

RESILIENCE

2021

INTEGRATED
**Annual
Report**

THIS REPORT IS FULLY SPONSORED



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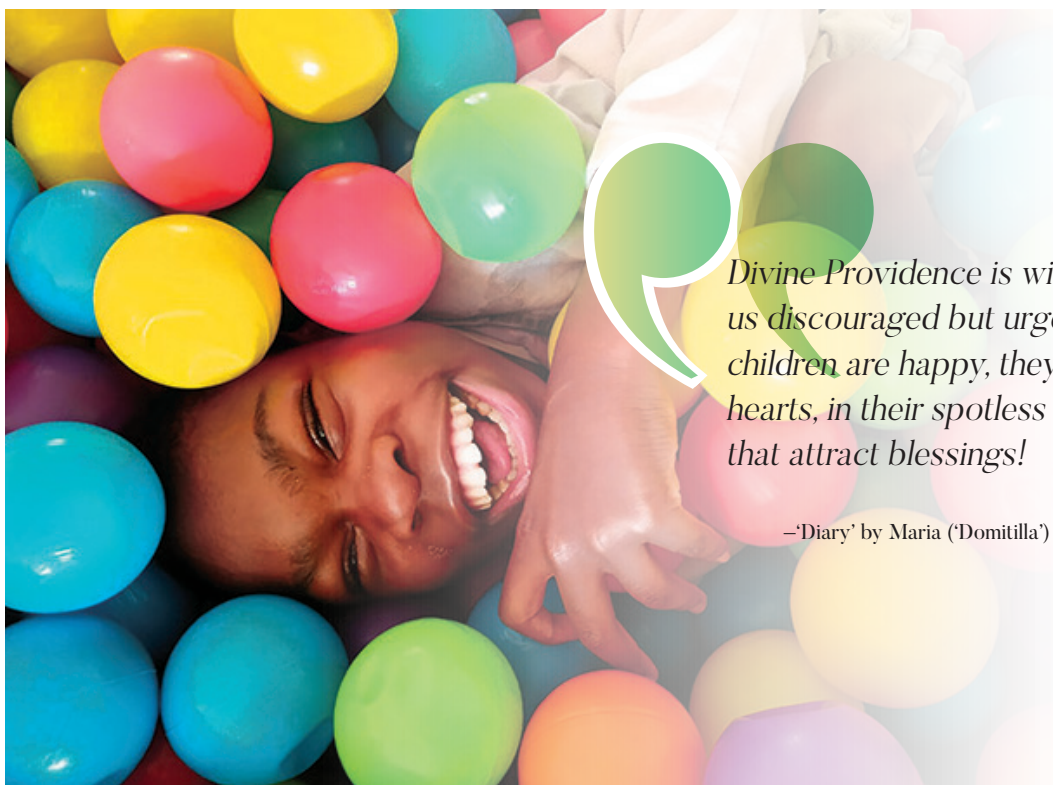
Society for the Care of Persons with Mental Handicap

CONTENTS

INTRODUCTION	03
ORGANISATIONAL PROFILE – WHO WE ARE	07
Services and Beneficiaries	07
Human Resources – Our Team	12
OUR INSPIRATION AND IMPACT	22
Care and Stimulation Programme	22
Our Homes	31
Capacity Building Impact	34
Stakeholder Engagement	35
Environmental Impact	41
Impact Beyond Our Boundaries	48
FINANCIAL IMPACT	50
Treasurer's Report	50
Income and Expenditure	51
Fund Development	54
CORPORATE GOVERNANCE	57
Chairman's Report	57
Chief Executive Officer's Report	59
Material Issues Explained	62
Board of Governors Management Subcommittees	66
Monitoring and Evaluation	69
Relationship of LITTLE EDEN Entities	73
ASSURANCE STATEMENT	78
Reporting Criteria	82
STUDIO5 Advert	83
CONTACT US	84



Zach and Sindi celebrating Heritage Day



Divine Providence is with us, does not leave us discouraged but urges us to the good. The children are happy, they smile; Jesus is in their hearts, in their spotless souls. They are our angels that attract blessings!

—'Diary' by Maria ('Domitilla') Rota — (Unpublished): 7 June 1967

Colourful play time for Sindi

OUR MISSION

To care for, develop and enhance the quality of life,
With love and understanding from a dedicated staff,
Persons with intellectual disability of all races and creeds entrusted to us,
By providing with trust in Divine Providence
and in co-operation with the parents, the community and the State
The necessary spiritual, nursing, therapy and stimulation services
In as efficient and economic a manner as possible.

CORE VALUES

The solid principles and beliefs by which LITTLE EDEN has operated since 1967 have ensured that each child and adult with profound intellectual disability who has passed through its doors has been treated with the love, care, dignity and respect to which they are entitled. Since inception the Values of *Respect*, *Sanctity of Life* and *Love & Care* have been present and form the core of all decisions made and are a solid foundation on which LITTLE EDEN will continue into the future.

Graphic illustrations of these three Values are represented throughout LITTLE EDEN and displayed on all documentation. These Values present a solid base from which to create practical ways for ensuring a high standard of excellence in the care regime and professional interpersonal relationships. These Values are what define LITTLE EDEN.



RESPECT • SANCTITY OF LIFE • LOVE & CARE

LITTLE EDEN Society for the Care of Persons with Mental Handicap is a registered Non-Profit Organisation (001-827 NPO), licensed to operate under the Department of Health Gauteng Provincial Government and is an approved Public Benefit Organisation in terms of Section 30 of the Income Tax Act (PBO 930/0000/03), established over 50 years ago (1967) by the late Domitilla and Danny Hyams.

The Section 18A status allows for donations made to the Society to be deductible in terms of Section 18A of the Income Tax Act, dependent upon the amount of the taxpayer's tax liability.

When the first case of the Corona-virus was recorded in South Africa in March 2020, many did not anticipate that South Africa, and the world, would still be at the mercy of this deadly virus a year later, with many lives and livelihoods lost. The pandemic flipped our lives upside down and forced us to adapt and adjust to a new normal.

LITTLE EDEN approached the pandemic with great caution largely due to the extremely high risk to the precious people in our care. The work of LITTLE EDEN is an expression of our humanity, and the pandemic starkly reminded us of the fragility of life and likewise the fragility of the environment in which we operate. A full set of responses and precautionary measures to limit the potential of infection and to secure the health and wellbeing of our *angels* and staff was actioned as a priority with a comprehensive Risk Mitigation and Management Plan which includes various scenarios to ensure the Organisation remains prepared.



Ahmed happy to be with Father Christmas at the Christmas Party



The ERV virtual Christmas concert in the making

Initial symptom screening was arranged for all staff and residents by the Department of Health on 22 and 24 April 2020 and identified individuals who required testing. LITTLE EDEN was not spared from the impact of Covid-19 as cluster outbreaks were experienced adding significant financial uncertainty and additional unbudgeted expenses. These conditions left the Society with no option but to adapt and prepare to ensure LITTLE EDEN's sustainability under these conditions; hence the theme for this year's report, *Resilience*.

The assistance of partners such as the Department of Health and Department of Environmental Health remains integral and valued in strengthening our *resilience*.

Even though, as at March 2021, national precautionary restrictions have slowly been lifted and the country is gradually moving forward, we know that the impact of the virus will remain with us for a while and we cannot afford to let our guard down.

This report covers the most significant material issues related to LITTLE EDEN Society as well as operational matters for the period 1 April 2020 to 31 March 2021. There were no limitations or changes in terms of scope or boundary and the report covers all the operations of Domitilla and Danny Hyams Home (DDHH), Edenvale and Elvira Rota Village (ERV), Bapsfontein, as well as the LITTLE EDEN Charity Shop Operation. This report does not include the operations of LITTLE EDEN Foundation (<https://littleeden.org.za/about/#foundation>) or Associazione Domitilla Rota Hyams Onlus (<http://www.domitillarotahyams.com/en/1/home.html>) as they are independent entities (see page 73). In the interest of simplifying this report the Global Reporting Initiative guidelines (GRI G4 NGO sector supplement: core level) and standards have been considered but not applied.

LITTLE EDEN is mindful of the important role that our stakeholders play and we are committed to constant engagement with them and to taking their views and interests into consideration in our decision-making processes. This is in line with the four principles of **Inclusivity**, **Materiality**, **Responsiveness** and **Impact** set out in the AA1000 AccountAbility Principles Standard 2018.



INCLUSIVITY

Our inclusive stakeholder engagement approach, details of which are provided in "Stakeholder Engagement" on pages 35 to 38 of this report, is the cornerstone of how we identify materiality and respond to these issues.



MATERIALITY

We define a material issue as one that can influence our decisions, actions and performance and those of our stakeholders.

LITTLE EDEN 2021 material issues are discussed in further detail in "Material Issues" on pages 62 to 65 of this report.



RESPONSIVENESS

In addition to the stakeholder engagement strategy, LITTLE EDEN has entrenched management systems, policies, procedures and processes that help to ensure that we respond appropriately to stakeholder inputs, concerns and complaints.



IMPACT

LITTLE EDEN monitors and evaluates core functions on an ongoing basis in order to measure and be accountable for these actions. Refer to "Monitoring and Evaluation" on pages 69 to 70 of this report for further details.



The scope of this report remains unchanged to previous reports and reporting is in line with global best practice with the express purpose of being an instrument through which LITTLE EDEN is able to demonstrate to all stakeholders its commitment to public accountability, transparency, recording efficiency and sustainable fundraising. *PricewaterhouseCoopers Inc* provided limited external assurance on selected data in this report, indicated by "LA", in accordance with the International Standard on Assurance Engagements (ISAE 3000). The scope of the assurance engagement and the statement of assurance are provided on page 78 of this report. The last Annual Report was released in July 2020.

This report has been compiled with reference to the International Integrated Reporting Framework.

The level of detail provided in each section is excellent, clear, meaningful and shows a holistic picture of how the company creates value in the short, medium and long-term. Covid-19 has been reported on in sufficient detail, with reference to the efforts made by the organisation in dealing with this pandemic. It is difficult to find fault in this report. The report is of high quality, there is a good sense of supplementary information, forward looking information, assurances and authorisation process.

– CSSA JSE INTEGRATED REPORTING AWARDS 2020

Jason with Father Christmas at the Christmas Party

THIS REPORT
 HAS BEEN FULLY
SPONSORED
 WITH GRATEFUL
 THANKS TO THE
FOLLOWING
 FOR THEIR PRO
BONO SERVICES
 IN DESIGNING,
PRINTING AND
PROVIDING
 LIMITED EXTERNAL
 ASSURANCE:



Smiling through the heart on Valentine's Day

STUDIO ⑤

STUDIO5

Graphic Design (Pty) Ltd for
Designing the Report

**MORTIMER
OFFSET
(PTY) LTD**

MORTIMER OFFSET

(Pty) Ltd for printing
the Report

pwc

PricewaterhouseCoopers

Inc. for providing the
Assurance process

STAFF COMMENT

One of the precautionary measures implemented at LITTLE EDEN was restriction of public visits to the Homes. This meant we had to find alternative ways to reach out and ask for help from our donors. We had to swiftly adjust to virtual communication with our donors. We had our first virtual Christmas Concerts and all meetings had to be held via online platforms such as Zoom. Even though these adjustments challenged our traditional way of doing things in terms of maintaining our connection with our supporters and effective fundraising, we remained determined and committed to reaching our goals.

—Business Development Manager, Nichollette Zulu

SERVICES AND BENEFICIARIES

LITTLE EDEN Society aims to develop people with intellectual disabilities to their full potential and to encourage the community to recognise that each such person is a whole and complete being created by God with a mind, a body, a spirit and a soul - however differently able. LITTLE EDEN aims to ensure that this work of service will continue to be sustainable and always based on solid core Values of *Respect, Sanctity of Life and Love & Care*. The care of the residents remains the most important material issue. All other material issues are interlinked either directly or indirectly to this.

LITTLE EDEN HAS IMPACTED THE
FAMILIES AND LIVES OF OVER

1 064
CHILDREN, ADULTS

WITH **PROFOUND INTELLECTUAL DISABILITY** WHO HAVE **PASSED THROUGH THE HANDS OF LITTLE EDEN SOCIETY** OVER THE YEARS.

CURRENTLY,

300
**CHILDREN,
ADULTS**

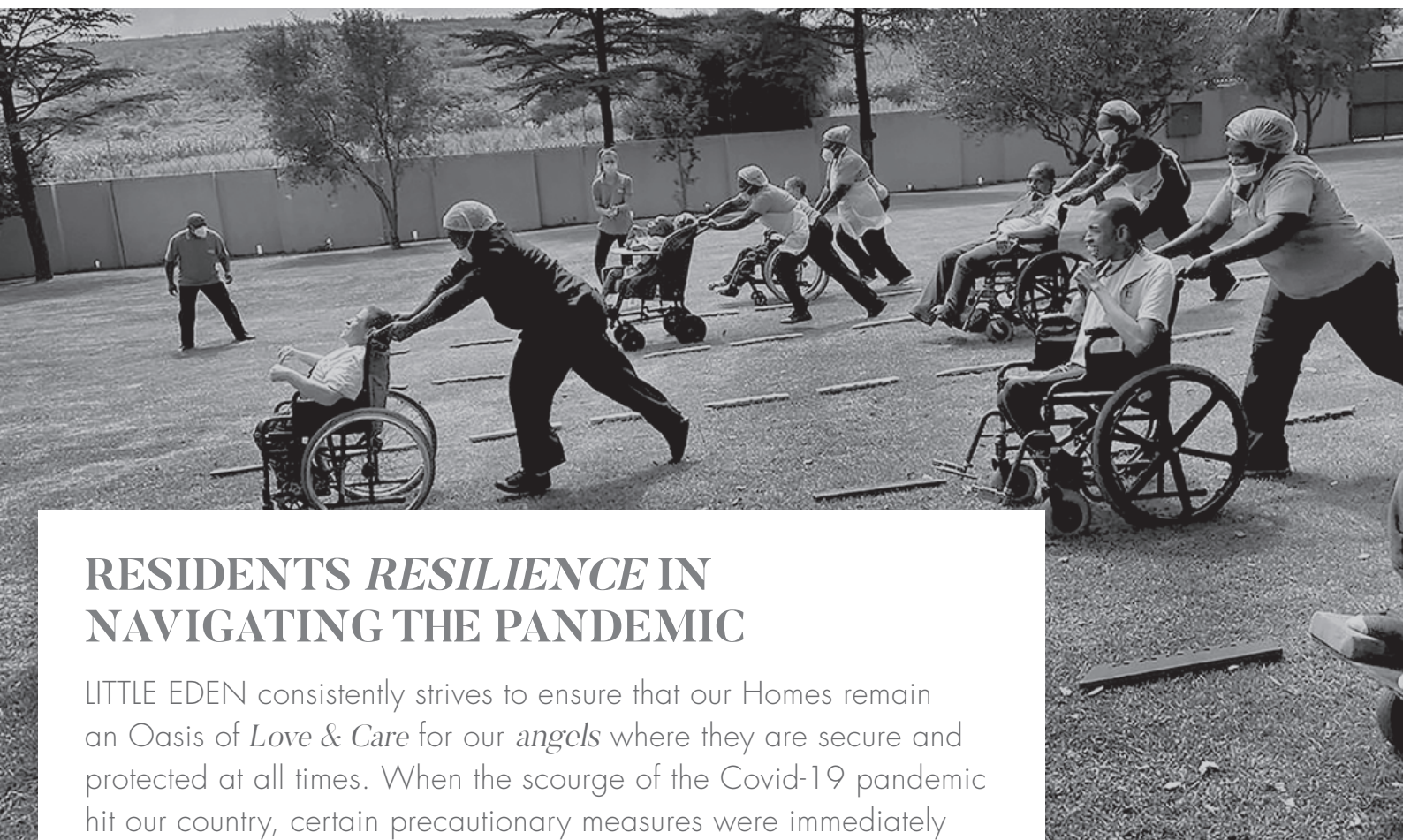
WITH **PROFOUND
INTELLECTUAL
DISABILITY,**
FROM THE

AGES
3-70 YEARS

CALL LITTLE EDEN HOME! STATISTICALLY, THE **AVERAGE CHRONOLOGICAL AGE** OF OUR RESIDENTS IS **26 YEARS**, BUT THE LEVEL OF **MENTAL FUNCTIONING** IS THAT OF A **ONE YEAR OLD OR YOUNGER**.

OF OUR 300 **71% WERE PREVIOUSLY
RESIDENTS, ABANDONED**

OR COME FROM **INDIGENT FAMILIES** WHO ARE **UNABLE TO SUPPORT** THEM FINANCIALLY.



RESIDENTS *RESILIENCE* IN NAVIGATING THE PANDEMIC

LITTLE EDEN consistently strives to ensure that our Homes remain an Oasis of *Love & Care* for our *angels* where they are secure and protected at all times. When the scourge of the Covid-19 pandemic hit our country, certain precautionary measures were immediately implemented to limit chances of infection and to prepare the Homes accordingly.

Following from the universal baseline assessments conducted by the Department of Health and Department of Environmental Health at both our Homes in order to get a full understanding of the prevalence of the virus, the dreaded positive results for residents came in. We were ready to receive and isolate residents who tested positive in their special area where they would spend 21 days being closely observed for any symptoms, with a standing order of medical support from our attending doctor provided by the Department of Health.

We accelerated sanitation, defogging of sections, social distancing and increased immune-boosting supplementation for the residents. LITTLE EDEN ramped up security services to establish and maintain screening capacity at key points of entry. We await with great anticipation further information regarding access to the Covid-19 vaccine for both staff and residents and roll-out strategies for care homes.

TO DATE THE RECORDED STATISTICS OF RESIDENTS WHO TESTED POSITIVE ARE AS FOLLOWS COMPRISING OF TWO CLUSTER OUTBREAKS:

DDHH
35 %
RESIDENTS

ERV
47 %
RESIDENTS

We remain thankful that most residents were asymptomatic and all symptomatic cases fully recovered. Many residents embraced this change as an exciting time. Residents who tested positive, albeit asymptomatic, were moved into isolation, and to them, it was like a holiday, being in a new section interacting with different peers and staff.

The wheelchair dash at the DDHH Sports Day

The pandemic prompted greater levels of integration and co-ordination with several strategic partners, important among them is the Government Department of Health and Department of Environmental Health. These departments proved to be vital as we worked at managing the outbreak of the virus. The departments assisted with several elements pertaining to transmission control and management as well as with the operational and logistic support regarding preparedness and response teams.

THEY ALSO SUPPORTED THE ORGANISATION BY:

- identifying the needs and access to required PPE supplies
- strengthening our capacity to undertake surveillance and screening
- supporting the rapid response for baseline assessments, case-finding diagnoses and management.
- enabling the emergency medical services to respond to reported cases; by providing a medical doctor and reassuring us that the health care system is

prepared to receive, manage and report on the clinical progress of residents in such a way as to minimise the risk of transmission.

The parents and next of kin of the residents remain at the heart of all we do, and through on-going communication with them during the pandemic, specifically in light of restricted access, for a number of months, without any on-site visits, we have brought them closer to the residents and the Organisation. In light of the pandemic, communication and regular engagement has been intensified and the next of kin WhatsApp platform developed into a valuable communication tool.

Currently family and next of kin are permitted to visit their loved ones with strict protocols and procedures in place, however our Homes remain closed to the general public.



A group of residents at the ERV Valentine's Day celebrations

RESIDENT STATISTICS:

NUMBER OF RESIDENTS SUBSIDISED	DDHH 2021	2020	ERV 2021	2020	2021 TOTAL
	178*		120		298*
ADMISSIONS	13 ^{LA}	11 ^{LA}	3 ^{LA}	1 ^{LA}	5.4%
LEFT LITTLE EDEN	4 ^{LA}	4 ^{LA}	1 ^{LA}	0 ^{LA}	1.7%
DEATHS	11 ^{LA}	8 ^{LA}	2 ^{LA}	1 ^{LA}	4.4%
ABANDONED/INDIGENT RESIDENTS	111 ^{LA}	102 ^{LA}	101 ^{LA}	92 ^{LA}	71.1%

* Two vacant beds with admissions underway as at end March 2021

Due to the Covid-19 pandemic certain public services were halted as a means to limit the risk of cross infection. Such closures had a direct impact on admission processes. As a result, we closed the financial year with a total of 298 residents with two admissions pending which were finalised a few days after financial year end.

The number of admissions is slightly higher compared to the previous year due to the number of deaths combined with the number of residents discharged from the Organisation. Five residents left the care of LITTLE EDEN which is comparable to previous periods. The reasons vary between family being able to care for their loved ones at home to either residents being

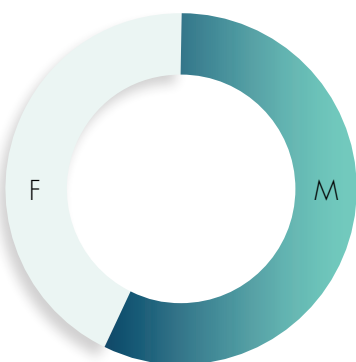
frail or family members not being well. An increased number of deaths compared to the previous year is attributed to the age of a group of residents. No residents passed away due to Covid-19. We remember our departed *angels* fondly, may their dear souls rest in peace.

There was a significant increase in the number of abandoned and indigent residents compared to the previous year as the pandemic brought many hardships. More families required care for their loved ones while still having to provide for their family at home. Thus, most new residents came from homes unable to contribute financially to their care.



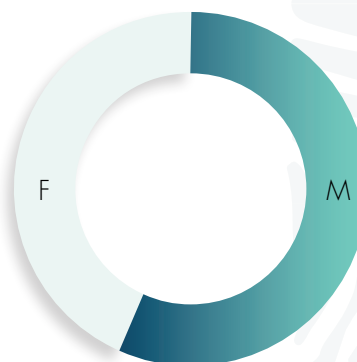
Happy smiles at the DDHH Sports Day

RESIDENT DEMOGRAPHICS:



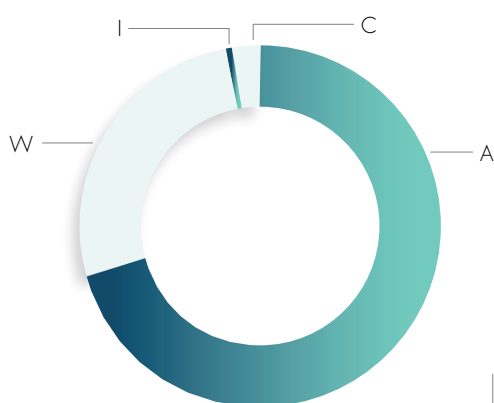
**NUMBER OF DDHH
BENEFICIARIES (178)
BY GENDER**

DDHH^{LA}
MALE | 102
FEMALE | 76



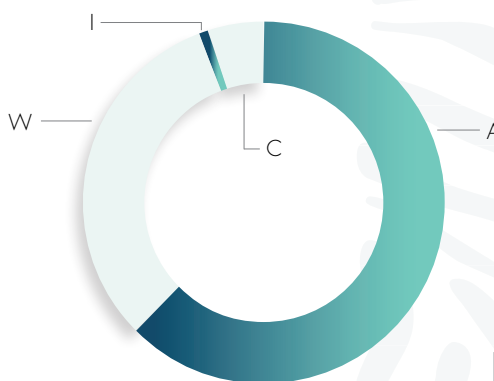
**NUMBER OF ERV
BENEFICIARIES (120)
BY GENDER**

ERV^{LA}
MALE | 69
FEMALE | 51



**NUMBER OF DDHH
BENEFICIARIES (178)
BY RACE**

DDHH^{LA}
AFRICAN | 126
WHITE | 47
INDIAN | 1
COLOURED | 4



**NUMBER OF ERV
BENEFICIARIES (120)
BY RACE**

ERV^{LA}
AFRICAN | 75
WHITE | 38
INDIAN | 1
COLOURED | 6

As progress is made with the major renovations, the numbers of residents at the two Homes will change, with 30 residents moving from DDHH to ERV resulting in 150 residents at each Home (total of 300 residents remains unchanged). This move of residents will be

undertaken mid 2021 as part of the medium-term strategy of the Organisation in upgrading the facilities and allowing a more spacious layout in the various sections. See page 31 for more information on the building upgrades under way and those planned.

MEDICAL STATISTICS:

NUMBER OF RESIDENTS SUBSIDISED	DDHH 2021	2020	ERV 2021	2020	2021 TOTAL
	*178		120		298
CHRONIC MEDICATION	160 ^{LA}	171 ^{LA}	91 ^{LA}	89 ^{LA}	84%
WHEELCHAIRS	138 ^{LA}	137 ^{LA}	53 ^{LA}	50 ^{LA}	64%
DUAL DIAGNOSIS (Intellectual Disability with Mental Illness)	40 ^{LA}	47 ^{LA}	47 ^{LA}	47 ^{LA}	29%
HOSPITAL DAYS (#Days)	212 ^{LA}	148	87 ^{LA}	82	299
GENERAL PRACTITIONER (#Consultations)	173 ^{LA}	218	151 ^{LA}	158	324
PSYCHIATRIST (#Consultations)	27 ^{LA}	79	25 ^{LA}	3	52
SPECIALIST (#Consultations)	34 ^{LA}	73	31 ^{LA}	123	65

*Two vacant beds with admissions under way as at end March 2021

The slight decrease in the number of residents on chronic medication can be attributed to residents passing away due to old age and younger residents being admitted who are not on chronic medication.

The number of residents requiring wheelchairs for mobility increased due to residents reaching old age and admission of residents with physical disabilities.

The decrease in number of residents with dual diagnosis is due to death of residents under this category. An increase in number of hospital stays could be attributed to residents who tested positive for Covid-19 and those admitted to hospital for longer periods.

Fewer consultations by the General Practitioner as her services were prioritised elsewhere by the Department of Health during the pandemic. LITTLE EDEN gratefully acknowledges Dr Kali Trichoridis who provides pro bono psychiatric consultations. The number of psychiatrist and specialist consultations decreased due to lock down restrictions.

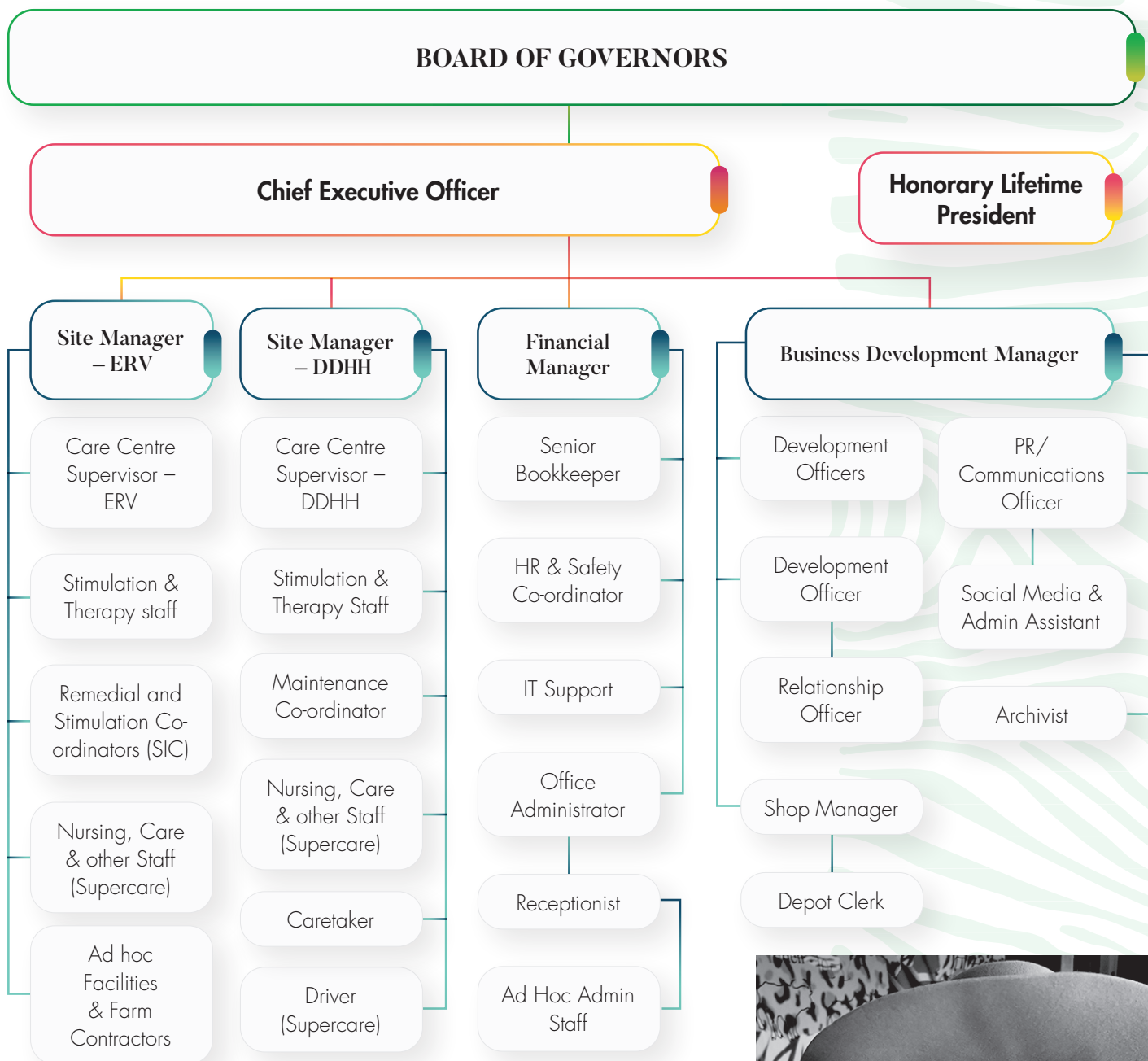
Dental services by the Pretoria Academic Hospital, as arranged by the Department of Health, were not accessible during the national lock down period. All non-essential procedures and follow up appointments were cancelled due to the risk of exposure outside the

boundaries of LITTLE EDEN. Medical care is supplied by government and volunteer doctors, dentists and psychiatrists, a nursing sister on duty at both facilities 24 hours a day, daily medication (including epilepsy, mental illness), daily chest therapy (which is critical to many of the residents) and emergency interventions as required. All chronic medication for both Homes is blister packed, at no charge, with grateful thanks to **Ackerman's Pharmacy**, Primrose.



LITTLE EDEN CEO Xelda with resident Matthew during the annual LITTLE EDEN CEO Wheelchair Campaign®

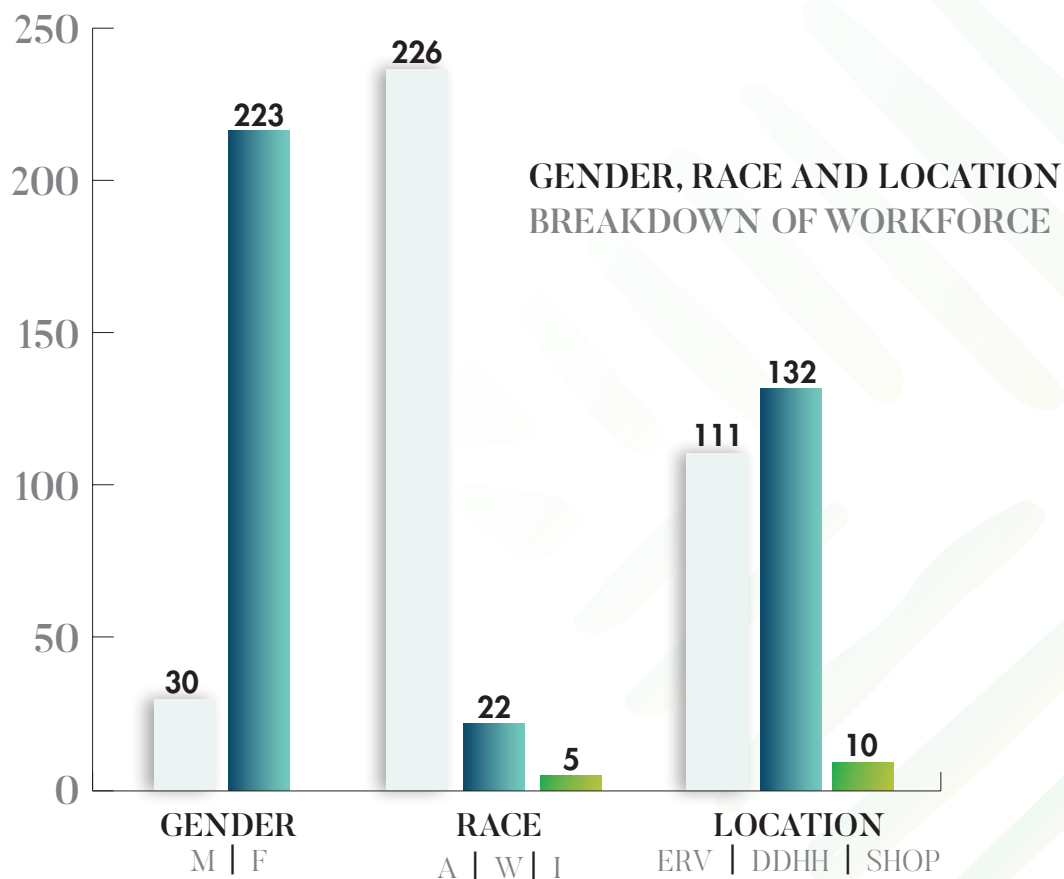
HUMAN RESOURCES – OUR TEAM



Friends spending time together



Brigitte was one of the 'explores' in the DDHH Christmas Concert - remembering life before Covid-19 pandemic



Feeding Medical care

Table 1 Workforce Composition

	Male	Female	African	White	Indian	ERV	DDHH	Shop	Disabled	TOTAL 2021	TOTAL 2020
LITTLE EDEN	6	21	8	19	0	3	22	2	1	27	31
SISTERS OF THE IMITATION OF CHRIST	0	4	0	0	4	4	0	0	0	4	4
SUPERCARE Sub Contracted Services	23	197	218	2	0	104	108	8	0	220*	222
CONTRACTORS	1	1	0	1	1	0	2	0	0	2	2

* Excludes an additional 11 temporary Supercare employees who were employed due to the pandemic and additional staffing resources required: 6 African females as isolation care workers; 4 African females to assist with sanitising the Homes; and 1 African female to clean and sanitise the LITTLE EDEN Charity Shop

Employee-centered human resource practices and agile human resource management systems proved to be at the forefront of LITTLE EDEN's effective management of human resources during the crisis of Covid-19. To put this into context, we need to understand the environment in which LITTLE EDEN staff tendered their services during 2020/2021.

The National State of Disaster effective 27 March 2020 resulted in the start of a change process to our work and daily lives, the impact of

which is still felt. Part of the change process was that LITTLE EDEN was compelled to temporarily reduce the staff compliment of non-essential workers to comply with the Disaster Management Act and Regulations. LITTLE EDEN was fortunate to have the UIF TERS (Unemployment Insurance Fund Temporary Employer/ Employee Relief Scheme) claims successfully submitted and paid to employees who were not able to work during the Level 5 and Level 4 lock down as well as employees working short time. This eased the financial burden on those affected. With effect from 1 October 2020, all staff other than the weekenders (weekend relief reception) were working normal hours. The weekender function is still on hold and affects two part-time employees as the Homes remain closed to the general public.

Temporary remote work practices were introduced for identified vulnerable employees during lock down level 2 – 5 and management realised that having the right technology in place is vital. Alert Level 1 is still implemented in terms of the Disaster Management Act and LITTLE EDEN is taking a conservative approach and still encouraging older employees classified by the Department of Employment and Labour as "vulnerable employees" to adopt a flexible approach to work by splitting their work hours between the office and home.

The Covid-19 pandemic and the lock downs introduced by the Government to help contain its spread had a devastating effect on the economy, adding to job losses and leading to a spike in the unemployment rate and contracted economic growth. The negative growth figure for 2020 as a whole demonstrates how much economic ground was lost last year in terms of widespread business failures and significant job losses.



Bongani played the drum

In the context of this environment, LITTLE EDEN demonstrated its ability to be an agile and *resilient* Organisation as we honoured our commitment to providing our residents with the highest level of care by employing and maintaining the most suitable and diverse workforce possible.

AS REFLECTED IN TABLE 1: WORKFORCE COMPOSITION, with a workforce of 253 which comprises 27 LITTLE EDEN staff; four SIC nuns; and 220 Supercare staff and two contractors, LITTLE EDEN is fortunate to have personnel to resident ratio of 0.84:1 ensuring the best possible care for the residents at all times.

The reduction in LITTLE EDEN staff from the previous year is due to natural attrition and staff that retired whose positions were not filled. Supercare staff increased due to the Covid-19 pandemic and LITTLE EDEN requiring additional manpower to safeguard the Homes.



Adrian enjoys playing the tambourine



Obakeng excited to meet Father Christmas

STAFF *RESILIENCE* IN NAVIGATING THE PANDEMIC

After the first confirmed case of Covid-19 of a staff member on 24 July 2020, a universal baseline assessment was conducted by the Department of Health and Department of Environmental Health to get a full understanding of the prevalence of the virus in the Homes. A staff work roster in the Homes of seven days on, seven days off was initiated, which enabled employees to isolate for the required 14-day period. Access to and training on use of PPE was conducted and remains ongoing.

TO DATE THE RECORDED STATISTICS OF Covid-19 STAFF CASES ARE AS FOLLOWS:

Spring 2020

DDHH

40.7 %

**SUPERCARE
STAFF**

ERV

26.9 %

**SUPERCARE
STAFF**

CHARITY SHOP

12.5 %

**SUPERCARE
STAFF**

DDHH

11 %

**LITTLE EDEN
STAFF**

75 %

SIC NUNS

STAFF COMMENT Precious Mphaho, Enrolled Nursing Assistant at DDHH "I was not really scared during this time. I knew I was protected with a mask and was sanitising my hands regularly. I coped well with all the health and safety protocols and am thankful to still be employed."

There was also one *Fidesco* Volunteers that tested positive for Covid-19. We remain thankful that all symptomatic cases have fully recovered.



Simangele played Mother Mary at the Christmas Concert

LITTLE EDEN continues to provide equal employment opportunity to all employees and applicants without regard to race, colour, religion, national origin, gender, age, disability, sexual orientation or any other protected status in recruitment, hiring, compensation, promotion, training, assignment of work, performance evaluation and all other aspects of employment. We value individuals with exceptional professional and administrative skills who believe in and live the LITTLE EDEN Values; act with a social and moral conscience; and exhibit empathy towards our residents.

LITTLE EDEN does its utmost to ensure commitment and dedication of staff through acknowledging the individual; providing staff with development opportunities which we are thankful to be able to offer in 2020 and 2021 due to a generous donor and HWSETA funding; recognising their contribution; adhering to occupational health and safety regulations and creating an atmosphere where staff have a sense of belonging to the LITTLE EDEN family.

LITTLE EDEN CONTINUES TO HONOUR THE DEVELOPED HUMAN RESOURCE OBJECTIVES:

- acknowledging the individual;
- providing staff with development opportunities;
- recognising their contribution;
- motivating staff;
- adhering to occupational health and safety regulations; and
- creating an atmosphere where they have a sense of belonging to the LITTLE EDEN family.

LITTLE EDEN acknowledges and thanks each and every staff member who are key stakeholders within LITTLE EDEN, for their commitment and dedication in the various roles they play in our Homes especially during the turbulence of Covid-19. We commend you for your *resilience*.



LITTLE EDEN LONG SERVICE AWARDS:

CONGRATULATIONS to those members of LITTLE EDEN staff who were presented with Long Service Awards. Thank you for remaining focused and *resilient*.

SUPERCARE

LITTLE EDEN acknowledges the role played by the Supercare Area Manager who is supported by two Contract Managers – one at ERV and one at DDHH. These three individuals offer hands on support to the Supercare employees and LITTLE EDEN management. A replacement Contract Manager was appointed by Supercare at ERV.

LONG SERVICE AWARDS TO SUPERCARE STAFF

LITTLE EDEN is proud to acknowledge and thank the dedicated staff members for their service. Without their continued commitment, the Society would not be able to provide its residents with the high level of care that they deserve. We congratulate those members of Supercare staff who were presented with Long Service Awards and thank them on behalf of our residents for their *Love & Care*:





Residents enjoying the sunshine



Team spirit



CEO, Xelda Rohrbach presenting a long service award



Staff with a resident on Mothers' Day



Staff at their year end function

SISTERS OF THE IMITATION OF CHRIST (SIC)

The Sisters of the Imitation of Christ (SIC) render service and spiritual input at Elvira Rota Village. This invaluable support to LITTLE EDEN includes the significant contribution towards the care of the residents which is greatly appreciated. Thank you Sr Seena, Sr Manonja, Sr Merin and Sr Lucia for your dedication. The lifelong bond between the Sisters of the Imitation of Christ and residents is truly something to be treasured. The Covid-19 travel restrictions also affected the Sisters who were due to visit India as part of their annual leave which was then postponed.

CARING FOR THE CARERS

The Caring for the Carers programme was briefly halted during Level 5 lock down but resumed as soon as the Therapists returned to work. The programme continues at DDHH and ERV on a weekly basis where Supercare staff are invited to participate in 45 minutes of "time-out" to recharge. The programme is run on a voluntary participation basis and offers a valuable platform and space during the pressure of the pandemic.

Michela Balbi, an external organisational psychologist from Italy was not able to continue focus groups and sessions with the carers after the commencement of the national lock down; it is hoped that this programme will commence in the second half of 2021.

LITTLE EDEN'S long-standing relationship with James Peech from *The Peech Hotel* in Johannesburg was halted from the commencement of the national lock down, Alert Level 5 and resumed in April 2021. Each month, *The Peech Hotel* in Johannesburg offers a night's complimentary stay with dinner and breakfast for one staff and partner. It is a wonderful opportunity for staff to take time out and a special way to thank them for their commitment and dedication to the work of LITTLE EDEN. This offer alternates between LITTLE EDEN and Supercare staff. To be able to visit such a world class establishment, is a highlight for staff members for which we thank James Peech.

Due to the impact of Covid-19 regulations, team building activities did not take place, however a Christmas lunch at the year-end staff function was enjoyed by all at which service awards were acknowledged.

LITTLE EDEN and Supercare staff and volunteers were thanked and acknowledged for their support throughout the year. Thank you to *Mastrantonio Food Services* who once again sponsored a meal for each staff member on the relevant days.



Ever turned 21 in 2020

VOLUNTEERS

Volunteers play an important part in supporting our wonderful, *resilient* staff. Volunteers at LITTLE EDEN include professionals (e.g. doctors, dentists, lawyers) who give freely of their time and talent through pro bono work; those who read to the children or take them for a walk; students and those who do community



Bobby receives a gift at the ERV Christmas party

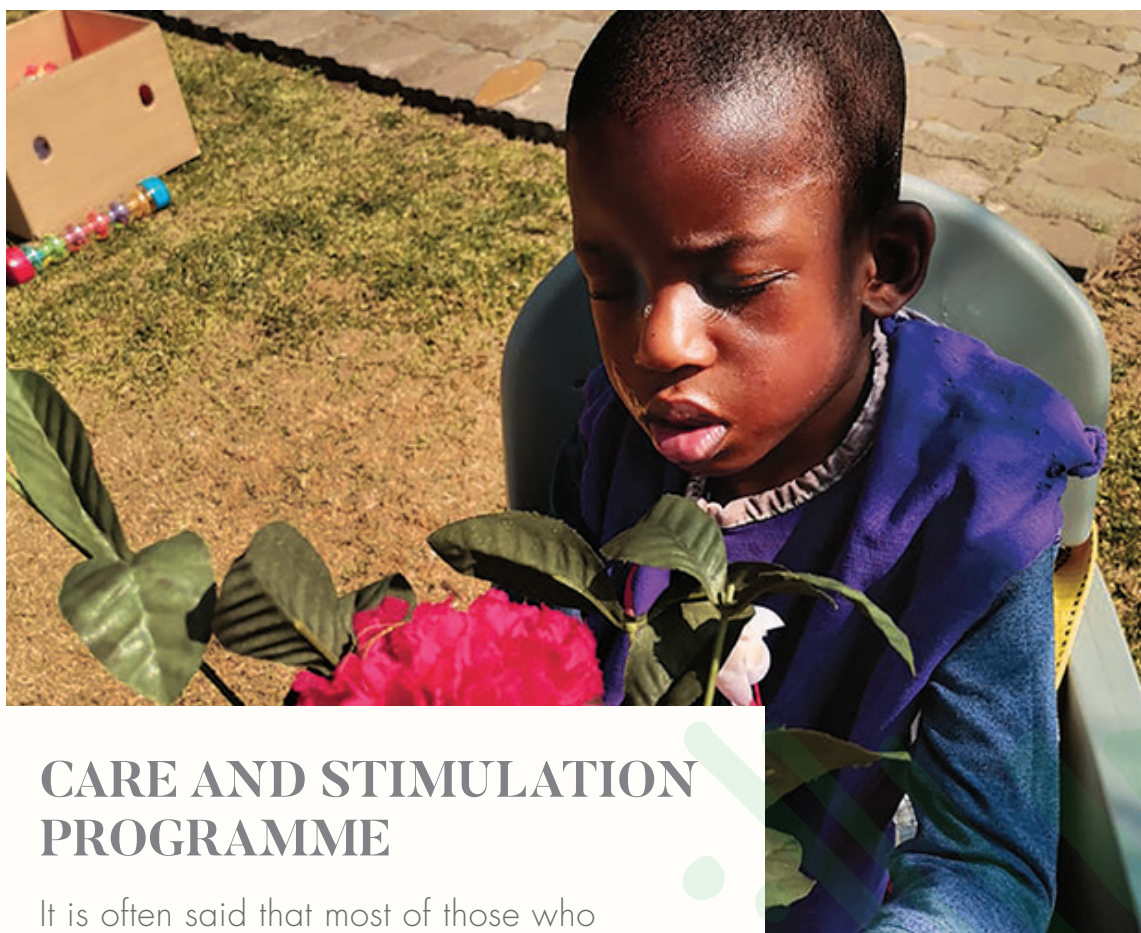
service who are available to undertake a variety of tasks which includes playing with the residents which they enjoy and helping at the annual fête. The impact of Covid-19 was such that LITTLE EDEN volunteer and community service programmes were halted from commencement of the National Disaster lock down Alert Level 5 and have not yet resumed.

LITTLE EDEN has had a long-term relationship with an international organisation, *Fidesco*. *Fidesco* was formed in 1981 by the Emmanuel Community (an association of the faithful, recognised by the Holy See) and is a federation of associations which sends volunteers to assist organisations throughout the world. The commitment of these volunteers to the residents, their contribution to the work of LITTLE EDEN and living of the LITTLE EDEN values of *Respect, Sanctity of Life and Love & Care* have been a great asset to LITTLE EDEN – they have indeed become members of our family! LITTLE EDEN extends congratulations to *Fidesco* on celebrating their 40th anniversary.

Four *Fidesco* volunteers returned to France during 2020. Sarah Potié returned 14 June; Adèle Rigoigne on 19 July; Blandine Josse and Laure Pinel on 2 August. We thank the four volunteers for their service, dedication and commitment to our residents.

Two new *Fidesco* volunteers, Camille Jacob and Soline Geze, arrived in South Africa on 20 January 2021 after months of delays due to the pandemic and travel restrictions imposed. They will return to France in August 2022. In terms of our Risk Mitigation strategy, the volunteers spent 10 days in isolation at St Joseph House before starting their volunteer work at LITTLE EDEN on 1 February 2021. The volunteers are based at DDHH in Edenvale and have already established close relationships with residents and staff.

IMPACT — OUR INSPIRATION



CARE AND STIMULATION PROGRAMME

It is often said that most of those who have come into contact with LITTLE EDEN, especially those who have had an opportunity to visit the Homes and experienced first-hand the care given to the residents on a daily basis, tend to keep the experience in their memory and close to their hearts for a lifetime.

Prince inspects the flowers

Resilience can be demonstrated through growth or some progress under difficult circumstances. Visitors to the Homes have an opportunity to witness the effort that goes into the work carried out at LITTLE EDEN on a daily basis. Our residents are working with challenges, imposed by their disabilities, in order to develop and reach their full potential and still remain content and happy with life.

LITTLE EDEN has established a number of on-going care programmes. The residents benefit from these initiatives and through on-going monitoring and evaluation we are able to measure the impact we have on each individual.



Vukahle enjoying his music therapy session

OUR STIMULATION PROGRAMME INCLUDES THE FOLLOWING:

INDIVIDUAL PERSONAL CARE which is aimed at achieving comfort and contentment for the residents in order for them to strive towards their best in reaching their developmental milestones. Individual personal care includes customised beds and wheelchairs, feeding of 3 meals and 2 tea times per day, clothing and nappy changes (2500 nappies and 3 tons of linen and clothing are washed daily), personal hygiene support (bathing, hair care and teeth brushing). Set daily routines make residents feel secure with a sense of belonging to a family.

Through the various multidisciplinary THERAPIES (which include occupational, reflexology, hydro, music, pet and physiotherapy, exercise and art) some residents may learn to walk or feed themselves and for some, their highest developmental milestone may be to learn to hold a paint brush or to simply smile. All achievements are acknowledged and celebrated!

As the pandemic began to take root in the country, LITTLE EDEN focused on preparedness and readiness for a timely response and containment, while ensuring the continuity of our programmes. All public access to the Homes remains restricted. The therapy programme had to be adapted but continues stronger than ever. Music therapy is taken to the wings rather than the therapy rooms; physiotherapy and the seating of residents performed outside, isolated or one-on-one.



Staff and residents at ERV enjoy outside activities



Smiles from the heart



CASE STUDY:

ZACHARIA – A keen mind and a good attitude goes a long way!
– Physiotherapist DDHH, Dana Wassman

Zach is 12 years old and resides at DDHH in Green Wing. He was admitted in May 2019. From the moment he arrived, we all knew Zach was special and that he had great potential. Zach is diagnosed with Cerebral Palsy, and presents with a mixed diagnosis, which means both his legs are affected (known as Diplegia), as well as having an overlying hemiplegia on his left side. On his arrival, Zach was non-verbal, only able to vocalize in Aaaahh sounds. He was attempting to feed himself independently but struggling a lot with food spillage from his mouth. He relied on his wheelchair for mobility, and he also struggled to propel himself in his wheelchair, as his left arm was very tight. Due to these challenges, he also didn't enjoy using his left hand in daily activities.

Over the past 2 years, Zach has received intensive stimulation sessions from the *Fidesco* volunteers, as well as weekly individual therapy sessions with a physiotherapist and music therapist.

During this time, we have all watched him grow from strength to strength! He has a good cognitive functioning, which means his understanding of tasks and simple sentences is good. We have been working on identifying colours and being able to group specific

objects of specific colours together. We have also worked on numerical skills and have been working on constructing an awareness of routine and times of the day. He has learnt to eat completely independently at all mealtimes and is gaining better fine motor control.

We have worked on lip closure and increasing his awareness of his mouth and drooling, trying to increase Zach's ability to manage his own saliva. This has included giving him his own facecloth, and him actively wiping his mouth upwards to help facilitate keeping his mouth closed. Being able to close his lips is also an important skill for speech and speaking. He has also worked on articulation and copying certain mouth movements to make specific words as part of his physiotherapy sessions and in his music therapy sessions. This has resulted in Zach now being able to say "Hello" and "Ok".

As an augment to verbal communication, we have also started Zach on an AAC (Augmented Assistive Communication) device, which allows him to push a button to confirm "Yes" and "No", as well as to select specific needs or requests from pictures on a grid.

CASE STUDY:

Senzo (Pseudonym)

Music Therapist ERV, Annelet Prinsloo

Senzo has been attending individual Music Therapy sessions since the beginning of the year. It has been a gradual process and progress not rushed – where he sometimes just listens to music to relax due to his muscle tone (the degree of being spastic) and accompanying pain. As soon as Senzo gets excited or has to concentrate on something, his arms and legs go into spasm, which causes pain. His hands, affected by his physical disability, have limited use.

Gradually I started playing the chimes with Senzo. At first, I held the chimes and moved it over his hand as I sang various songs. This brought him joy as he smiled and vocalised along with the songs. When I placed the chimes back on its stand and positioned it over Senzo's hand, however, he would lose interest. Having such a great degree of physical disability as Senzo has, also brings a disability mindset where it becomes second nature to think it cannot be done. The aim of encouraging Senzo to play the chimes by himself is to move away from disability and helplessness into ability and a sense of independence.

Recently, for the first time, I didn't hold and move the chimes over Senzo's hand, but instead just placed it close to his hand while I proceeded to make music on the piano and sing. Senzo took this opportunity to play the chimes by himself! This is a huge milestone for Senzo! He is starting to move from disability into ability. This is a step closer to improved self-confidence, feeling valued, having his identity changed from helpless to can-do and acquiring a feeling of independence to play the chimes by himself.



Senzo

Spiritual development remains one of the key components of the work carried out at LITTLE EDEN as it gives the residents a sense of completeness and it highlights the fact that they are complete human beings with a mind, body, a spirit and soul regardless of their disabilities. These spiritual development activities include daily morning prayers, reciting the rosary, attendance at church services and basic religious instruction.

At ERV the biggest disappointment during certain levels of lock down was not being able to go to Mass at the

Chapel on a Thursday. However we quickly adapted and live streamed Mass for a small group of residents alternating groups each week. Since the start of the pandemic our residents and staff pray on a daily basis for the protection of the residents, staff and the world at this time. We remain grateful for the prayers of protection and strength received from so many supporters - a significant support structure when at times our *resilience* was tested.



THE CAUSE OF BEATIFICATION AND CANONISATION OF THE SERVANTS OF GOD, DOMITILLA AND DANNY HYAMS

Under instruction from the Catholic Archbishop of Johannesburg, His Grace Archbishop Buti Tlhagale OMI and after obtaining the necessary civil authorities' approvals, the mortal remains of the Servants of God, Danny and Domitilla Hyams, Founders of LITTLE EDEN Society, were exhumed on 8 September 2020, which was the feast day of the Virgin Mary and the wedding anniversary of the Servants of God, and re-interred inside St Thérèse Catholic Church in Edenvale on 9 September in a marble crypt.

This was a low-key event attended by His Grace, family members, representatives of the religious fraternity and members of the Cause committee.

After almost a full year of very limited activity due to the Covid-19 nation-wide restrictions the Cause process for the founders of LITTLE EDEN Society reached an important milestone on Saturday, 10 April 2021. On that day, and again taking heed of the Covid-19 restrictions, a small group of congregants and family members of the late founders of LITTLE EDEN attended the Opening Session of the Inquiry for the Cause for Sainthood of the Servants of God, Domitilla and Danny Hyams at Christ the King Cathedral in Johannesburg.

Holy Mass and the Opening Session of the Cause were presided over by His Grace, Archbishop Buti Tlhagale OMI. This stage followed the preliminary phase which served to determine if there was enough evidence to pursue the Cause for Beatification and Canonisation.

The essential features of the official Opening Session were the presentation by the Postulator to the Archbishop of the Libellus (Letter of Petition), the Nihil Obstat (Letter of no objection) from the Holy See and letter of support from the Southern African Catholic Bishop's Conference. This was followed by the proclamation of the Decree to accept the Letter of Petition (Libellus) to initiate a Diocesan Inquiry and to appoint officials related to the Diocesan Inquiry. Oath taking by the officials of the Cause (Archbishop, Episcopal Vicar, Promotor of Justice, Notary and



Candle at the official Opening Session of the Inquiry for the Cause

Postulator) then followed. Finally, the list of witnesses and other documents relevant to the Cause were presented to the Archbishop together with the list of Interrogatories to be administered during the interviews with the witnesses. The purpose of the Oath by the officials and for witnesses is the same – to learn the truth concerning the matter being considered.

All this is done to fulfill the canonical requirement, meaning it is a step required by the law which governs the process of the Causes. The process of the Inquiry of both Servants will include formal interviews with numerous different witnesses which will allow the Archbishop to make a formal submission to the Congregation for the Causes of Saints for their consideration. Once the Diocesan phase is completed, it will be followed by the Roman phase. This means the process continues in Rome with Beatification and Canonisation coming later if evidence gathered passes the test.

The process of the Cause in its entirety is a lengthy one that may take many years to be completed.

LITTLE EDEN Society CEO, Mrs Xelda Rohrbeck, said

This is indeed a historical moment and LITTLE EDEN is proud that the process of the Cause has reached this significant milestone.



Jason assists a staff member

EVENTS

Different events serve different purposes at LITTLE EDEN. While some events are aimed at fundraising and creating awareness, other events play an important role to support and develop residents' social skills and build staff morale.

Events were among the first activities which were negatively affected by the pandemic as a decision was taken to cancel most of these events, especially those that involve public participation such as the annual fundraising fête. Each event had to be carefully assessed to measure the level of risk it posed and through creative and innovative thinking we were able to proceed with some events without additional risk to our residents and staff.

Some internal resident activities, as part of the stimulation programme for our residents, included the celebration of Valentine's Day, Easter Egg hunt, Sports

day, celebrating Mothers and Fathers' Day, Braai Days and many others. The highlights at the end of 2020 were the Christmas parties and special meal. The visit by Father Christmas was received with great delight and appreciation after a challenging and demanding year.

LITTLE EDEN CEO WHEELCHAIR CAMPAIGN®

The annual *LITTLE EDEN CEO Wheelchair Campaign®* has been running for the past four years and has been steadily gaining momentum. We were however concerned about how successful the event would be in 2021 as the campaign takes place in March. This happened to be during a period when the country was battling the second wave of Covid-19 and many businesses were negatively affected by the pandemic.

We are grateful to *Radio 702* for the significant role played in promoting the campaign which was supported through the Breakfast Show with Bongani Bingwa. The platform allowed for interviews, adverts and general discussions about challenges experienced by people with limited mobility due to physical disabilities and included the role LITTLE EDEN plays in ensuring suitable care for its residents, many of whom have multiple physical disabilities in conjunction with being diagnosed with profound intellectual disability. A total of 16 companies signed up and participated,



127 likes

bonglez My idea was to get a sense of the full experience as far as is possible to create awareness. Shopping aisles are too narrow, spaces in restaurants the same; lift buttons are sometimes high. Plenty of escalators but not many lifts. Went to get a haircut and it was difficult to accommodate me at the wash basins. Then there are the stares. Pity, confusion, curiosity. And the pointing. Obviously many many people are kind. Then there's the chair itself. This thing is bloody heavy!!! #Wheelchair #Weekend @littleedensociety

[View all 3 comments](#)

Bongani Bingwa

and through their financial support, a total of R510 461 was raised through the campaign. Experiences shared by some of the participants are available on www.littleeden.org.za. *Multotec*; one of the participants, shared with us that their experience led to them implementing some changes to their premises in order to be more suitable for their staff and visitors with physical disability.



So ends one of the most eye-opening experiences of my life. After a weekend in a wheelchair I have been humbled and have learned to appreciate all the blessings I have. I get to walk away - many don't have that choice. Let us create awareness and compassion about disability and give the gift of accessibility to those who don't have it.

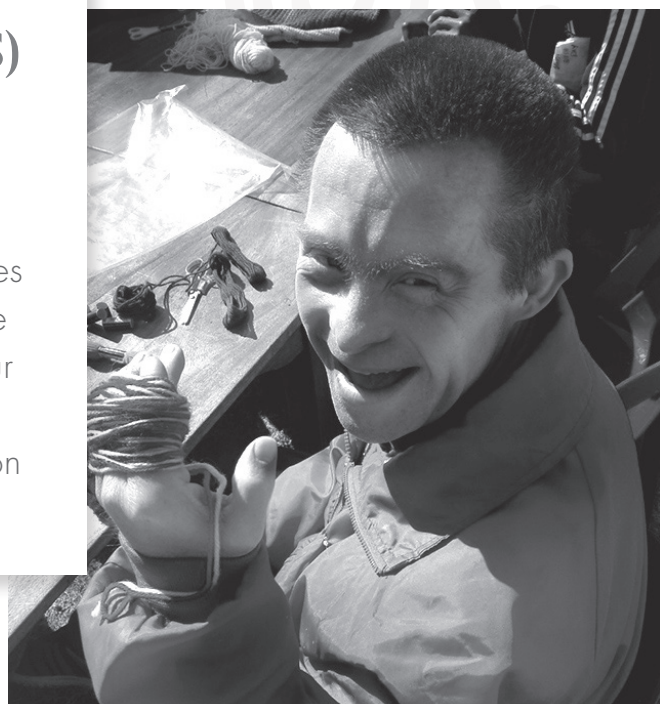
My idea was to get a sense of the full experience as far as is possible to create awareness. Shopping aisles are too narrow, spaces in restaurants the same; lift buttons are sometimes high. Plenty of escalators but not many lifts. Went to get a haircut and it was difficult to accommodate me at the wash basins. Then there are the stares. Pity, confusion, curiosity. And the pointing. Obviously many, many people are kind. Others did not want to deal with it.

Then there's the chair itself. This thing is bloody heavy!! Often the focus is on people who have long since made the adjustment but we rarely talk about those newly in the wheelchair. The adjustment is as much theirs as well as for those on whose support they will rely.

— Bongani Bingwa, radio 702

MANDELA DAY (ARTS & CRAFTS)

Due to Covid-19 restrictions and regulations, visitors were not allowed into our Homes. However, our staff and residents were able to compile a video to give donors a virtual experience of how a visit to our facilities would look when the restrictions are lifted. Donors were encouraged to drop off their gifts of '67 minutes' for our residents at our premises. Students received community service letters from LITTLE EDEN for the time allocated on their clothing drive activities.



Chris doing arts and crafts



JERUSALEMA DANCE CHALLENGE

Our LITTLE EDEN front line staff members from both Homes accepted the nationwide Jerusalema dance challenge which was trending on social media platforms in 2020. The dance challenge assisted in raising positive energy in our Homes during the pandemic.

Dancing, music and festivities at ERV's Spring Day

VIRTUAL CHRISTMAS CONCERTS

The Covid-19 pandemic prevented LITTLE EDEN from coming together and inviting donors, parents and guardians into our Homes to watch our Christmas Concerts. For the first time in the history of LITTLE EDEN, we had to do this virtually and share the special concerts with our supporters.

The concert at DDHH took us through treasured memories before the national lock down was implemented in South Africa and keeping the *spirit of the great heart* alive. The concert at ERV depicted the story of Mary and Joseph and the birth of Jesus with their journey captured scenically around Elvira Rota Village.

A big **'Thank You'** to the therapy teams for putting this together professionally and the wonderful opportunity it presented by being able to share the concerts more widely through electronic platforms with donors all over South Africa and internationally. The residents found great delight in seeing themselves on the big screen in these videos!

STAFF COMMENT The Covid-19 restrictions prevented the public from visiting the Homes which meant that I had to re-think the annual Christmas concert towards a virtual platform instead of an in-person event. This challenged me to write the script and choose the actors in a very different way from what I would have done for an in-person concert. I also had to learn about videography/cinematography, music recording, sound editing and video editing. I am proud of the end result and the residents loved being 'movie stars' after seeing themselves on screen.

– Music Therapist (ERV), Annelet Prinsloo

OUR HOMES

The Society consists of two Homes: Domitilla and Danny Hyams Home (DDHH), Edenvale with 180 children and adults and the other on a smallholding Elvira Rota Village (ERV), Bapsfontein with another 120 residents.



Music therapy in session

An integral component of the strategic plan is a comprehensive upgrade and refurbishment of the current facilities, some of which are almost 50 years old. Suitable facilities in a good state of repair are critical to the mission of LITTLE EDEN. Not only is it the environment where staff provide care-giving and therapies, but also where the residents benefit from them. The general condition of the facilities has a significant impact on both staff and resident morale.

THE COMPLETED UPGRADES WILL ENTAIL THE FOLLOWING:

ERV:

- New residential block to accommodate **26 RESIDENTS**
- Reconfigure certain sections in Pino's Place to accommodate additional residents
- **30 RESIDENTS** will move from DDHH to ERV into these spaces

DDHH:

- Convert Yellow wing/Doctors' room and part office space into a frail care/clinic facility with a new centralised nursing/medical/reception section
- Reconfigure and renovate Orange, Lilac, Green, Blue and Red wings (including enhancements to the bathrooms with the ShowerBath and enlarging the day rooms)
- Convert the current Depot area into office space
- Reconfigure the containers for Depot
- Additional staff parking

STAFF COMMENT One of the toughest challenges we faced was isolating our residents in their wings. At ERV our residents have a full days' worth of activities and are used to being out doors for a large portion of the day participating in activities such as horse riding, bicycle riding, visiting the farm and wetlands and of course weekly Holy Mass. It was very difficult for our residents to now have to stay in their wing and we had to come up with social distancing activities to keep our residents occupied and happy. One thing we can always rely on is music as our residents love to dance and sing! Residents who assist in the laundry and kitchen had to go on 'leave' and completed their leave forms so that they could be on holiday! We did this to soften the blow as they were devastated to not be working, but were more than happy to be on 'paid leave'. This pandemic has really shown me the *resilience* of our residents and I am so proud of how well they coped throughout all this chaos.

– Care Centre Supervisor (ERV): Elvira Rohrbeck,

As part of the upgrades and renovation of LITTLE EDEN Society premises, the recent award-winning ShowerBath innovation designed by LITTLE EDEN Honorary Lifetime President, Lucy Slaviero, aimed at ensuring the comfort and giving support to care workers, will be rolled out. The original design of the ShowerBath was recently updated and some of the changes to the design included a more durable material, rounder edges and a slight adjustment to the height of the bath.

The pandemic impacted the original planned timelines and phasing of work which needed to be reviewed to ensure the safety and wellbeing of residents and staff. Without a shred of doubt the Covid-19 pandemic has turned our world upside down including the way we work and how we interact with our colleagues, friends and families. Working from home has become the *de facto* norm in order to minimise the spread of the virus. But working from home or remotely does not build physical buildings. Buildings require the physical presence of men and women on site to ensure their construction.

Following intensive discussions and planning, the decision was made to only proceed with the new residential block planned at ERV. When the tenders were received, the country was placed in a total lock down situation. In line with the national imperatives, the LITTLE EDEN Board then suspended all construction work as care for the residents and staff was of prime consideration.

Months later, when the lock down levels were eased, and in order not to delay construction any further than absolutely necessary (the greater the delay, the greater the cost), LITTLE EDEN decided to proceed with the new residential section only in August 2020. The principal reason being that the building site could be 100% ring-fenced with a physical barrier which ensured no physical contact between contracting staff members and LITTLE EDEN residents and staff. In this way the health integrity of all was assured.



ShowerBath installation process at ERV



Keneilwe enjoying the sun in spring

Wherever possible, meetings for this professional team of architect and quantity surveyor were held through on-line platforms although some interactions were clearly not possible via this route such as reviewing large format plans. Furthermore, site inspections and site meetings were also in person as photos/videos would not suffice for this purpose.

Nevertheless, when such in-person events took place, all the necessary Covid-19 precautions were implemented. In order to ensure that all health and safety precautions were in place and adhered to, both LITTLE EDEN and the contractor appointed their own independent Health and Safety Consultants who assessed the site and operations throughout the course of the works. It is a credit to these precautionary measures which were put in place, that no cases of Covid-19 were recorded and no lost time injuries reported.

THE NEW RESIDENTIAL SECTION AT ERV HAS BEEN NAMED MARY'S MILL AS:

- An acknowledgment of the work shown to the late Founder, Domitilla Hyams by Mother Mary. Domitilla and Danny had great devotion to Mother Mary. This is evident in how each of their children has the name Mary as either first, second or third name. This dedication continued with their children and how they dedicated their lives to the continuation of LITTLE EDEN.
- An acknowledgment of the dedication of Mary Hyams who has and continues to dedicate her life's work to the residents of LITTLE EDEN.
- A Mill gives the idea of "hands on" experience. Working at a mill requires hard labour, commitment, literally the "daily grind", and is there for the benefit of the community.

The completion of Mary's Mill is scheduled for May 2021 which has been earmarked as a section for the older more independent residents from ERV, giving them a tranquil space for their twilight years. The setup and layout are centered around the individualisation of each resident.

The staging and phasing of the balance of the major renovations, specifically at DDHH is under way and building planned to commence towards mid-2021. In preparation for these renovations the ratio of residents between the two Homes will be changed where 30 residents will permanently move to ERV with the additional space now available with a new section being established. We look forward to the next stage of the renovations which directly impacts on the wellbeing of the residents through the upgraded facilities.



Music therapy in session



CAPACITY BUILDING IMPACT

The implementation of the National State of Disaster effective 27 March 2020 resulted in the CEO and critical staff leading the Society through change recognising that there was an immediate need to increase *resilience* and engagement during turbulent and unpredictable times.

Preparing to plant additional pecan nut trees

LITTLE EDEN is thankful to have received funding to utilise for staff training and development through the assistance of an anonymous donor together with the Health and Welfare SETA. Discounted training through *Keybase Training Solutions* and pro bono assistance in terms of POPIA compliance from *Global Business Solutions* and long-standing support from *Connold & Associates* has enabled LITTLE EDEN to empower staff to be legally compliant, to close skills gaps and to become more *resilient*. The long-term effect of investing in employees will ultimately lead to improved results, capacity and capabilities.

The execution of committed training in the Workplace Skills Plan for the period 1 April 2020 to 31 March 2021 submitted to the HWSETA was impacted by the national state of disaster as training service providers could not offer face to face training. Covid-19 changed the manner in which training is being presented as training providers were forced to transform their businesses by expanding their training methods to include more Online/e-learning and blended training opportunities.

As the lock down restrictions eased and training providers adapted a hybrid approach to training, LITTLE EDEN resumed the training programme. Although there are some planned training programmes that have

been carried over into the new financial year and will be completed in 2021, we surpassed our training goals due to additional training interventions being required to keep up with the changing legislative space in 2020.

Employee wellness became a crucial concern during this pandemic and LITTLE EDEN continued to explore the humanitarian aspect of operating. LITTLE EDEN acknowledged that employees may have difficulty in navigating the forced changes brought about by the national disaster, such as temporarily restricting the movement of individuals, ongoing curfews, social distancing, strict hygiene controls as well as forcing individuals to change many of their daily behaviours such as not being able to report for work, not being permitted to exercise or to visit friends or family, with a strong message to stay at home and daily uncertainty. This was a very difficult time for employees to navigate. Workload was immense as Directives and Regulations were at one stage being gazetted daily.

LITTLE EDEN acknowledges that economic and emotional dynamics can hinder and impede productivity in the work environment and that providing support for employees in times of uncertainty is imperative to build trust and improve the psychological contract between an employer and employee and aid in developing a stable and productive workforce. This being even more important during 2020 and 2021. To this end, increased communication from the CEO, HR, Managers and colleagues helped keep employees informed of legislative and safety updates and workplace requirements. It was also a means of keeping in touch.

Support to staff was also offered in terms of making training programmes available which looked at developing employees' soft skills. Stress Management, Emotional Intelligence, Assertiveness, Professionalism in the Workplace are examples of the training conducted, as we acknowledged the need to develop a consciousness of nurturance and care to enable productive and *resilient* employees during very uncertain times in order to help employees to effectively deal with current conditions, aggravated by social isolation.

The impact of Covid-19 reinforced the importance of having a skilled workforce capable of using technology and working remotely. LITTLE EDEN, with the assistance of *Keybase Training Solutions*, continues to aid staff to up skill their computer competencies which is required

in the changing nature of the world of work with more emphasis being placed on the use of technological devices. The investment in computer skills during 2020 and 2021 will continue to yield positive returns for LITTLE EDEN as the use of webinars, virtual meetings and training interventions with different on-line platforms being used, are still a daily reality.

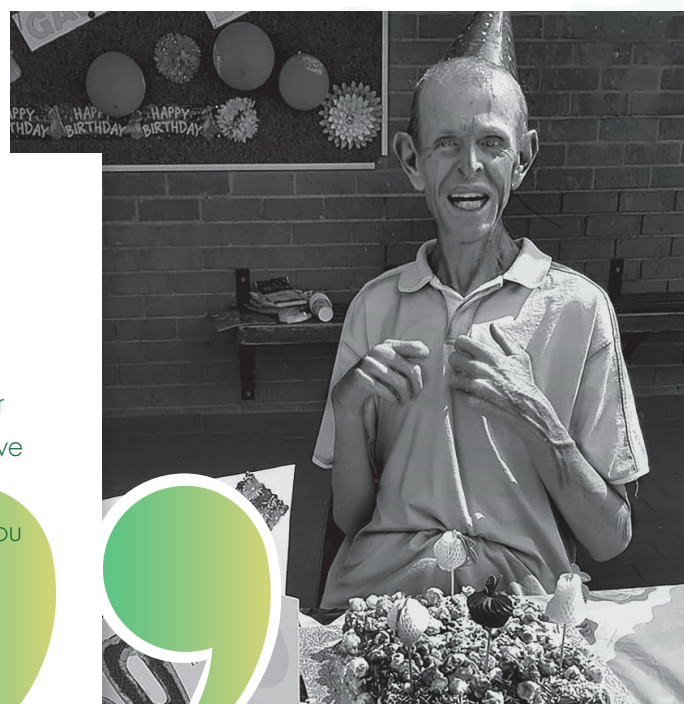
The pandemic sharpened the need for a well-defined, strategic employee training plan. The Employment Equity and Training Committee approved the LITTLE EDEN training plan for the period 1 April 2021 to 31 March 2022. We thank our generous donors and relevant stakeholders who have enabled LITTLE EDEN to empower staff to become more *resilient* by supporting these training and development initiatives.

An internal audit within the Finance department was undertaken by an external consultant. The audit provided valuable insight and recommendations to enhance and formalise policies and procedures. Good progress has been made following the previous internal audit within the LITTLE EDEN Charity Shop operation. Further internal audits within IT and Business Development are on hold until the major renovations have been completed.

STAKEHOLDER ENGAGEMENT

It's heartening to read that you've managed to keep everyone safe over the last 12 months. That's a great achievement. Please God, all will remain in good care in the months ahead. Thank you also for sharing these wonderful films. I must admit that the residents' rendition of We All Stand Together was a highlight. It captured the joy I witnessed for myself when we visited LITTLE EDEN in 2019. It was lovely to recognise so many faces from our time at Edenvale and Elvira Rota Village. Thank you for sending the link. We look forward to hearing from you again next week and continue to pray for you all.

– Claire Colleran – Missionary Childhood Society UK



Gavin turned 60 in 2020

Continuous interaction with all LITTLE EDEN stakeholders is critical in ensuring that the Organisation remains aligned to the core function of the Society and the impact that it aims to achieve through its service. The engagements are key to maintaining two-way communication, strengthening and sustaining partnerships.

The Covid-19 pandemic caused initial challenges and uncertainty in terms of communication channels used for effective interactions with the Society's stakeholders. In order to limit the possibility of infections, certain precautionary measures had to be implemented which included restriction of public access to the Homes (including restriction of visits by family members of our residents during certain lock down levels). Visits to our Homes are used as opportunities to interact and receive feedback from stakeholders. Interaction channels had to be limited to telephone calls, and communication through the Society's social media platforms. Local newspapers were also used as a platform to update supporters about the impact of the pandemic on the Organisation and assistance required.

THE PANDEMIC DEMANDED ENHANCED, TIMELY AND REGULAR COMMUNICATION FROM LITTLE EDEN ESPECIALLY WITH KEY STAKEHOLDERS

• STAFF

The need to continuously keep staff up to date with the various regulations and requirements passed by the government; what each stage of the lock down restrictions entailed; what protocols were implemented and continuously enhanced and reviewed; training and keeping the human element of communication real due to the immense pressure staff were under was critical.

• FAMILY/NEXT OF KIN OF RESIDENTS

The need to keep family informed regarding the lock down restrictions, to share news on the wellbeing of their family through video chats, photos and phone calls during the time when no visits were allowed was also critical. One of the most difficult decisions that had to be taken as a precautionary measure, was restricting family members of our residents from visiting their loved ones and not permitting residents to visit their families. Our Next of Kin WhatsApp



Shaun saying thank you to his carer

communication platform was one effective way in which we kept in contact and shared frequent updates about the well-being of the residents and staff.

• DEPARTMENT OF HEALTH AND DEPARTMENT OF ENVIRONMENTAL HEALTH

These departments became critical stakeholder through the support they offered on a regular basis in managing and guiding our operations to prepare for the various challenges encountered with regards to the pandemic.

• DONORS AND FUNDERS

They received regular communication to keep updated on happenings and requesting emergency support from them due to the immense uncertainty of what to expect financially, in addition to the unbudgeted expenses being incurred. We remain grateful for the support received financially, in kind and through prayer.

Our stakeholder engagement, communication channels, frequency and purposeful messaging have been enhanced and the pandemic has strengthened relationships and brought stakeholders closer to LITTLE EDEN and a closer understanding of the environment within which we operate.

Material Issues	Stakeholders	Engagement	Expected Outcome	Additional Comments
Care of the Residents	BENEFICIARIES, NEXT OF KIN, STAFF AND VOLUNTEERS, DEPARTMENT OF HEALTH	Regular monitoring and evaluation of health and safety features Continuous internal communication and ongoing internal staff training related to specific roles Regular resident assessments and implementation of individualised care programmes Continuous engagement with the Department of Health	Improved health and safety Improved quality of care Well-equipped and confident staff Strong relationships with Next of Kin (NoK) Maintain good organisational perception stakeholder confidence in the care and safety of residents	Strict Covid-19 protocol compulsory. Restriction of public access to the Homes, cancellation of events was a measure implemented to limit chances of infections. Police Clearance certificates submissions is a requirement for staff and volunteers Renovations/upgrade of wings The establishment of a NoK committee was halted due to insufficient interest from next of kin however, communication with family members of residents via WhatsApp platform has slowly gained momentum
Ethos and Values	STAFF, VOLUNTEERS AND NEXT OF KIN	Ensuring a safe work environment On-going implementation of various measures to ensure uniformity and equal treatment of all On-going focus groups to deal with issues related to work environment A designated Supercare representative Various communication platforms in place to receive feedback from staff and volunteers	Improved staff morale and confidence Team spirit Positive work environment Job security Improved quality of care of the residents	LITTLE EDEN continues to explore various communication platforms and opportunities to ensure staff and volunteers feel valued and part of the team. As part of precautionary measures, work hours of some staff had to be cut down which had a negative impact on their finances and consequently staff morale was negatively affected. The new Showerbath seeks to limit bath time challenges experienced by staff
Financial Stability	ALL STAKEHOLDERS	Make use of traditional and unexplored fundraising opportunities and communication channels to interact with donors such as social media platforms and more focus on online platforms to accommodate the pandemic environment	Responsible use of resources Reserve funds Less reliance on government Less frequent loans from LITTLE EDEN Foundation Assurance of all-round quality care of the residents	Exploring various innovative fund generating options Anticipated adverse financial impact due to the pandemic
Health & Safety	ALL STAKEHOLDERS	Audits Meetings Training Awareness campaigns Constant communication on different platforms Increased PPE Restructuring Home activities	Secure and safe environment for the residents and staff Limited risk of injuries and infections	On-going maintenance of the facilities is crucial Additional precautionary measures implemented

Material Issues	Stakeholders	Engagement	Expected Outcome	Additional Comments
Donors	DONORS AND BENEFICIARIES	Larger and structured Business Development team aimed at ensuring effective interaction with donors at various levels Funding proposals and reports, tours of the facility, meetings, presentations etc Invitations to participate in decision making meetings and internal events such as AGM and concerts	Clear understanding of the work carried out by the Organisation and the impact on the community Greater awareness of the needs of the Society and the Society to have greater awareness of what is expected by donors Opportunity for the Organisation to learn new fundraising trends	Looking at innovative ways to stay connected with donors in light of the current pandemic
Environment	ALL STAKEHOLDERS	Implementation of new projects to ensure sustainability of the Organisation Long term goal of a Solar system Planting of more trees including increasing the number of pecan nut trees	Secure, safe and stimulating environment for residents and staff Improved Financial sustainability through the planting of additional pecan nut trees	Some environment projects that have been implemented will not bear immediate results such as the newly planted trees and the additional pecan nut trees which will only start bearing fruit in 7 years' time.
Governance	ALL STAKEHOLDERS	Reporting Compliance Access to data	Greater understanding of how funds received are distributed and how they benefit the residents	Sub-committees implemented to ensure adherence to Organisational policies
Government Relations	THE DEPARTMENT OF HEALTH, SASSA, DEPARTMENT OF ENVIRONMENTAL HEALTH	Submissions of relevant documents to the Department. Attending meetings Being available for audits Updated documents	A healthy partnership with the various government platforms	On-going communications with government to discuss and attempt to align LITTLE EDEN's needs with government procedures Additional continuous communication during the current challenges of the pandemic
Human Resources Capacity	PERSONNEL	Recruiting suitable personnel Having adequate staff for the tasks On-going staff training On-going consultations with staff through implemented platforms/ sub-committees to ensure a fully functioning team	Competent and confident team Motivated team (positive staff morale)	Ongoing training
PR and Communications	ALL STAKEHOLDERS	Ensuring efficient communication with all stakeholders on various communication platforms.	Transparency Accessibility Donor loyalty Community inclusion Awareness of the needs of the Society To ensure healthy relationships between LITTLE EDEN and its stakeholders	NoK mobile communication platform aims to add to the accessibility of the Organisation



Helping hands



Disability Connect

4 h · 🌐



THE CEO WHEELCHAIR CHALLENGE: [Little Eden Society](#) is trying to raise R1 million towards the costs of caring for the 300 children and adults who call the c... See more

COMMUNICATION OF THE BRAND

The global outbreak of the Covid-19 pandemic required an increase in communication of the brand and constant seeking of innovative ways to reach out to our stakeholders and to communicate the needs of the Organisation.



Disability Connect on Facebook

The collaboration of the team of therapy staff and administration staff allowed for innovative thinking of valuable new ways of engagement such as creating Home activity videos; virtual connections with the 'outside' world and many other ways of sharing evidence of the work carried out at LITTLE EDEN.

The annual Christmas Concerts are one of the highlights of the year where LITTLE EDEN residents are given an opportunity to share their abilities with those who support them and encourage them to reach their full potential. Even though the odds were against us as the circumstances did not allow us to invite the public into our Homes to share this annual event with them, LITTLE EDEN was able to record and share our Christmas Concerts virtually. This also allowed for supporters who are often unable to attend the event due to distance, especially our overseas supporters, to share in these moments.

Our annual *LITTLE EDEN CEO Wheelchair Campaign®* is an important opportunity for LITTLE EDEN to be a mouthpiece for those with limited mobility due to

physical disabilities and to raise much-needed funds for the Organisation. Through the partnership with *Primedia (Radio 702)* the campaign gained much attention and was able to achieve increased mileage compared to previous years through the constant mentioning of the LITTLE EDEN name on the national radio platform and the hosting of interviews with various companies and individuals who made constant reference to the work we do for people with profound intellectual disability. Through this platform there was increased opportunity to advocate and create impactful awareness within the disability sector beyond the campaign and boundaries of LITTLE EDEN.

The process of the Cause of Beatification of the Founders of LITTLE EDEN continues to make progress and in turn affords the Organisation exposure as the process of the Cause shines light on the work carried out by the Founders at LITTLE EDEN.



Black Sparrowhawk in pecan orchard

With 90 tonnes of whole yellow maize planted on 17.48Ha which equates to a harvest of 5 tonnes per Ha on dry land.

A wide variety of vegetables were planted which adds variety to a healthy diet for residents. With grateful thanks to *Mike Loutfie Foundation* for the donations of three grow tunnels. Their team came and erected these tunnels and trained staff on the planting and care of vegetables within the tunnels. The tunnels directly impacted on the quality of produce through the protection from insects, hail, frost and other pests. One of these tunnels has been used specifically for growing a variety of herbs which adds different flavours to residents' meals.

LONG TERM STRATEGY TOWARDS SELF-SUSTAINABILITY – PECAN NUT ORCHARD EXPANSION:

Elvira Rota Village site is 42 hectares (Ha) in size, comprising of farm land, a small animal husbandry area, residents' habitations together with their associated facilities and a wetland area. The farming portion equates to approximately 30Ha of land dedicated to agriculture (pecan nuts, maize, *Eragrostis* and vegetables). There is a higher financial return from

ENVIRONMENTAL IMPACT

Agriculture

The 2020 – 2021 pecan nut harvest was successful even though many of the trees were in an "off" year. There was a harvest of 6 703 kg nuts in the shell. Due to the Covid-19 pandemic and lock down restrictions, nuts were sold to a wholesaler in bulk and a small quantity to local street vendors in Bapsfontein to support local small business. An additional 164 trees were planted this past season which now completes the third orchard. To date there are a total of 787 pecan trees, of which the original 155 are producing and the newer small trees will hopefully start producing within the next 5 years.

a pecan nut harvest as compared to maize or soya beans and thus over the last two years LITTLE EDEN expanded the pecan nut orchard from 220 trees to 787 trees. With this increase soy bean farming was phased out and this land dedicated to pecan nut trees with maize planted in between the rows of trees in order to derive maximum utilisation from the fields while waiting for the pecans to start producing their first crop.

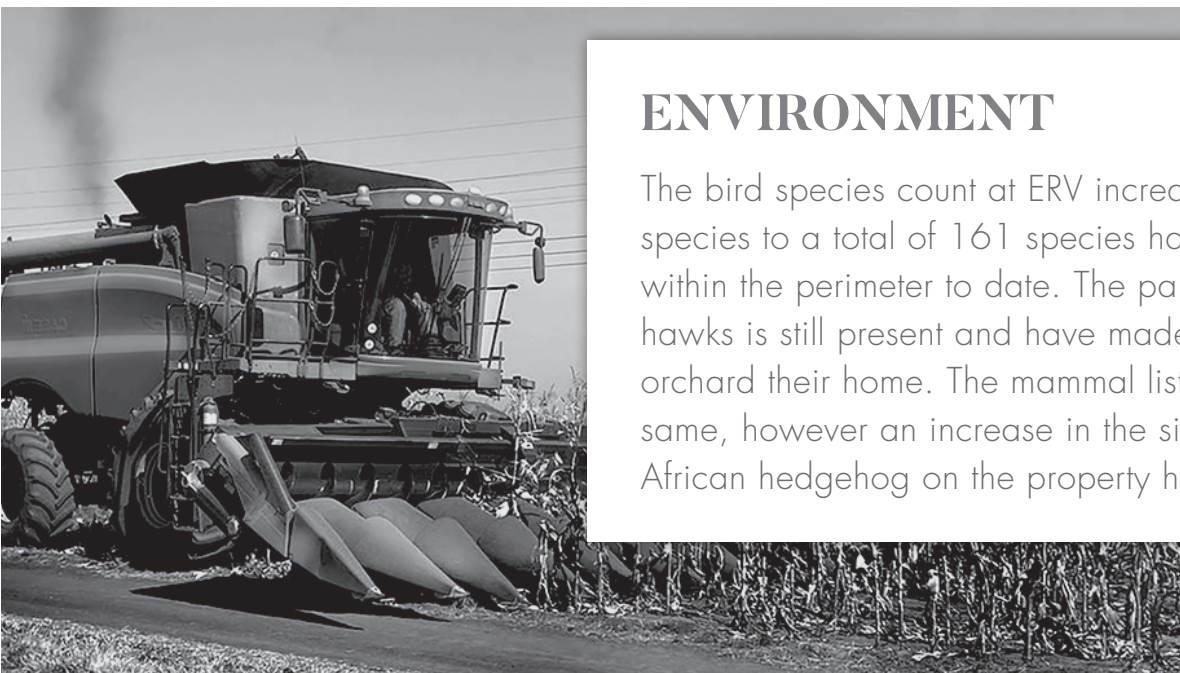
Among the original ERV development ideas of the late Founders, Domitilla and Danny Hyams, was the integration of the residents into nature and the environment. A planted maize or bean land does not align to this vision as residents derive very little, if any, physical or other benefits from it as they are unable to walk through the land, or assist in the associated farming activities. This was the reason LITTLE EDEN initially planted the first pecan nut orchard as the residents could assist with the picking of the nuts, their processing, packaging and more importantly they could derive physical, spiritual and mental benefits from such plantations. There are no words to describe the coolness the shade of a pecan nut orchard brings in the heat of summer to the residents when they are undertaking a music therapy session, a walk, a bike ride or a braai in the established orchard that is now almost 35 years old. Within this context, discussions evolved to explore whether or not to continue with the expansion of the orchard onto the remaining arable land.

A financial and agricultural study was conducted by an agricultural economist in 2020 to investigate expansion options and provide feedback on the feasibility to increase the pecan orchards for long-term benefit and farm profitability. The most suitable option identified involves the expansion of the orchards from the existing 9.75Ha up to the maximum of 19.55Ha. The maize areas will decrease to 6Ha, situated under the power lines – an area which cannot be planted with trees and the remaining 4.5Ha will remain as grassland and vegetables.

An additional 1 215 pecan nut trees have been procured which will be planted in the second half of 2021 once the current maize harvest is processed. The irrigation system upgrade will then commence which will aid in the conservation of water, man hours and diesel with the use of a water cart behind a tractor. The anticipated timelines for all the orchards (new and old) to be in full production will thus be towards the start of 2030, a long-term strategic project towards the future sustainability of LITTLE EDEN.

ENVIRONMENT

The bird species count at ERV increased by seven species to a total of 161 species having been seen within the perimeter to date. The pair of black Sparrow hawks is still present and have made the pecan nut orchard their home. The mammal list has remained the same, however an increase in the sightings of South African hedgehog on the property has been noted.

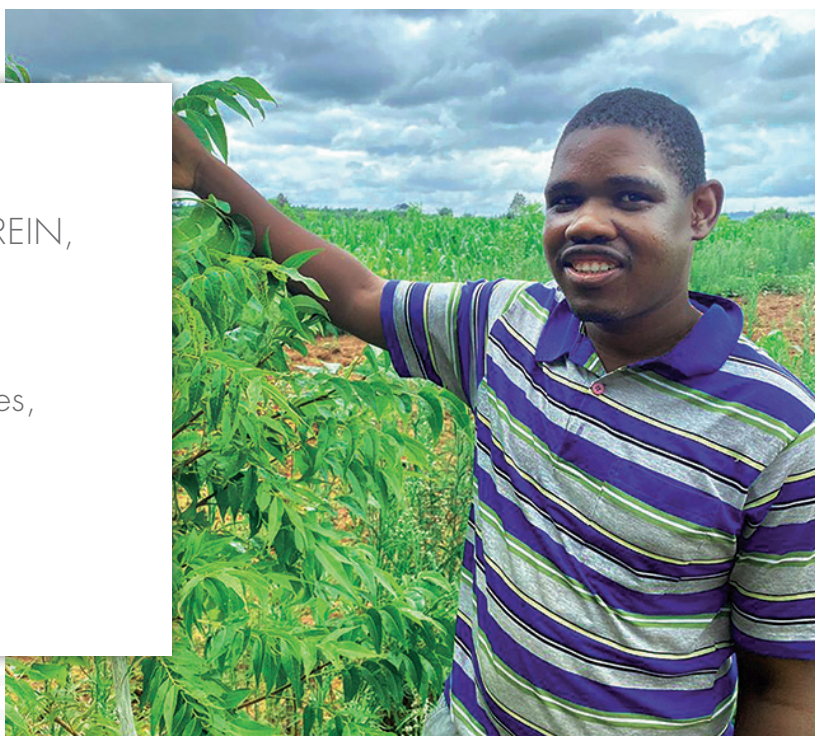


Maize Harvest 2020

ENERGY CONSUMPTION

THE TOTAL ENERGY USAGE REPORTED HEREIN, EXAMINES DATA IN RESPECT OF:

- Electricity utilised
- Diesel used in the generators at both Homes, vehicles, farming and general grounds maintenance activities
- Petrol used in two LITTLE EDEN vehicles
- Liquid Petroleum Gas used at both Homes



Naledi admiring the new pecan nut trees

Collectively, these elements make up the total energy usage for the period 1 April 2020 to 31 March 2021. We convert the kilowatt hours (Electricity) and liters (petrol, diesel and LPG) to gigajoules in terms of standard conversion metrics which is universally utilised. For clarification purposes, the joule is the official unit utilised to measure energy and is often used as a means

of comparison when different energy carriers are being used. This is easily done when considering total energy consumption across a range of energy carriers such as gas, electricity, petrol etc. The conversion of these resources into gigajoules makes comparing and totaling the energy possible.

Table 1: Total Energy Consumption

ELECTRICITY CONSUMPTION	2021		2020		2019		2018		2017	
	kWh	GJ	kWh	GJ	kWh	GJ	kWh	GJ	kWh	GJ
Domitilla and Danny Hyams Home	615 232	2 215	557 504	2 007	525 582	1 892	527 160	1 898	579 840	2 087
Elvira Rota Village	121 254	437	96 933	349	103 099	371	109 520	394	87 003	313
Shop Operation	4 660	17	5 176	19	8 258	30	9 348	33	8 643	31
Saint Joseph House	2 967	11	7 539	27	4 918	18	6 715	24	5 868	21
Domus our Lady Mother of all Children	534	2	1 534	6	3 351	12	5 871	21	5 009	18
Fundraising Office	0	0	0	0	0	0	0	0	4 450	16
Total Electricity	744 647	2 682	668 686	2 408	645 208	2 323	658 614	2 370	690 813	
Change in Electricity Consumption		11.38%		3.6%		(2.0%)		(4.7%)		18.3%
FUELS CONSUMPTIONS										
	Liters	GJ	Liters	GJ	Liters	GJ	Liters	GJ	Liters	GJ
Petrol	1 301	40	3 220	100	2 640	82	3 862	119	5 137	159
Diesel	15 387	587	16 009	610	16 252	619	10 254	395	11 765	453
(Vehicles)	11 591	442	11 512	439	13 671	521	10 081	384	10 470	404
(Generators)	3 796	145	4 497	171	2 581	98	173	7	1 295	49
LPG	3 852	103	4 328	115	4 658	124	4 290	114	3 940	105
TOTAL FUELS	20 540	730	23 557	825	23 550	825	18 406	628	20 842	717
CHANGE IN FUELS CONSUMPTION		(11.52%)		0.03		31.37%		(12.4%)		(9.7%)
TOTAL ENERGY (Electricity and Fuels)	3 412		3 233		3 148		2 998		3 204	
CHANGE IN ENERGY CONSUMPTION		5.51%		2.7%		5.0%		(6.4%)		10.6%

Note: Fundraising Office was within a rented space across the road from the main facility (new for 2017)

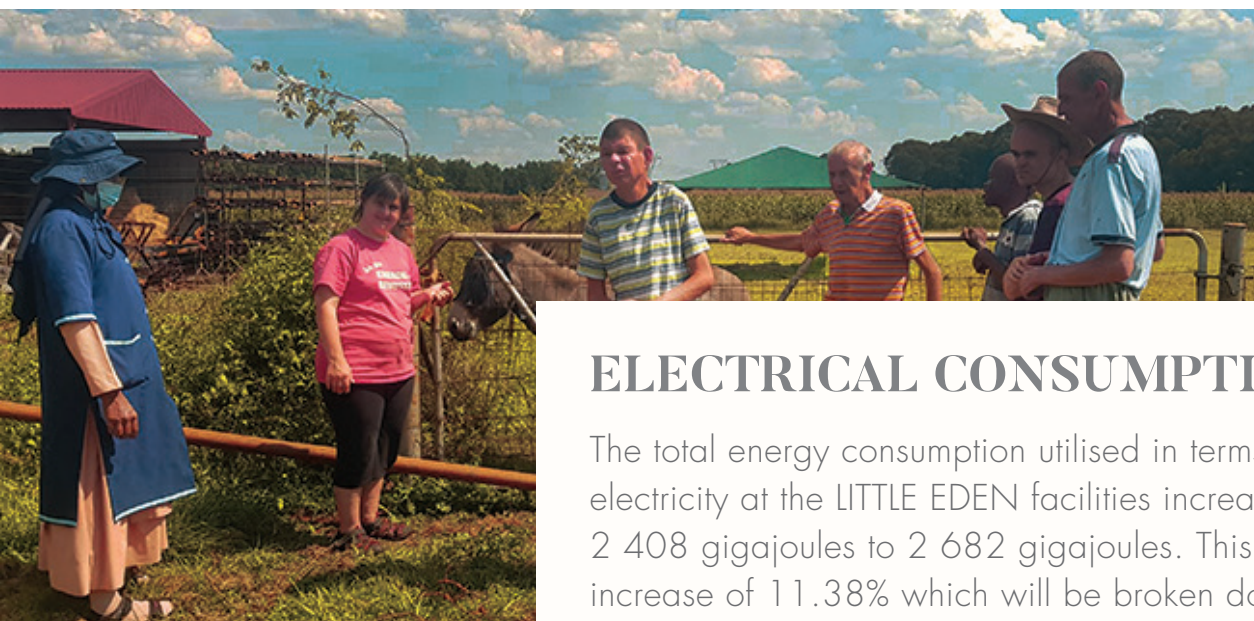
CONVERSION FACTORS

Electricity	0.0036	GJ per kWh
Petrol	0.0310	GJ per liter
Diesel	0.0381	GJ per liter
LPG	0.0267	GJ per liter

As reflected in Table 1: Total Energy Consumption above, the overall electricity and fuel usage increased by 5.51% from 3 233 gigajoules as at 31 March 2020 to 3 412 gigajoules as at 31 March 2021. Each of the elements will now be analysed by referring specifically to data in the previous report.



Sindi with her gifts she received at the Christmas party



Residents checking up on the animals at ERV

ELECTRICAL CONSUMPTION

The total energy consumption utilised in terms of electricity at the LITTLE EDEN facilities increased from 2 408 gigajoules to 2 682 gigajoules. This is an increase of 11.38% which will be broken down below.

In terms of electricity consumption at DDHH as reflected in Table 1: Total Energy Consumption, there was an increase from 2 007 gigajoules to 2 215 gigajoules which equates to an increase of 10.36%. The increase in usage at DDHH occurred specifically over a period of five months, namely from May 2020 to September 2020. The extended increased use of electricity can be attributed to space heating in the winter months, as well as specific protocols relating to Covid-19 cleaning requirements that were implemented in terms of our risk management protocols. LITTLE EDEN recorded the first Covid-19 positive infection on 24 July 2020. A spike of Covid-19 infection was experienced in both Homes during the first wave in the months of August 2020 – September 2020 at DDHH. Laundry from the isolation wings at both Homes was done separately from the other residents' laundry, thus more loads of washing and drying were carried out and this automatically resulted in an increased use of electricity. In previous

years, the increased electricity use due to space heaters and the laundry facility fluctuated with the seasons and weather conditions. In the period under review, this was amplified due to Covid-19 realities.

Electricity consumption at ERV increased substantially by 25.21% in this period from 349 gigajoules to 437 gigajoules. This can largely be attributed to an exceptionally cold winter. ERV also experienced a spike in Covid-19 infections during the period of August 2020 and the additional Covid-19 protocols with regards to cleaning and laundry requirements would also have increased electricity use at ERV. The construction of the new section at ERV additionally added to the increased electrical usage as the contractor needed to draw electrical supply for construction purposes. The official handover of the site for construction purposes was on 18 August 2020. ERV receives their electricity supply directly from Eskom.

WE CONFIRM THAT THE FOLLOWING LITTLE EDEN FACILITIES RECORDED A REDUCTION OF ELECTRICAL USAGE:

Domus Our Lady Mother of all Children (DOL) decreased by 66,67% from 6 gigajoules to 2 gigajoules. DOL is not being utilised for residential purposes hence the decrease in electrical consumption on an already minimal amount.

Electrical usage at volunteer accommodation St Joseph House (SJH) decreased by 59,26% from 27 to 11 gigajoules. The previous *Fidesco* volunteers left South Africa on 2 August 2020 and we welcomed two new *Fidesco* volunteers on 20 January 2021. The reduction in energy usage can be attributed to the temporary hold on the *Fidesco* programme due to the spread of Covid-19 both in South Africa and in Europe and hence the house was not used for residential purposes for over five months.

LITTLE EDEN Charity Shop reduced by 10,53% from 19 gigajoules to 17 gigajoules. The Charity Shop makes use of prepaid electricity. Reduction in consumption can be attributed to the Shop being closed from 27 March to 7 May 2020 due to the forced lock down for non-essential workers.



Amina is delighted about Spring

VEHICLES

Petrol, diesel and LPG are classified as fuels in this report. The overall consumption of fuel decreased by 11,52% which is made up of a reduction of 60% for petrol consumption, 3.61% for diesel consumption and 11.21% for LPG consumption. The decreased consumption in fuels can be attributed to reduced use of organisational assets during the national lock down. This is expected to increase in the next financial year.



Staff being acknowledged by residents

WATER CONSUMPTION

The water consumption at LITTLE EDEN from 1 April 2017 to 31 March 2021 is set out in Table 2 – Water Consumption. This report will specifically focus on the period 1 April 2020 to 31 March 2021.

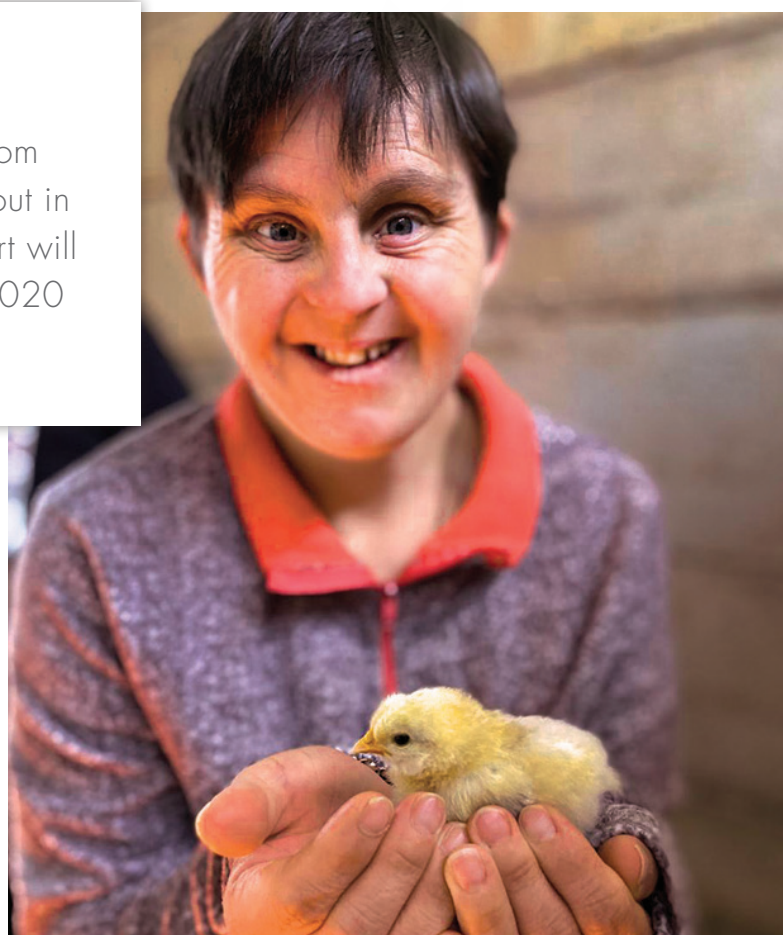
WATER – KL

	2021	2020	2019	2018	2017
DDHH	14 359	15 041	17 678	15 808	14 353
ERV	38 701	44 869	40 440	36 488	30 142
SHOP	208	183	37	37	37
SJH	165	220	221	293	225
DOL	20	19	73	191	277
TOTAL	53 453	60 332	58 449	52 817	45 034

Table 2: Water Consumption

Water is used for the direct and indirect care of residents as well as to irrigate the fields at ERV. ERV uses 100% ground water that is recycled through the wetland system into potable water and tested by the East Rand Water Care Association (ERWAT). In the previous reporting period, borehole water consumption increased at ERV by 25,34%. This was due to the upsurge in farming activities and the watering due to the increase in the size of the pecan nut orchard. In this reporting period, the borehole water usage decreased by 13,75%. We continue to water the pecan nut trees, however the rain aligned more with irrigation needs. Vegetable irrigation was reduced as the grow tunnels watering was done by hand and thus usage was substantially less. The jacuzzi stimulation programme was put on hold during lock down level 5 to level 2 which attributed to a reduction in water usage.

DDHH water consumption decreased by 4.53%. The jacuzzi stimulation programme was put on hold during lock down level 5 to 2 and has not yet resumed to its full capacity which has attributed to a reduction in water usage. St Joseph House reflects a decrease of 25%. Water usage at St Joseph House decreased due



Daniella was happy to see the new chick

to the property not being used for residential purposes for slightly more than five months. At the Charity Shop, the landlord splits the water, refuse and sewerage use among all the tenants which does not yield an accurate usage record for statistic reporting. At DOL there is minimal water usage (for general cleaning and ad hoc gardening purposes).

813.5mm of rain fell between 1 April 2020 and 31 March 2021: which was an increase of 82.5mm from the previous season.



Anthony helping Sr Merin with baking

SUMMARY

Key environmental focus areas highlighted in this report include electrical and water usage, waste management and management of the biodiversity at LITTLE EDEN's operations. The analysis of data for the period 1 April 2020 to 31 March 2021 indicates that the total energy consumption at LITTLE EDEN increased by 5.51%. This has been attributed to the construction activity at ERV as well as increased energy requiring processes at both DDHH and ERV impacted by Covid-19, due to the additional demand on the laundry as well as heating requirements during the winter months.

We can confirm that in order to ensure optimal efficiency of the laundry, the washing machines and dryers are serviced. The generator utilised during load-shedding operations is also serviced in terms of the manufacturers' requirements. Non-working light bulbs are replaced with energy efficient LED lights.

The materiality of the direct effect of interruptions to water and electricity remain a challenge to the survival of LITTLE EDEN as the care provided to residents would not be possible without a reliable supply of water and electricity. The ultimate goal has been to transition to increase sustainability. This is being addressed with the alterations at DDHH and ERV. A heat pump was installed in the new wing at ERV and LED lights fitted in this wing with an HVAC (heating, ventilation and air conditioning) system which is more energy efficient for maintaining ambient temperatures.

LITTLE EDEN aims to address and integrate sustainable practices, procedures and policies into operational decision-making processes to ensure environmental, social and economic sustainability as well as to monitor and improve on the effectiveness of LITTLE EDEN'S sustainability management system.

The need to decrease utility charges without decreasing operational efficiency and resident care remains high on the agenda.

RE-CYCLING AND WASTE MANAGEMENT

The metal and e-waste recycling programme, although disrupted due to the impact of lock down restrictions, continued from donations of electronic goods that were not suitable for resale. *Compass Medical Waste Services* assists LITTLE EDEN with the disposal of medical waste. Paper recycling is ongoing.

IMPACT BEYOND OUR BOUNDARIES

Through direct focus on inclusivity, when engaging with all stakeholders, LITTLE EDEN is able to share its value creation and impact beyond our boundaries.

Primary focus has been on the negative impacts of the Covid-19 pandemic but there have been unintended positive impacts. The human race had one common enemy and we were forced to unite and use all available resources to fight against the virus, highlighting the compassion and solidarity of the human spirit.

Even though our movements were restricted, we managed to find ways to break through boundaries and reach out to others to help. One way in which

LITTLE EDEN reached out to the world was through music. Residents and staff worked together and produced a message of "Hope" through a musical video. The video can be viewed on the LITTLE EDEN *YouTube* channel. The aim of the video was to inspire the world to stay hopeful during trying times.

Through the care and support provided to the residents at LITTLE EDEN, residents' family members are able to find employment, or go back to their jobs knowing that their child is receiving the best possible care and interventions; siblings have a better chance of an education – one of the dreams of the late Founder Domitilla of bringing much needed relief to families.



Bulelwa Mhlongo – Multotec

IMPACT THROUGH ADVOCACY AND INNOVATION

The Society, through its work and strong belief in the Values of *Respect, Sanctity of Life and Love & Care* continues to be a voice for people with limited mobility due to physical disability and for those with profound intellectual disability, through the annual *LITTLE EDEN CEO Wheelchair Campaign®* which has been running for the past 4 years. The aim and purpose of the campaign is to raise awareness about the challenges people face with physical disabilities, overcoming the stigma still attached to the term disability, advocating for the rights of people with disability and raising much needed funds for LITTLE EDEN.

The campaign invites influencer's and decision makers to spend one day in a wheelchair at work or at home to experience first-hand some of the challenges faced by someone using a wheelchair on a permanent basis for their mobility needs. The impact of the campaign stretches beyond the day spent in a wheelchair through continued advocacy and many companies rethinking the design and layout of their office spaces and how these spaces could be enhanced and customised to

suit the needs of a person making use of a wheelchair. The campaign takes place during March which is Intellectual Disability Awareness month.

The award-winning LITTLE EDEN ShowerBath innovation which is a combination of a shower and a bath tub enables caregivers to comfortably and more easily lift and bath persons, particularly the elderly, with profound intellectual disabilities and limited mobility. Suitable for use in care facilities, hospitals and homes, with minimal

maintenance costs, the ShowerBath makes bath time safe and hygienic, enhancing the dignity of the person being bathed, while promoting the physical well-being of the caregivers. This innovation is a demonstration of how the Organisation pays attention to the individual needs of its residents and of those who care for them by having designed a customised bathing unit. The ShowerBath was recently upgraded to be more durable and user friendly and is currently being rolled out at LITTLE EDEN as the Home is undergoing building upgrades. The long-term aim is to promote the use of this unit in other care homes where a person requiring assistance with bathing, and a caregiver providing this assistance, would benefit from this customised design.

Through the Society's events, there is a conscious effort to demonstrate residents' abilities and the impact of effective care and stimulation. In 2019, the residents were given an opportunity to be on stage during a public show with the *Teatro Patologico* production at The Market Theatre in Johannesburg. This was not only an opportunity for the residents to demonstrate their abilities but it was a statement of inclusion and publicly acknowledging the value of people with profound intellectual disability. *Teatro Patologico* will be including this theatre production in a documentary film that will be presented in the world premiere on 4 June 2021 at the external amphitheater of the Pathological Theatre in Via Cassia 472 in Rome. The documentary will be included in the XII Edition of the International Festival of Pathological Cinema, the first Festival in the world whose jury is entirely composed of people with physical and mental disabilities. Over the years, this film festival, with a strong social value, has had illustrious guests from the world of culture, entertainment and politics. Through this collaboration and partnership with *Teatro Patologico* LITTLE EDEN is afforded the opportunity to represent people with disabilities on an international platform.



Bright attempts to stand during physiotherapy



Spring Day activities at ERV



Ms Sedzani Faith Mudau CA (SA)
TREASURER

TREASURER'S REPORT

The total income for LITTLE EDEN Society for the year ended 31 March 2021 grew by 14.3% to R51 310 962 (2020: R44 901 900). The growth was attributable to income of 12.2% from Major Renovation Project Income and Covid-19 grants. The actual income growth before adding the Major Renovations Project Income grew by a marginal 3.2%, this was due to tough economic conditions affected by the Covid-19 pandemic and the national lock down effects.

During the period under review, donations from the public decreased by 9.49% (2020: R15 479 473) to R14 010 340 in 2021 while the grant from the Gauteng Department of Health subsidy grew by 5.5% and SASSA by 4.5%.

Operating and fundraising costs before adding Major Renovations Project costs of R6 221 098 (2020: R1 215 559) declined by 5.45% to R41 894 489 (2020: R44 311 417) this was due to stringent cost cutting efforts implemented by management which included delays in filling vacancies amongst others.

The Society ended the financial year with a surplus of R3 195 374 from a deficit of R625 076 in 2020, which translated to a net asset value of R3 570 161 at year-end.

The statement of financial position at 31 March 2021 reflects total current assets of R12 846 367 which represents a 178.5% increase from R4 613 326 in the preceding year. The increase is attributable to funds

for the Major Renovations Project being received in advance as part of the conditional grant agreement for major renovations. The effect of the increased income received in advance can also be seen in the 118.85% increase in current liabilities to R9 276 206 (2020: R4 238 539).

The Society received a standard qualified audit opinion in relation to similar organisations for the year under review relating to accounting controls over cash and donation-in-kind collections prior to the initial entry of the collections in the accounting records. The Society continues to investigate other cost-efficient solutions to address the area of qualification, at this stage, none have been identified.

Despite challenging economic conditions and the effects of the Covid-19 pandemic, Management and staff are continuously committed in fund raising efforts to ensure that the Society continues to fulfill its vital mandate to its residents.

The continuous financial support from our patrons is a huge encouragement to Management and staff in fulfilling the objective of LITTLE EDEN.

I wish to acknowledge the commendable efforts of the Board, Management and staff throughout the financial year.



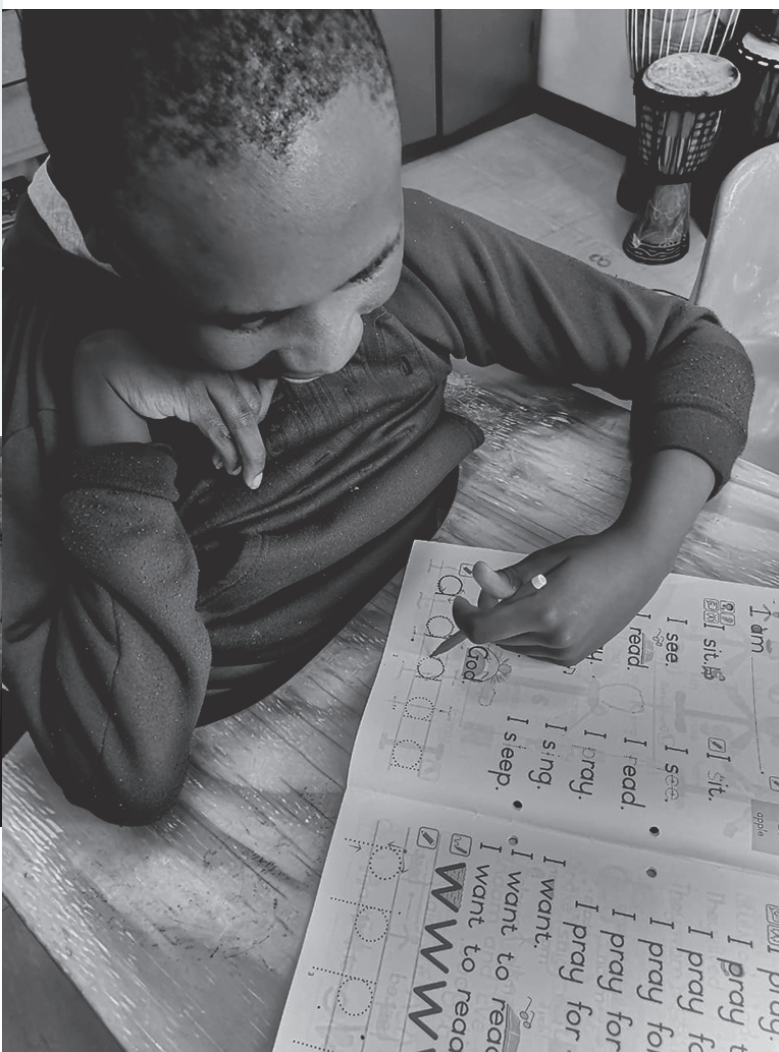
All smiles at Christmas Party

INCOME AND EXPENDITURE

The three-year comparative analysis of our funding streams is tabulated below:

DESCRIPTION	%	SUBTOTAL INCOME	2021	-	2020	-	2019
Government	47%		R21 304 124	46%	R20 272 767	45%	R19 247 272
Corporates	18%		R7 976 238	23%	R9 867 736	23%	R10 077 003
Individuals	13%		R5 906 460	12%	R5 240 601	13%	R5 421 703
Foundations & Trusts	8%		R3 733 337	10%	R4 156 245	8%	R3 630 487
Covid-19 Grant	6%		R2 489 073	0%	R0	0%	R0
National Lotteries	0%		R100 000	1%	R500 000	0%	R0
Charity Shop	6%		R2 638 555	6%	R2 582 857	6%	R2 747 026
Other sources of income	2%		R942 078	2%	R1 064 025	5%	R2 043 004
SUBTOTAL INCOME	100%		R45 089 865	100%	R43 684 230	100%	R43 166 495
Major Renovation Project Income			R6 221 098		R1 217 669		R0
TOTAL INCOME	100%		51 310 963^{1A}	100%	44 901 900^{1A}	100%	43 166 495^{1A}

Note: 2020 percentage representations have been adjusted for comparison purposes to actual operational income before Major Renovations Grant as subtotal income.



Naftal working hard

Although the 2021 figures show growth in income from R44.9 million in 2020 to R51,3 million in 2021, 12.2% of the Total Income is related to the Major Renovations Project Grant. The Grant is ring-fenced specifically for the major renovations and building project funded by an Anonymous International Funder. The operational income before the Major Renovations Grant income grew by a marginal 3.2%. This increase can be attributed to a 5% increase in the Department of Health subsidy (R80 increase per resident per month); the Disability Pension grant increase of R250 per resident over the age of 18 years for 6 months as part of the Covid-19 Government relief funding measures; and a Covid-19 relief funding grant from an Anonymous donor.

Government remains the largest and most strategic partner of the Organisation at 47% of actual operating income (increase in percentage of total income mainly attributed to the Covid-19 disability pension top-up received).

We continue to work closely with the various Government departments to ensure alignment to priorities and to strengthen the services.

Funding from Corporates has declined in the current year by 18.75%. This could be attributed to the effects of Covid-19 pandemic and national lock down. Trusts and Foundations have also declined by 10.2%.

The LITTLE EDEN Charity Shop has remained stable at 6% year on year, even though there was closure of 2 months at the beginning of the financial year due to national lock down.

The support from the National Lotteries Commission (NLC), through funds received specifically for Covid-19 is much appreciated, however it is disappointing that the application for funding within the Charity sector was declined due to budgetary constraints of the NLC.

Overall the pandemic brought with it disruptions to our funding streams and threat to donor funding. The stay-at-home decree further meant that earned income opportunities through the Charity Shop, pecan nut sales and fundraising events were abruptly suspended during various levels of lock down. Focused attention at re-thinking the fundraising strategy and implementing innovative ways to mobilise revenue was brainstormed. A preliminary assessment at the onset of the pandemic placed the loss of expected income from donations in the region of between 30% - 50%. To mitigate this, LITTLE EDEN embarked on a series of decisive actions, including revised budgeted expenses, speaking with our private partners and to the government to expand their funding support.

With much appreciated support from all our funders, stakeholders and partners, and after one of the most challenging years under the pandemic, LITTLE EDEN Society managed to close the financial year with a surplus of R3 195 374. This surplus will go towards building towards reserve funding in support of the future sustainability of the Organisation. The surplus represents less than one month's operating expenses. An incredibly unexpected and fortunate position to be in, in stark contrast to the initial forecast prediction, and true testimony of the solidarity, generosity, philanthropy and *resilience* of humanity.

Gross Expenditure for the year ended 31 March 2021

	2021 OPERATING PERCENTAGES	2021	2020 OPERATING PERCENTAGES	2020
Care Services	54.41%	47.38%	53.15%	51.73%
Food and Provisions	5.49%	4.78%	4.86%	4.73%
Fundraising Costs	0.76%	0.66%	2.26%	2.20%
Insurance & Bank charges	0.81%	0.71%	0.69%	0.67%
Maintenance & Equipment	2.78%	2.42%	5.32%	5.18%
Other Admin	1.69%	1.47%	1.51%	1.47%
Other Home Costs	10.42%	9.08%	8.20%	7.98%
Personnel - Admin & Fundraising	11.70%	10.19%	13.23%	12.88%
Professional and Security	2.85%	2.48%	3.09%	3.00%
Charity Shop	3.20%	2.79%	3.05%	2.97%
Municipal Services	5.88%	5.12%	4.65%	4.53%
SUBTOTAL	100.00%	87.07%	100.00%	97.33%
Major Renovations Project Expenses		12.93%		2.67%
TOTAL	100.00%	100.00%	100.00%	100.00%

Note: operating expense percentages excludes the Major Renovations Project expenses

The effects of the Covid-19 pandemic as well as the national lock down implemented in March 2020 can be seen to have impacted on the percentage movements reflected in the current period compared to last year. These effects are noted on the Care Services, Fundraising Costs and Other Home Costs. Other costs show standard annual movements.

The Organisation had to source additional staff members for Care Services to ensure minimum impact on the residents with the establishment of an isolation section, as well as deep cleaning and sanitising requirements. It is important to note the labour content forms a major percentage of the cost component due to the required staff to resident ratio to ensure optimal care. Other Home costs were also affected by the pandemic. The Organisation had to ensure the safety of the residents and staff members by securing and sourcing the required PPE, cleaning utilities and sanitisers.

Fundraising costs decreased due to the national lock down, fundraising events were cancelled and postal services were shut down resulting in no mail appeals or newsletters being posted. The impact of these changes is also evident and reflected in the fundraising income.

Maintenance and equipment costs declined as no major equipment was acquired in the current year compared to the prior year.

Personnel costs declined due to a vacancy in a management position, which was filled later in the year.

In the previous financial year LITTLE EDEN secured a grant from an anonymous international funder specifically for the major renovations and building project. The increase in the Major Renovations Project costs reflects the extent of work done as at the end of the financial year. LITTLE EDEN extends sincere thanks to *Thinkst Applied Research (Pty) Ltd* for the co-funding received specifically towards the establishment of a medical clinic at DDHH which will be put in place during stage two of the Major Renovations Project.



Mahlatsi spending time under the shade with his carer

FUND DEVELOPMENT

The work at LITTLE EDEN is an expression of our humanity. The ongoing restrictive corporate funding for disability together with an economy struggling with the effects of a pandemic has put severe pressure on fundraising that led to a marked decline in LITTLE EDEN corporate funding sources.

In taking this new reality into consideration, LITTLE EDEN conducted revenue projections based on updating development plans and budget to give a more realistic picture of cash flow. This led to operating conservatively, a necessity for strategic decision-making during uncertain and unpredictable times.

Tapping deeply into our *resilient* mindset LITTLE EDEN analysed the scenario of expected funding, focused immediate efforts on where the strongest relationships and greatest likelihood of securing funds would materialise. We engaged with many friends and supporters, and by communicating consistently, brought them even closer to the mission of LITTLE EDEN. Emphasis was placed on retention activities as we continued to meaningfully interact with donors. They were kept updated about the steps being taken to handle the situation, how LITTLE EDEN was managing the Organisation and how staff and residents were being supported.

As LITTLE EDEN faced one of the most challenging years in its history, strategic partnerships with Government, one of LITTLE EDEN's major funders, deepened.

Income sources such as through the Charity Shop, pecan nut sales and annual Fête have been hard hit during the hard lock down and the recovery is expected to be slow.

These uncertain times also propelled us to look at sustainable funding models. Under consideration are ways of looking to generate predictable and reliable revenue, expenses that line up with expected revenue, sufficient cash on hand to cover emergency needs, and processes in place to plan for contingencies. To make informed decisions on the financial performance of these social enterprise projects a feasibility study has been completed into the upscaling of the pecan nut orchard which required capital outlay to expand and



Volunteer Sarah with Zach

DONORS OF R100K AND ABOVE

Andru Mining
Anglo American Foundation
Anonymous donor
Associazione Domitilla Rota Hyams Onlus
AVI Community Investment Trust
Bollore Transport and Logistics SA
BT Communications Services SA
Hashtag Works Group
Impact Distributors
KBH Investments
Mary Oppenheimers Daughters
McCain Foods (SA)
MEICS Construction & Services
Missionary Childhood Society UK
Mr Antonio Cocciantè
Mr Mark Tindall
National Lotteries Commission
PricewaterhouseCoopers
Raccanello Attorneys
Sandoz South Africa
The Alexander Forbes Investment Shari'ah Fund
The BRO Trust
The Linda Nagel Foundation
The R.B. Hagart Trust
The Robert Niven Trust
Thinkst Applied Research (Pty) Ltd
Trollope Mining Services

upgrade the equipment (see Environmental Impact on page 41 for more information regarding this project). An internal audit of the LITTLE EDEN Charity Shop in 2019 provided a number of recommendations which have been implemented over the past year to gain a better sense of its potential in increasing revenue and to improve efficiency.

The Business Development department is focused on the retention and growth of our funding base and in mobilising support from campaigns such as the *LITTLE EDEN CEO Wheelchair Campaign®*.

The campaign has now been trademark registered and has gained momentum since its inception in 2018.

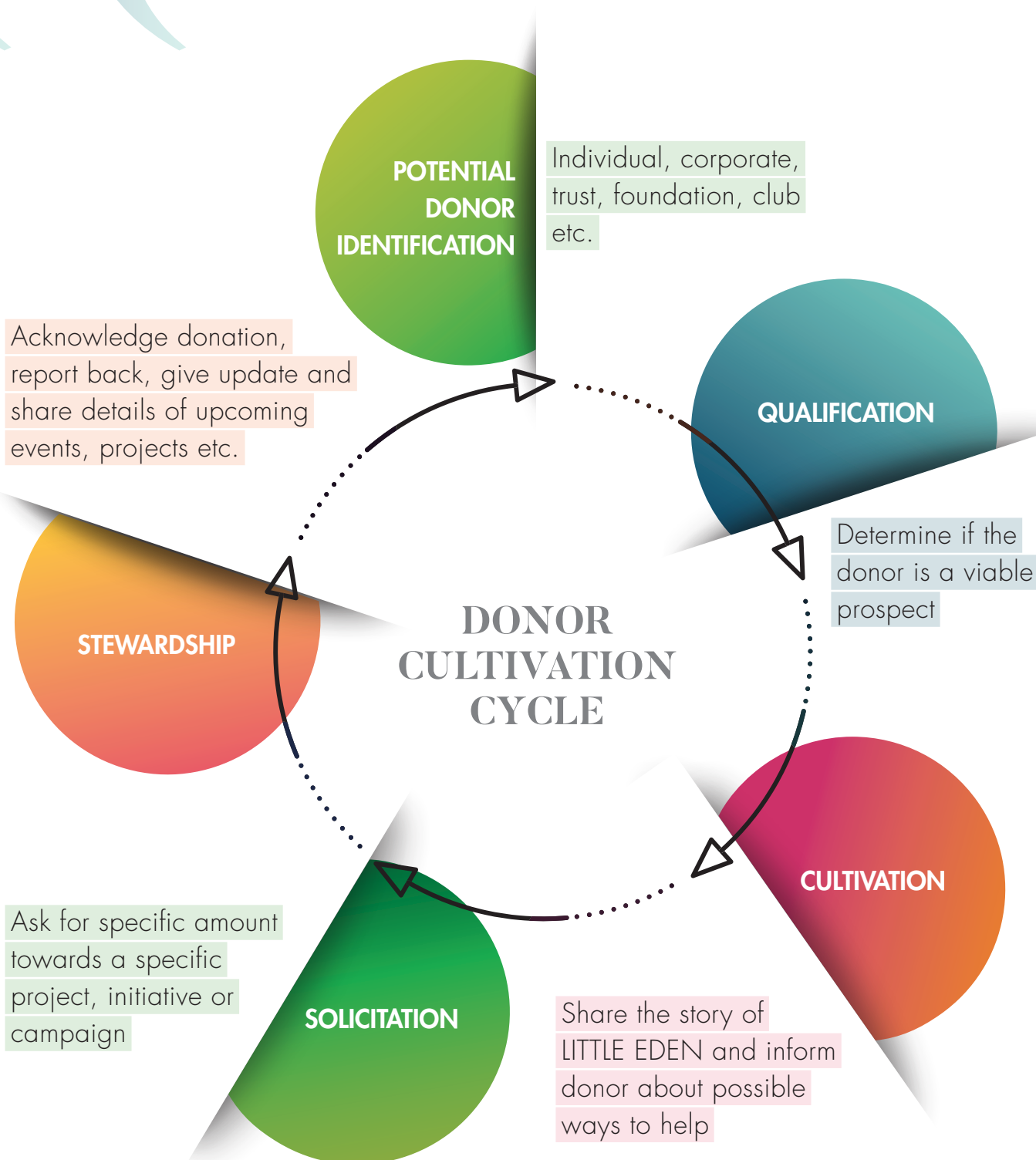
In strengthening our *resilience*, we know that LITTLE EDEN's stability in tough times rests with mobilising small funding values from an extraordinary large base of funders. LITTLE EDEN remains hard at work on mobilising debit order commitment from friends and supporters. Even though livelihoods of families have been affected by the pandemic, LITTLE EDEN's income from individuals has grown marginally. We take a moment to salute this group of individuals who remained committed to our precious residents in these exceptionally trying times. As we do also for the tremendous strategic and philanthropic support from Trusts and Foundations.

All was not lost as these challenging times presented a great opportunity to learn and grow together as non-profit professionals. We are exchanging ideas, learning to come together and try new things, sharing experiences and lessons. We remain deeply connected to our peers in the sector as we continue to reach out, share and connect.



Day-time cuddles

Grateful thanks to all our donors for holding hands with us through one of the most challenging years of our Organisation.





Rev Douglas (Doug) Boake CA (SA) Retired
CHAIRMAN

CHAIRMAN'S REPORT

These are trying times for the whole world and in particular South Africa and LITTLE EDEN itself. We can all only get ahead by confronting the issues and challenges confidently head on and with faith. We must play our part through continued transparency and meaningful engagement with our residents, staff, management, government, Board of Governors, LITTLE EDEN Foundation, donors and the general public.

The global Covid -19 pandemic has meant increased risk with its fears that has put our vulnerable residents and staff at greater risk. We are deeply grateful and indebted to our dedicated staff and volunteers for their commitment and sacrifices since the start of the pandemic more than a year ago.

Hopefully everyone will be getting their jab in the next few months and feel more secure from contracting the virus in whatever strain it presents itself. South Africa got off to a shaky start – delays in placing orders, then suspending the vaccine roll-out and finally securing the finances required.

After a year of lock down it's incumbent on all of us to start dragging out the new normal back to a semblance of normalcy of what the old normal was and with the vaccination we can do just that – on top of the new normal trifecta of physical distancing, hand sanitising and wearing of masks. Our humanity will somehow navigate LITTLE EDEN through this pandemic in solidarity and *resilience* thanks to the efforts and generosity of many people too numerous to name individually or collectively. We express our profound gratitude to all.

CORPORATE GOVERNANCE

South Africans have become disillusioned and almost numb to the years of corruption and fruitless and wasteful expenditure across government departments, politicians and big business. This feeds into a confidence crisis that has tripped up efforts to propel vital economic growth for the benefit of all sectors of the population to address the pressing issues of poverty, unemployment, housing to name but a few.

There is a culture of accountability which is lacking and sadly this has had a detrimental effect on donations received in monetary value or in kind which is the life blood for the continued viability of all NGO'S in South Africa which are heavily dependent on this support.

Cardinal Antonio Marto in a sermon at Fatima last year stressed that medicine and human techniques are not enough to heal the world's illnesses. Spiritual health is also necessary.

LITTLE EDEN continues to perform the core function of providing quality care to 300 children and adults with profound intellectual disability with Values of *Respect, Sanctity of Life and Love & Care* as promoted by our Founders The Servants of God Domitilla and Danny Hyams whose Cause for Sainthood of the Servants of God is ongoing and the process of the Cause is a lengthy one that may take many years to be completed.

Despite the prevailing gloom and doom in the country LITTLE EDEN has indeed been blessed and has weathered the financial problems due to the timely

action of fiscal discipline, stringent review of operating costs, seeing how funds can be stretched and looking at new ways of fund raising.

We were fortunate to receive a substantial donation at the beginning of 2021 which eased the financial position. We were also able to continue major upgrades and renovations to existing aging facilities at both Homes funded by a major overseas donor. On 14 May 2021 we officially opened a new 26-bedroom residential wing named Mary's Mill at Elvira Rota Village at Bapsfontein.

The Board of Governors and management are acutely aware to ensure longevity and sustainability of the need to re-evaluate the structure, assessing the functions and roles everyone plays in planning for the future. We are aware too that as an old established NGO what has made the entity successful in the past will not necessarily make us succeed in the future. We are investing in good communications to aid in the understanding of our mandate to our communities, government and donors and instead of waiting for funding, take the initiative with the stakeholders in their social investment strategies.

I close with these inspiring words from our own Nelson Mandela as we confidently face an uncertain future:

*Our deepest fear is not that we are inadequate
Our deepest fear is that we are powerful
beyond measure*

*It is our Light, not our Darkness, that
frightens us.*

*And as we let our Light shine,
we unconsciously give other people permission
to do the same.*

*As we are liberated from our fear, our presence
automatically liberates others.*



A moment for prayer



Mrs Xelda Rohrbeck

CHIEF EXECUTIVE OFFICER

CHIEF EXECUTIVE OFFICER'S REPORT

The terms pandemic and Covid-19 have featured in almost every conversation, decision made and action taken this past twelve months and still continues to be a dominant topic one year on from the onset of the pandemic.

As we reflect on a challenging year behind us and prepare for the year ahead amidst the pandemic, it requires *resilience*, reflection and taking stock. At the onset of the year under review it felt like our *resilience* was certainly being tested. Despite being prepared for it, the shock that came with the first positive cases demanded focused attention to all details pertaining to the health, safety and livelihood of our residents and staff. Through the commitment, dedication and understanding of an astounding team, tough decisions had to be made. I acknowledge the impact these decisions have had on staff, residents, next of kin/family of residents, donors and many other stakeholders, but say with confidence that these were the best and most appropriate decisions needed during certain points in time to ensure we continue to protect our residents and staff.

Over a year later the various protocols, policies and procedures have become part of the daily life at LITTLE EDEN and I commend the team for having adapted and remaining *resilient*. ONE thing that has remained and continues to remain our guiding strength, filling us with hope, is the presence of a strong Ethos, underpinned by Divine Providence.



Staff drumming during a caring for the carer session

Through our core Values of *Respect, Sanctity of Life and Love & Care* and solid foundations instilled by the late founders, Servants of God, Domitilla and Danny Hyams, we are grateful for the blessings and protection through prayer received in overcoming these trying times. Our residents continue to be our shining light, and even though many of you have not been able to see and interact with our precious *angels* in person, it is pleasing that we have all been able to remain connected through online platforms. Our residents continue to inspire us, they trust us wholeheartedly and it remains a privilege to play a part in their lives. We welcomed a few new residents to our Homes; and fondly remember our departed *angels*.

Despite the various changes that had to be made initially with regards to working hours of non-essential staff; closing of the LITTLE EDEN Charity shop; interrupted and cancelled events and functions; adapted operating procedures and more; one aspect remained stable and unchanged ... the mission of LITTLE EDEN - providing uninterrupted quality care for our residents through dedicated staff.

DESPITE A DEMANDING AND UNCERTAIN YEAR, THERE HAVE BEEN A NUMBER OF WORTHWHILE ACTIVITIES:

- The crowd-funding campaign – *Let's unite against Covid-19 for intellectual disability* – a fundraising initiative which in addition created an awareness of the impact of the pandemic within the context of a residential care centre such as LITTLE EDEN.

- Videos and prayer messages from the residents were shared locally and internationally with the specific focus of giving hope and encouragement to all to remain *resilient* during these trying times.
- The major renovations have commenced with the new 26-bed residential section – Mary's Mill – at Elvira Rota Village. An inspiring milestone to have reached which will have a direct impact on the wellbeing, care and focus on individualisation for the group of residents who will reside there. As part of the medium-term strategic goal, we look forward to the balance of the renovations and upgrades scheduled for the Home in Edenvale.
- The long-term strategic goal of expanding the pecan nut orchard towards future self-sustainability is well under way.
- The significance of the progress of the Cause for Beatification, with the Opening Session of the Inquiry for the Cause for Sainthood of the Servants of God, Domitilla and Danny Hyams is indeed an historic moment and has immense significance for LITTLE EDEN, the fruits of their labour.



Fidesco volunteer, Soline assists with individual care of residents



Some residents dressed up for the ERV Sport Day

These activities and celebrations are true testimony that LITTLE EDEN has proven to be an agile Organisation, able to cope, recover and learn from the adversity we had to face, underpinned by a supportive mind-set that is open to information sharing leading to the sustainability of the work undertaken.

With immense gratitude and appreciation to YOU - our funders, donors, partners, friends and supporters - as YOU stood by us every step of the way, giving us the *resilience* to tackle each day – one day at a time and, with hope, still look forward to the next day despite the pandemic. LITTLE EDEN closed the financial year with a surplus, again testimony to the solidarity of our LITTLE EDEN supporters, believing in the work carried out in caring for our *angels*.

I would like to extend my sincere thanks to the LITTLE EDEN Society Board of Governors and management team for being a pillar of strength; to the Sisters of the Imitation of Christ and *Fidesco* volunteers for the spiritual support and prayers; to the Departments of Health and Environmental Health for being a phone call away and for their immense commitment in supporting our Organisation to weather this storm; the LITTLE EDEN Foundation and the ONLUS in Italy, and to each and every one for the difference you make in the lives of our residents. We are truly blessed!

We look forward to welcoming you again to our Homes when it is safe to do so; to share with you in person the progress on the building renovations and how much the pecan nut trees have grown. Our residents dearly miss all our visitors and I can guarantee you will be welcomed with the biggest smile, open arms and love! Until then, stay safe and thank you for your continued support.

A handwritten signature in black ink, consisting of stylized, overlapping loops and a vertical line.



Drumming session under the pecan nut trees

MATERIAL ISSUES EXPLAINED

A material issues workshop is held bi-annually. The objective is to identify and prioritise the material issues that are most pertinent to LITTLE EDEN, with a particular focus on the reporting period.

Although we were not due to conduct a material issues workshop for this reporting year, it was felt that it was necessary to engage stakeholders to get their feedback on the current material issues and to gauge if there was a need to update those which were identified during the 2019/20 financial year. The exercise was also carried out in light of the extraordinary year that LITTLE EDEN went through as an Organisation during the pandemic.

The stakeholders were contacted by email and general feedback received was that the material issues which were identified during the 2019/20 financial period are still very relevant.

Major material issues are identified below (certain material issues have been consolidated into one due to their overlapping nature and impact).

CARE OF THE RESIDENTS AND ETHOS/VALUES:

The two most important material issues remain the care of the residents and the acceptance and upholding of the LITTLE EDEN Ethos/Values. Since the beginning of LITTLE EDEN Society 54 years ago, Divine Providence and the Values of *Respect, Sanctity of Life and Love & Care* have been the thread which continues to bind the Society together through all its internal and external activities. These two areas

encompass and form the basis of all operations within the Organisation and all other material issues identified. A healthy Ethos is the lifeline of any organisation. Hence staff morale is a key focus area and challenge. Various programmes such as staff training and consultation sessions with staff have been implemented to contribute directly towards the well-being and identification of staff needs.

DONORS:

LITTLE EDEN operates through the support of its donors. For some donors their livelihood may have been severely negatively affected by the global economic pressures caused mainly by the ripple effects of the outbreak of the pandemic. Naturally in this situation philanthropic-giving is directed towards the pandemic and general donations move to the bottom of the priority list. LITTLE EDEN remains grateful for the funding received in support of the pandemic and specific Covid-19 relief funding by an anonymous donor. Due to the nature of the services provided, the core function of LITTLE EDEN cannot continue or remain sustainable without financial and non-financial partnerships. In addition, through these various partnerships LITTLE EDEN is able to advocate and create awareness of the needs of some of the most vulnerable members of society.

The Society continues, through the Business Development department, to strategically work on maintaining strong relations with donors and implement measures to secure sustainable support despite the challenging economic environment.

With sincere gratitude to an international anonymous funder, the upgrade project of LITTLE EDEN Society towards improved service delivery and sustainability has been initiated. Despite this project being fully funded, funding towards operational expenditure is still urgently required and critical for the Organisation to remain viable.

ENVIRONMENT:

The continuity of utilities remains an area of concern with the threat of unreliable supply of water and electricity. Service delivery interruption contingencies are in place (generators and boreholes at both Homes) to avoid a significant impact on the delivery of care to residents. Environmentally efficient options are being explored with the planned upgrading of the facilities. A recent sinkhole in close proximity to ERV has raised additional concern due to the dolomitic soil conditions. As part of the building upgrades project, geotechnical soil testing was conducted and it was found to be suitable for the new building requirements.



Nosipho at the DDHH Sports Day

GOVERNANCE/TRANSPARENCY:

Being legally compliant and transparent gives assurance to donors and other stakeholders that LITTLE EDEN is a credible Organisation. Good corporate governance and transparency are core principles to ensuring the sustainability of the Organisation. Finance, Business Development, Audit and Risk, and Remuneration Subcommittees at Board level continue to support good corporate governance. Various

organisational audits have been conducted in accordance with PwC's recommendation in the Strategic Business Review conducted in 2018. Additionally, internal audits have been initiated within the Charity Shop in 2019 and the Finance Department in 2020 with further internal audits planned within IT and Business Development once the major renovations at DDHH are complete.

FINANCIAL STABILITY:

The Covid-19 pandemic and the reality of uncertainty that it brings in terms of the operation of the Organisation and the well-being of the residents cannot be underestimated. Even though LITTLE EDEN has been blessed with financial support from Covid-19 relief sources, many of these were once-off and LITTLE EDEN cannot expect to receive this support going forward. Access to the Homes is still restricted to the general public and this has a direct impact on regular donations received. Sourcing additional hygiene products, personal protective equipment and additional staff to limit the risk of infections has had a major impact on the financial status of the Organisation.

A decrease in the number of fee-paying residents has occurred. Various reasons for this include that a number of residents have reached the age of 18 at which stage families no longer receive subsidies for them hence can no longer contribute towards care as they are not in a financial position to contribute to fees.

General economic factors affected the behaviour of some donors. There has been a significant reduction in the value and quantity of financial donations received. The aim of the Organisation is to become self-sustainable in the future. Various income generating options are being explored to achieve this within certain limitations and opportunities such as the extension of the pecan nut orchard which has already been implemented.

HEALTH AND SAFETY:

A few factors pushed this to be amongst the most pertinent material issues. The outbreak of the Covid-19 pandemic threatens the health and safety of the residents and those who care for them. Due to the nature of their disabilities, the LITTLE EDEN residents are automatically placed at high risk when it comes to Coronavirus infections. At the time of going to print, South Africa is anticipating a third wave.

LITTLE EDEN has been in operation for 54 years with many of the structures and facilities requiring upgrades or renovations to ensure enhanced and sustainable future use. The building renovation project has commenced with stage one nearly completed at ERV. Stage two is expected to commence soon at DDHH. Safety measures are in place as a priority and focal areas have been identified to ensure the health and safety of the residents and staff while building is underway amidst the additional threat and risks of a pandemic.



Mutshidzi enjoys play time

GOVERNMENT RELATIONS:

LITTLE EDEN relies on assistance from government agencies in order to operate efficiently and within their mandate; however, the challenge remains with regards to the Department of Health Gauteng Provincial Government requirement that no more than 50% of the monthly maintenance subsidy be allocated to manpower costs (in comparison to the LITTLE EDEN spend of over 70% which is required to ensure an excellent care service). The further development of the relationship with the various government agencies is on-going. As at the end of March 2021 there are no subsidies outstanding. However, a major challenge is a shortage of medication usually supplied through the Department of Health, which LITTLE EDEN is currently required to procure privately, adding additional financial strain to the Organisation.

Government relations is not only a significant material issue, additionally Government agencies remain a significant stakeholder, specifically during the pandemic. We commend and remain grateful to the Department of Health and Department Environmental Health for the continued support in navigating, preparing for, and managing the challenges imposed by the pandemic.

HUMAN RESOURCES CAPACITY:

Capacity building involves training and human resource development. A portion of the funding received from the international anonymous donor towards upgrading of LITTLE EDEN Society for improved service delivery and sustainability, is specifically allocated for staff capacity building. Various methods continue to be investigated and are in place to ensure positive staff morale, amidst the internal and external influences. The methods include regular communication with staff through platforms such as team meetings, CEO newsletters, staff training and thank you tokens. Additional capacity with regards to Human Resources is required as part of the Covid-19 mitigation strategy. Specific focus on Human Resources was placed during the year under review and going forward due to the impact of the pandemic on staff, staff morale, mental health, and physical wellbeing. Staff have remained *resilient* throughout the pandemic despite the continued uncertainty imposed by the pandemic.

PR AND COMMUNICATIONS:

Communication is the glue that holds the Organisation and its stakeholders together. An inclusive, transparent, well-structured and effective communication with all stakeholders is crucial for the sustainability of the Society. Maintaining good relationships and a positive perception of the Organisation is determined by healthy internal and external communication channels.

The need for effective communication with stakeholders became more apparent early last year as plans to start the building project commenced. Regular and informative communication became critical to ensure inclusivity and to limit opportunity for

misinterpretation of the message that the Organisation sent out regarding the renovation and construction of new buildings. The risk of negatively affecting the feeling of security that families of our residents have with the Organisation and the negative impact on staff morale was also recognised as the renovations will mean restructuring and movement of certain offices, staff and residents. Being vigilant and mindful of external factors within the environment in which the Organisation operates, especially with the outbreak of the Covid-19 pandemic, required constant and reassuring communication to ensure the security and safety of our residents, staff and donors who interact with us on a daily basis.



A braai day at ERV means leisure under the trees

BOARD OF GOVERNORS/MANAGEMENT/ SUBCOMMITTEES

In 2013 LITTLE EDEN Society adopted the Independent Code of Governance for Non-profit Organisations in South Africa. The Society publicly commits itself to certain core values and principles, including fidelity to purpose, democracy, transparency and accountability. The Code also guides the Board of Governors on issues such as conflicts of interest and self-dealing as well as the responsibilities to ensure that resources are spent appropriately and in the public interest.

Visit www.governance.org.za for more information and a copy of the Code.

In fundraising, marketing and communications, it is fundamental that donors' rights to privacy are respected. LITTLE EDEN is cognisant of developments relating to the Protection of Personal Information (POPI) Act which is scheduled to come into effect in July 2021. The policies and procedures in place at LITTLE EDEN are regularly reviewed to ensure the protection of confidential information related to residents, staff and donors.

LITTLE EDEN does not make unsubstantiated claims in marketing materials. In the year under review, there were no recorded complaints about possible breaches of codes and laws related to marketing, advertising, promotion and sponsorship.

As custodians of stakeholders' personal details, there is a moral obligation on the part of LITTLE EDEN to safeguard their information. The database is encrypted. Any access to this database is logged and can be tracked if necessary.

No incidences regarding breaches of customer, resident and staff privacy – to which LITTLE EDEN respects their right – were recorded in the past year, nor were there any known losses of data held by the Society (with reference to this grouping). Further, there is in place service and satisfaction feedback mechanisms to ensure rapid response to concerns and complaints. An information officer registration will be actioned accordingly with the Information Regulator once this platform opens as part of POPIA compliance.

The prime purpose of the existence of LITTLE EDEN comprises the holistic care of its 300 residents. To perform the work of service, dedicated staff are required who spare no effort in ensuring the provision of the best available care and stimulation services for the monetary value expended. It is the stated objective of the Board of Governors and management that such care must, of necessity, be of world-class standard and best-in-class in the local South African environment.

LITTLE EDEN is appreciative of the recognition that it has received in this regard. LITTLE EDEN strives to continue improving the service rendered to our residents which would not be possible without the dedication of the Board of Governors, management, staff and service providers.

LITTLE EDEN, as any other organisation operating in the Republic of South Africa, is bound by various legislative Acts of Parliament. We endeavour to comply with the applicable legislation and make use of external professional inputs to keep on track. The LITTLE EDEN Beneficiary Analysis Certificate renewal in the Welfare and Development Sector was completed with a resulting score of: ERV 75.33% and DDHH 68%. This supports the Social Development element of the BBBEE score card, where companies can qualify for top points under this section.

MANAGEMENT

The Society is aware of the importance of maintaining the racial diversity of its management team and Board of Governors. Progress has been made in the composition of the Board of Governors as well as the management team.

MALE	FEMALE	BLACK	WHITE	INDIAN	DISABLED	TOTAL
1	4	2	3	0	0	5

NOTE: Outsourced labour Supercare Contract Managers excluded

The position of Business Development Manager became vacant on 28 February 2020 and was occupied by Nichollette Zulu as acting manager from October 2020. Nichollette officially took over the position in April 2021.



LITTLE EDEN CEO Xelda Rohrbach at the campaign launch



Candy and Daniella at the ERV Valentine's Day celebrations

BOARD OF GOVERNORS:

MALE	FEMALE	BLACK	WHITE	INDIAN	DISABLED	TOTAL
4	4	3	4	1	0	8

A strong and vibrant Board of Governors is crucial to the successful sustainability of any NGO. The Board of Governors has the overall responsibility for the Organisation, including acting as fiduciaries.

The Board of Governors Members' Manual clearly lays out the role of the Board and committees, code of conduct of the members, the course of action to be taken should a conflict of interest exist and also profiles each position on the Board. All committees adhere to the guidelines laid out in this manual. Further details are available from the Secretary of the Society.

LITTLE EDEN strives to ensure that nominations to the Board of Governors represents a mix of expertise, knowledge, experience, representivity and that those nominated are able to commit time and effort to carry out their duties and responsibilities effectively; further, they are expected to subscribe to the Ethos and Values as embodied in Our Mission.

The Board of Governors (BoG) currently consists of eight members, five with qualifications in finance/accounting and three in engineering. During a recent review of the professional mix and expertise and

potential Board expansion, the BoG identified that it does not have a representative from the humanities/care giving sector. The important aspect of such a professional gap is that the BoG could inevitably focus on financial/operational matters more than on the physical and spiritual well-being of the residents. The need was identified that the BoG composition will significantly benefit from a representative within a medical field who can propose/present alternative viewpoints to the current financial/technical predominance. Board recruitment opportunities are currently being explored.

All members should possess the highest level of integrity, independent mind-set and expert knowledge that meets the needs of the Society and complements the competencies of the existing members on the Board. Annual Board Self-assessment questionnaires are undertaken to review and enhance the Board dynamic.

Following the 2020 Annual General Meeting of the Society, Rev Douglas Boake remains Chairman, Mr Maurizio Galimberti Vice Chairman and Ms Sedzani Mudau Treasurer.

THE BOARD OF GOVERNORS CONSISTS OF:	YEAR OF APPOINTMENT:
Rev. Douglas Boake CA (SA) <i>Retired</i> (Chairman)	1973
Mr Maurizio Galimberti BSc (Vice-Chairman)	2002
Ms Sedzani Mudau CA (SA), RA, MBA (Treasurer)	2017
Rev. Antony Bishop FCIS	1981
Ms Maleshini Naidoo B. Com (Honors)	2017
Mrs Thato Nkosi B.Eng (Chem), B.Eng (Hons), MDP, MBL	2017
Mr Luigi Slaviero PrEng, MBL, BSc (Eng)	1984
Mrs Ntambose Rosetta Xaba CA (SA)	2010



Volunteer Laure teaches Bright to crawl

BOARD SUBCOMMITTEES

The Board Subcommittees continue to offer valuable support, expertise and guidance to the Organisation. These committees are advisory in nature and not executive committees and as such do not perform any management functions nor assume any management responsibilities. The roles of these committees are independent with accountability to the Board of Governors. Each Board member participates in at least one subcommittee.

• THE AUDIT AND RISK SUBCOMMITTEE

assists the Board of Governors of LITTLE EDEN Society in carrying out its functions relating to the safeguarding of assets; the operation of adequate risk

management and control processes in compliance with all applicable legislation and regulations and the oversight of the external and internal audit functions. The subcommittee is chaired by Mrs Ntambose Rosetta Xaba.

• THE FINANCE SUBCOMMITTEE

assists with financial matters pertaining to LITTLE EDEN Society and fulfills the Board's oversight responsibility relating to the Organisation's financial statements, financial reporting practices, systems of internal accounting and financial and disclosure controls. The subcommittee is chaired by Ms Sedzani Mudau.

• THE BUSINESS DEVELOPMENT SUBCOMMITTEE

fulfills a support role in monitoring and measuring the performance of the Business Development Department against the Business Development Strategy. The subcommittee is chaired by Mrs Thato Nkosi.

• THE REMUNERATION SUBCOMMITTEE

provides guidance and recommendations for the remuneration strategy of the Society and fulfills the oversight mechanism to ensure that remuneration levels are consistent, fair and in accordance with similar NGO related market levels. HR consultants, *Connold & Associates*, supplied valuable input making use of the PE Corporates Services survey. The subcommittee recommends an overall annual quantum (either percentage or value or both) and also sets the remuneration of the CEO. The subcommittee is chaired by Mr Maurizio Galimberti.



Xolane meeting Francesco the donkey

MONITORING AND EVALUATION

Core functions are monitored and evaluated on an on-going basis, in order for LITTLE EDEN to achieve its aims, and live up to Our Mission.

- To ensure that the residents' needs are fully met, team meetings are held on a regular basis with on-site walk-about to monitor the level of care, hygiene and maintenance.
- The Board of Governors oversees the strategic direction of the Society according to its constitutional guidelines. The Board meets once every two months to evaluate the preceding period of operation and to recommend and advise on future direction. Subcommittees are well established and meet quarterly or every two months.
- The management team meets regularly to ensure that operational matters are addressed timeously and adequately.
- To maintain a good working relationship with the Department of Health Gauteng Provincial Government, and in keeping with our standards of excellence, LITTLE EDEN ensures full compliance with all statutory requirements.



Fidesco volunteer, Soline reads a story to some of the residents

- To ensure the application of prudent financial policies, all finances are carefully monitored by measuring performance against budget and this information is submitted every two months to the Finance Subcommittee and the Board of Governors.
- In keeping with the Business Development Strategy, LITTLE EDEN fundraisers aggressively to source funds for operational requirements in order to meet the monthly shortfall in Department of Health Gauteng Provincial Government subsidies, SASSA and disability pensions to broaden the scope of service provision. In addition, a Business Development Subcommittee is established to offer guidance in monitoring and evaluating the progress of the strategy.
- To maintain and build adequate infrastructure and facilities which are required to ensure a holistic approach to the care of the residents.
- To source and retain qualified and competent staff members within the Organisation.
- To provide on-going staff training and ensure placement according to expertise.
- To uphold the Values and Ethos in caring for the residents, staff and environment.
- To sustain effective and efficient communication with stakeholders.

LITTLE EDEN programmes and activities are monitored through the use of statistical data, as well as progress reports submitted monthly to the management team and every two months to the Board of Governors.

To facilitate communication between shift staff and to have information on residents readily available, care profile boards continue to be used, with a list of all residents and their basic information (gender, age, name, medical requirements etc.) which will in turn support the type of individual therapy, stimulation and care required.

The reports evaluate progress against care project objectives. Regular site visits are conducted by managers who focus specifically on their target area of speciality, for example health and safety and medical aspects. The relevance and efficiency of programmes

is monitored in terms of their relation to the needs of the beneficiaries. Regular discussions with specific stakeholders and an open-door policy results in reviews of programmes as and when required.

Although performance appraisals are carried out for LITTLE EDEN staff, they tend to occur infrequently and/or without an appropriate level of formality. As such, focus will be placed on improving the quality and frequency of staff appraisals, mostly to ensure that managers can obtain valuable information about their subordinates to assist in career development and performance improvement. At the same time, the process will increase the opportunities for employees to raise any issues that may have arisen of which they believe management should be aware.

LITTLE EDEN gives organisational management issues, systems and processes due consideration and ensures that activities comply with legislated requirements. For example, the safety and health of residents and staff is a key performance measurement indicator during the annual performance review of managers.

Regular departmental meetings are held. Monitoring and evaluation of projects that are in progress and in the planning stages takes place. These meetings allow for potential opportunities and shortfalls to be identified early on in the project, which in turn leads to greater efficiency.

Progress reports to funders and sponsors are submitted as per their requirements on their specific projects.

With an open door policy and open channels of communication, the Organisation appreciates feedback received from various stakeholders, both as compliments and feedback on areas for improvement.



Volunteer Adele with Godfrey



The smiles of winners at the ERV Sports Day

SAFETY, HEALTH AND ENVIRONMENT (SHE) COMMITTEE

Much activity took place on the health and safety front as LITTLE EDEN put measures in place to comply with the various Regulations and Directives issued in terms of the Disaster Management Act in response to the Covid-19 pandemic. As Regulations and Directives were promulgated, LITTLE EDEN Safety strategy was adjusted accordingly.

External audits conducted by *Scott-Safe Occupational Health and Safety Services* were delayed due to the impact of Covid-19 but were later conducted accordingly at both DDHH and ERV. Audit results remain strong including a positive audit in terms of Covid-19 compliance.

The SHE Committee meets quarterly to discuss any safety concerns that may have arisen in the previous quarter. Committee meetings were held via the virtual meeting platform Zoom. The purpose of this committee is to initiate, promote, maintain and review measures of ensuring the health and safety of the residents, employees and third parties who operate on our premises. Not only is health and safety a legal requirement, but the well-being of the residents and staff is of utmost importance to LITTLE EDEN and identified as a material issue for the Organisation. The imminent renovations at LITTLE EDEN DDHH will result in contractors being on site and all necessary steps will be taken to safeguard the health and safety of residents, staff and third parties by drafting and implementing a health and safety specification which contractors will need to adhere to and be audited against.

LITTLE EDEN experienced Covid-19 cluster outbreaks at both Homes with the first infection being recorded on 24 July 2020. The majority of employees (inclusive of Supercare) and residents were asymptomatic. The Departments of Health and Environmental Health conducted over 500 Covid-19 tests for staff and residents at both Homes. Positive employees and residents were isolated, contact tracing undertaken and the Homes and Charity Shop decontaminated in terms of the required protocols.



Yolandi dashes out on her bicycle

LITTLE EDEN reported the positive results to the Department of Health and the Department of Employment and Labour and enlisted the assistance of the Department of Environmental Health with whom we worked closely during the cluster outbreaks.

No further Covid-19 infections have been identified among the residents or staff. Both Homes are again open for scheduled family visits due to the implementation of the Adjusted Level 1 lock down regulations. These are scheduled in advance and strict Covid-19 prevention measures are adhered to. LITTLE EDEN will continue to adopt a conservative approach to permitting external visits to our Homes as lessons learnt globally have demonstrated that a third wave of Covid-19 is likely to affect South Africa.

Building of the new wing Mary's Mill at ERV was initially placed on hold due to lock down requirements but eventually commenced with the official site handover taking place on 18 August 2020. Required safety protocols were in place and *Scott-Safe* were appointed to carry out monthly audits and site inspections. The construction site was demarcated from the Home and there was no interaction between the construction workers and LITTLE EDEN staff or residents.

EMPLOYMENT EQUITY COMMITTEE

The purpose of the Employment Equity Act, No 55 of 1998 is to achieve equity in the workplace by promoting equal opportunity and fair treatment in employment through elimination of unfair discrimination and implementing affirmative action measures to redress the disadvantages in employment experienced by designated groups, in order to ensure equitable representation in all occupational categories and levels in the workforce.

In keeping with legislative and best practice initiatives, LITTLE EDEN staff are represented on the Employment Equity Committee, which meets every four months. Meetings during 2020 and 2021 were held remotely via the Zoom platform. The selection of an Employment Equity Committee is a critical step towards implementing the Act.

The main role of this committee is to ensure that LITTLE EDEN is meeting its Employment Equity requirements by drafting the Employment Equity Plan and ensuring its effective implementation. It is the Employment Equity Committee's responsibility to ensure that both the plan and implementation are aligned with the strategic objectives of the Organisation. LITTLE EDEN ensures that there is equal representation amongst committee members in terms of race, gender, disability, skill level and position within the Organisation. Committee members are nominated by staff and engage with staff on agenda items.

LITTLE EDEN prepared an Employment Equity Plan for the period 1 August 2020 to 31 July 2023 which was accepted by the Committee on 4 November 2020. The EEA2 and EEA4 were successfully captured on the Department of Employment and Labour website on 14 December 2020.

The members of this committee are also tasked with approving the LITTLE EDEN training budget which was approved on 25 March 2021.

RELATIONSHIP OF LITTLE EDEN ENTITIES

ASSOCIAZIONE DOMITILLA ROTA HYAMS ONLUS (ADRHO)

is a non-governmental legal entity registered in Italy in 2012 managed by volunteers. One of its functions is to be a central European contact office for European financial donations which grants tax benefits to the donor. Its donations go towards the sustainability of LITTLE EDEN Society. Further benefits include the facilitation of volunteers, the exchange of knowledge related to the care of persons with intellectual disabilities and the transfer of ethos and value systems. Visit <http://www.domitillarotahyams.com/en/1/home.html> for further detail.



Staff adjust to the new normal

As is well documented, Covid-19 wreaked havoc across the world in 2020 with Italy and particularly the Lombardy region (which includes Bergamo where the ADRH ONLUS is based) being at the epicenter of the pandemic in Europe. Daily TV and radio reports of military trucks being used as mortuary transport were the norm. The resulting clamp down and restrictions on personal movement were some of the severest implemented. The after effects of such severe restrictions continue to persist in the region notwithstanding the roll-out of vaccines at year-end and into 2021. For this reason, all activities of the ADRH ONLUS came to a halt during 2020 as did all other social and

commercial activities. Fundraising for LITTLE EDEN however continued via personal, company and other donations to the ADRH ONLUS but the proposed Annual Danny and Domitilla Hyams Memorial Lecture which was due to be held in Bergamo in late 2020 had to be cancelled. These annual lectures will be resumed as soon as the Covid-19 situation allows. With the vaccination programme now taking effect, the expectation is that the ADRH ONLUS will resume its normal activities in the latter half of 2021, however, the decision was made that the Annual Danny and Domitilla Hyams Memorial Lecture for 2021 will not take place.



The late president of the Associazione Domitilla Rota Hyams Onlus Giuliano Rota Martir with the late Co-Founder of LITTLE EDEN, Danny Hyams, at the opening of Holy Family Chapel in 2010

GIULIANO ROTA MARTIR RIP

– A REFLECTION

When our dearly beloved great benefactor and friend of LITTLE EDEN Society attended the opening of the Holy Family Chapel at the LITTLE EDEN Elvira Rota Village in Johannesburg on 31 January 2010, he subsequently wrote:

In 2005 I visited South Africa and I had the privilege of retracing Domitilla's journey from its first tentative beginnings through its numerous milestones, as I listened to Daniele recounting the story. I spent the following seven years considering how best to contribute to such a commendable cause and I found it a difficult challenge. Domitilla's return to the Father has convinced me of the necessity to abandon fears or hesitation and to begin sowing new seed following her example...

And how that seed has blossomed and borne new fruits!

On 21 January 2012, the Associazione Domitilla Rota Hyams ONLUS was formally constituted and celebrated in Bergamo, Italy in the presence of Archbishop George Daniel Emeritus (of Pretoria), Servant of God Danny Hyams, Lucy Slaviero and Nichollette Zulu (the Associazione is an Italian registered NPO whose sole purpose is to assist LITTLE EDEN). This momentous occasion was the direct result of the many hours, days and months spent by

Giuliano to ensure the success of this support base, which over the years has provided both generous financial support as well as facilitating the work of Italian volunteers at LITTLE EDEN. Giuliano was greatly instrumental in promoting the work of LITTLE EDEN within the Bergamo area, liaising with organisations and personalities, attending to innumerable functions both civic and ecclesiastic regarding the Society. From managing the annual Danny and Domitilla Hyams Memorial Lectures both in Italy and South Africa to arranging visits from His Eminence, Wilfrid Cardinal Napier OFM and His Grace, Archbishop Buti Tlhagale OMI and establishing dialogue with the Bergamo and Vatican curia, nothing was ever too much or too onerous for him when LITTLE EDEN called out in need.

It was therefore with a profound sense of loss that on 18 June 2021, Giuliano was called back to the Father at the age of 49 years after a short incurable and rare condition leaving a huge void in the lives of his family Monica, Anna and Mattia, friends and colleagues



Mike Louffie veggie tunnel at ERV

Words cannot adequately paint the picture of a man who dedicated his entire existence to his family, his work, his profession and to his drive for alleviating the suffering of the most marginalised members of society. But he was also our special and close family relation with whom we shared many delightful and joyful days together both in Italy, in South Africa and elsewhere. Giuly was a man of the highest integrity, of incredible kindness and great generosity - a very deep and spiritual person whose concern was always for the other. An exceptional family member, a trustworthy and honourable companion, a person who faithfully followed the steps of Christ.

The words from 1 Corinthians 13 could have been written to summarise Giuliano, the husband and father: ***“Love is patient, Love is kind. It does not envy, it does not boast. It is not proud, It does not dishonour others. It is not self-seeking. It is not easily angered; it keeps no records of wrong. Love does not delight in evil, but rejoices with the truth. It always protects, always perseveres. Love never fails”***

From Timothy 4:7, we read: ***“I have fought the good fight, I have finished the race, I have kept the faith.”*** That was Giuliano Rota Martir, husband, father, family friend, counsellor, companion and benefactor – our Giuly.



Jabu turned 21 in 2020

LITTLE EDEN FOUNDATION (LEF)

Was established in 2010 with its purpose to safeguard, grow and ensure the provision of funds, assets, services and other resources to LITTLE EDEN Society. It is a registered Non-profit Organisation (100-006 NPO), an approved Public Benefit Organisation (PBO 930 034 635) in terms of section 30 of the Income Tax Act (the Act) and has been granted section 18A status, which means that donations to the Foundation are tax deductible, with certain limitations, in terms of section 18A of the Act. Visit <https://littleeden.org.za/about/#foundation> for further detail. The Foundation has its own non-executive Chairman and independent Board members comprising of six nominated members and one co-opted member. Membership is by invitation only for the duration of three years renewable for two further periods of three years. No members of this Foundation serve in any other LITTLE EDEN related capacity. The LEF meets three times per annum. The Chairman, office bearers and members of the LEF are not remunerated for their services. The Foundation welcomed Mr Mark Tindall as a new member in 2020.



ERV residents hunt for Easter eggs in the bushes



Song and dance as staff dressed up for Heritage Day

LITTLE EDEN FOUNDATION MEMBERS:

Mr Terence Bowman (Chairman)

Mr Noel Bass (Vice-Chairman)

Mr Michael Rohrbeck, CA (SA) (Treasurer)

Mr Alfredo Crabbia

The Rt Rev. Bishop T Graham Rose, DD

Mr Rajeev Thomas, B.Eng Proj.Mgt, Cert CPMM

Mr Mark Tindall B. Bus. Sci (Finance) UCT; BA (PPE) Oxon; CA (SA); CFA

ENTITY

LITTLE EDEN Foundation -

a legal entity by nature of a signed Constitution by its members. Established in RSA

Board of Management ⁽¹⁾

Administrative services are offered through LITTLE EDEN Society

LITTLE EDEN Society for the Care of Persons with Mental Handicap

a legal entity by nature of a signed Constitution by its members. Established in RSA

Board of Governors ⁽¹⁾

CEO/Management Team

LITTLE EDEN employees

Supercare Outsourced Services of certain personnel

Associazione Domitilla Rota Hyams Onlus

a legal entity by nature of a signed Constitution by its members. Established in EU (Italy)

Foundation Board ⁽¹⁾

Executive Committee

COMPRISES

FUNCTION

To safeguard, manage and maintain the immovable and investment assets previously of LITTLE EDEN Society

To carry out 24-hour residential care and stimulation for the 300 residents

To promote the interests of LITTLE EDEN Society by raising public awareness, promoting volunteer programmes and fundraising

COMMON OBJECTIVE

With differing responsibilities, to ensure the appropriate care of the residents of LITTLE EDEN Society

REGISTERED STATUS

NPO	Yes (100-006NPO)	Yes (001-827 NPO)	P.IVA – C.F. 03805930165
PBO	Yes (930 034 635)	Yes (930/0000/03)	
Section 18A status	Yes	Yes	No
Part funded by Government	No	Yes	

Non-remunerated position(s)

Remunerated position(s)

Notes: ⁽¹⁾ Boards are independent of each other



Yolandi with Father Christmas at the ERV Christmas party

Independent Auditor's Limited Assurance Report on the Selected Sustainability Information in LITTLE EDEN Society for the Care of Persons with Mental Handicap's Integrated Annual Report to the Governors of LITTLE EDEN Society for the Care of Persons with Mental Handicap

We have undertaken a limited assurance engagement in respect of the selected sustainability information, as described below, and presented in the 2021 Integrated Annual Report of LITTLE EDEN Society for the Care of Persons with Mental Handicap (the 'Organisation', "LITTLE EDEN" or "you") for the year ended 31 March 2021 ("the Report"). This engagement was conducted by a multidisciplinary team including social, environmental and assurance specialists with relevant experience in sustainability reporting.

SUBJECT MATTER

We have been engaged to provide a limited assurance conclusion in our report on the following selected sustainability information, marked with a 'LA' on the relevant pages in the Report. The selected sustainability information described below has been prepared in accordance with the Organisation's reporting criteria that accompanies the sustainability information on the relevant pages of the Report (the accompanying reporting criteria).

SELECTED SUSTAINABILITY INFORMATION	UNIT OF MEASUREMENT	BOUNDARY	PAGE
Compliance with AA1000 Accountability Principles 2018	Principle alignment	LITTLE EDEN Annual Report 2021	Page 4
Resident statistics: Admissions Discharges (left LITTLE EDEN) Deaths and Abandoned/indigent children Statistics by demographics: Gender; and Race	Number	Domitilla and Danny Hyams Home (DDHH); and Elvira Rota Village (ERV)	Pages 9-10
Medical statistics as per: Chronic medication Wheelchairs; Dual diagnosis (intellectual disability with mental illness); Hospital days; GP consultations; Psychiatrist consultations and other specialist consultations	Number	DDHH and ERV	Page 11
Income (including donations in kind)	ZAR	DDHH and ERV	Page 51

We refer to this information as the "sustainability information for Limited Assurance", respectively, and collectively as the "selected sustainability information".

ASSURANCE
STATEMENT

YOUR RESPONSIBILITIES

The Governors are responsible for the selection, preparation and presentation of the selected sustainability information in accordance with the Organisation's reporting criteria as set out on page 82 of the Report (the "Reporting Criteria").

THIS RESPONSIBILITY INCLUDES:

- the identification of stakeholders and stakeholder requirements, material issues, commitments with respect to sustainability performance, and
- the design, implementation and maintenance of internal control relevant to the preparation of the Report that is free from material misstatement, whether due to fraud or error.

The Governors are also responsible for determining the appropriateness of the measurement and reporting criteria in view of the intended users of the selected sustainability information and for ensuring that those criteria are publicly available to the Report users.

INHERENT LIMITATIONS

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining, calculating, sampling and estimating such information. The absence of a significant body of established practices on which to draw allows for the selection of different but acceptable measurement techniques which can result in materially different measurements and can impact comparability. Qualitative interpretations of relevance, materiality and the accuracy of data are subject to individual assumptions and judgments. The precision of different measurement techniques may also vary. Furthermore, the nature and methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time.



Our oldest resident, Bobby Angus, turned 70 in May 2020

OUR INDEPENDENCE AND QUALITY CONTROL

We have complied with the independence and other ethical requirements of the *Code of Professional Conduct for Registered Auditors*, issued by the Independent Regulatory Board for Auditors' (IRBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. The IRBA Code is consistent with the corresponding sections of the International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards)*.

The firm applies the International Standard on Quality Control 1, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

OUR RESPONSIBILITY

Our responsibility is to express a limited assurance conclusion on the selected sustainability information based on the procedures we have performed and the evidence we have obtained. We conducted our assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information* (ISAE 3000 (Revised)), issued by the International Auditing and Assurance Standards Board. That Standard requires that we plan and perform our engagement to obtain limited assurance about whether the selected sustainability information is free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 (Revised) involves assessing the suitability in the circumstances of the Organisation's use of its reporting criteria as the basis of preparation for the selected KPIs, assessing the risks of material misstatement of the selected sustainability information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the selected sustainability information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both

risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. The procedures we performed were based on our professional judgment and included inquiries, observation of processes followed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

GIVEN THE CIRCUMSTANCES OF THE ENGAGEMENT, IN PERFORMING THE PROCEDURES LISTED ABOVE WE:

- Interviewed management and senior executives to obtain an understanding of the internal control environment, risk assessment process and information systems relevant to the sustainability reporting process;
- Inspected documentation to corroborate the statements of management and senior executives in our interviews;
- Tested the processes and systems to generate, collate, aggregate, monitor and report the selected sustainability information;
- Performed a controls walk-through of identified key controls;
- Inspected supporting documentation on a sample basis and performed analytical procedures to evaluate the data generation and reporting processes against the reporting criteria;
- Evaluated the reasonableness and appropriateness of significant estimates and judgments made by the governors in the preparation of the selected sustainability information; and
- Evaluated whether the selected sustainability information presented in the Report are consistent with our overall knowledge and experience of sustainability management and performance at the Organisation.



Snacks at the ERV Christmas party

The procedures performed in a limited assurance engagement vary in nature and timing, and are less in extent than for a reasonable assurance engagement. As a result the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Organisation's selected sustainability information has been prepared, in all material respects, in accordance with the accompanying reporting criteria

LIMITED ASSURANCE CONCLUSION

Based on the procedures we have performed and the evidence we have obtained, and subject to the inherent limitations outlined elsewhere in this report, nothing has come to our attention that causes us to believe that the selected sustainability information as set out in the Subject Matter paragraph above for the year ended 31 March 2021 is not prepared, in all material respects, in accordance with the reporting criteria.

OTHER MATTER(S)

The maintenance and integrity of LITTLE EDEN's website is the responsibility of LITTLE EDEN's governors. Our procedures did not involve consideration of these matters and, accordingly we accept no responsibility for any changes to either the information in the Report or our independent assurance report that may have occurred since the initial date of presentation on LITTLE EDEN's website.

RESTRICTION OF LIABILITY

Our work has been undertaken to enable us to express a limited assurance conclusion on the selected sustainability information to the governors of the Organisation in accordance with the terms of our engagement, and for no other purpose. We do not accept or assume liability to any party other than the Organisation, for our work, for this report, or for the conclusion we have reached.

Pricewaterhouse Coopers Inc.

PRICEWATERHOUSECOOPERS INC.

DIRECTOR: Jayne Mammatt

Registered Auditor

Johannesburg

22 July 2021



Fidesco volunteer Camille assists with individual care of the residents

REPORTING CRITERIA

NO.	SUSTAINABILITY INFORMATION	UNIT OF MEASUREMENT	CRITERIA	BOUNDARY
1	Compliance with AA1000 Accountability Principles (2018)	Principle alignment	Management's assertion of compliance with required adherence criteria set out in AA1000 as promulgated by AccountAbility (specifically the four principles of inclusivity; materiality; responsiveness; and impact).	LITTLE EDEN Annual Report
2	Resident statistics: Admissions; Discharges (left LITTLE EDEN); Deaths; and Abandoned/indigent children Statistics by demographics: Gender; and Race	Number	Residents are adults and children with "profound intellectual disability" as defined in the Mental Health Act statistics: Admissions: residents who have been admitted to DDHH or ERV where LITTLE EDEN is the primary caregiver. Discharges: residents who are no longer under the care of LITTLE EDEN. Deaths: residents who have passed away. Abandoned: residents who have been placed by a court order under the care of LITTLE EDEN and those with no family contact. Indigent children: residents whose families are not financially able to support them and/or are unable to make a contribution to the cost of the care of the children. Statistics by demographics: The number of persons of a particular gender. Gender as defined by the Department of Labour. The number of persons of a particular race group. Race groups as defined as the Department of Labour.	DDHH and ERV
3	Medical statistics: Chronic medication; Wheelchairs; Dual diagnosis (intellectual disability with mental illness); Hospital days; GP consultations; Psychiatrist consultations; and Other specialist consultations.	Number	Medical statistics of the 300 residents (medication, doctor visits, wheelchairs etc.) Chronic medication: residents with medical prescriptions provided by a medical practitioner as defined in the Mental Health Act. These medical scripts expire every six months. Wheelchairs: residents who rely on wheelchairs for their mobility and include standard wheelchairs, customised wheelchairs or chariots. Dual diagnosis: residents with medical scripts for both intellectual disability and mental illness (as defined in the Mental Health Act) and who are accommodated in a separate space within the Homes. Hospital days: residents who have physically been to a hospital and have been logged on LITTLE EDEN's register indicating the purpose and duration of the hospital visit. Consultations by general practitioner: individual on-site consultations of residents by a general practitioner. This service is provided by the Department of Health. Consultations by psychiatrists: individual consultations (on a pro bono basis) by a psychiatrist. Consultations are prescribed by a medical prescription provided by a medical practitioner. Consultations by other specialists include subsidiary specialists (such as dermatologist, dentist, etc.) prescribed on a medical prescription.	DDHH and ERV
4	Income (including donations in kind)	ZAR	Income received (including donations in kind) from: Government funding; Corporates; Individuals; Foundations and trusts; National Lotteries; Second-hand Shop Operations; and Combined categories: Association Educational Diplomatic Religious Deceased Estates Other Donations in kind are equated to a Rand value through services rendered or goods received.	DDHH and ERV

What we do

We think, write, design
and develop.

We create meaningful, strategic
communication solutions - specialising in
corporate reporting, internal campaigns,
digital channel communications, marketing
and publishing.

Our clients value our critical thinking, creativity
and craftsmanship in producing relevant
and distinctive communication material.

Email us at info@studio5.co.za

or call +27 [0]11 268 3900

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STUDIO 5

TELLING VALUE

**FOR SERVICES PROVIDED FREE OF
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PricewaterhouseCoopers Inc ("PwC") for providing the Assurance process
Mortimer Offset (Pty) Ltd for printing the Report
Studio 5 for designing the Report

**WITH YOUR HELP THIS REPORT
HAS BEEN MADE POSSIBLE**

BANK DETAILS

Bank: First National Bank
Account no: 5468 0928 009
Account name: LITTLE EDEN Society
Account type: Cheque
Branch: Karaglen
Branch code: 252-442
Internet code: 250-655

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 +27 (0)11 452 4560

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