 excluded, and there is no positively infected resident in the Home at that time, will a limited number of family members be allowed in the facility.
- Visits will otherwise take place from the outside of the main gate behind the chain as the existing rules currently indicate:
 - ✓ Only one visitor for 15 min by appointment
 - ✓ Visitor and resident must both wear a mask
 - ✓ Maintain a distance of 2 meters
- Please note that this privilege can be changed at short notice should there be a positive infected person in Suideroord.

We would like to invite you to use our Zoom platform to communicate with your family member. Contact Ms van Wyk for an appointment in this regard.

You are also welcome to call and arrange for us to take the cordless landline hand piece to their room. However, there are certain areas that do not have good reception and we could possibly take the cellphone to them.

We realize that the lockdown period is now almost four months and that the longing is becoming intense. You may see them from a distance as per above conditions - those who live close enough just make the effort to brighten their day.

Covid-19 impact

No one could have foreseen that 2020 would have this impact, therefore there was no provision in the budget for 2020/2021 for insufficient income, due to vacant beds that could not be filled due to the Department's regulations, four fundraisers were already cancelled, which in 2019 brought in an income of R215 167.81.

There were also unforeseen expenses of PPE's, gloves, masks, sanitizers, etc. However, Suideroord is grateful that we were able to pay all our creditors, retain and pay our staff and therefore gives all credit to our Heavenly Father.

If you are of the opinion that you would like to make a financial contribution, to cover the above loss of income, the Governing Body will greatly appreciate your donation. We understand that Covid-19 also affected you and may have resulted in financial losses. However, if you think you would like to make a contribution, the banking details are as follows:

Suideroord Tehuis vir Bejaardes
Nedbank
Branch Code: 198 765
Account no: 1001 343 727

Medication

Please make alternative arrangements with our Manager Nursing, Sr Merilda Binneman for those of your family members who still receive their medication elsewhere besides Bredasdorp Pharmacy. Our staff is currently very exposed with the picking up of medication and they often wait for a prescription to be completed. This is currently contributing to an increased risk of the virus entering our facility.

Bredasdorp Pharmacy delivers and offers excellent service. They send the accounts directly to you as family member.

Complaint procedure

Thank you so much for all the positive and supportive emails we consistently receive from you as family and the public. However, there were two of you who sent an email directly to our Head Office regarding a particular aspect that you were unhappy about. Please note that if you follow the complaint procedure,

we can address the matter with you. Should you still be unhappy, you can then approach the Head Office with great confidence. I again pass on the complaint procedure to you:

1. Bring the complaint / grievance immediately to the attention of the staff member in charge either orally or in writing, who will then address it or bring it to the attention of a more senior staff member.
2. If the complaint / grievance is not resolved or is not dealt with satisfactorily in your opinion, you must refer it to the CEO of the Home and submit your complaint orally, but preferably in writing.
3. If you still do not find a solution, or there is evidence of abuse and / or exploitation, you must refer the complaint in writing to the Ombudsman for further investigation. The latter makes a direct recommendation to the Governing Body which then handles the complaint further. Identifying details of the Ombudsman appear on the notice boards.
4. If you still do not find a solution, the Governing Body will refer it for further investigation to the regional ACVV management and if no solution is found, it will be referred to the attention of ACVV Head Office. A report will then be provided to the complainant on the investigation.

We would like to invite you again to contact us at any time, because we still remain a team to ensure the safety of your parent / family member in Suideroord.

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Manager Terrain
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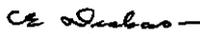
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Merilda Binneman
Manager Nursing & Household
verpleging@suideroord.co.za

Stay safe!

Kind regards


Karin Dickason
Chief Executive Officer: Suideroord Home for the Elderly