

2016 ANNUAL REPORT



ANTHEA ZILA - VOLUNTEER

CHAIRPERSON'S REPORT



FRANCOISE ROBERTSON

“It has been another year where the Friends of Valkenberg has again shown its dedication and commitment, by maintaining a stable organization that is consistently challenged to meet the growing needs of the patients in Valkenberg Hospital.”



51353

POSITIVE CONTACTS
our staff and volunteers have made with service users.

I think few NGO's have as many dedicated volunteers as the Friends of Valkenberg, an average of between 50 to 60 volunteers.

Each of them brings with them skills that will help service users to recover in a caring environment. Some of these volunteers now also work in the office, doing general administration work, which enables Sandra and her team to focus on key tasks and their specific roles.

We maintain a healthy relationship with Hospital Management and with the Department of Health including the Health Facility Board. With regards to the Trustees, we have met every quarter, with good attendance, in addition to the AGM. Since Professor Robertson stepped down as Chairperson of the Trust at the last AGM, the Chair has rotated between the Trustees and we are actively seeking new Trustees.

Our projects have been running well and the Hairdressing Salon and the Friendly Shop were expanded to include a Skills Development component. With the recruitment of potential candidates from within the Hospital service user community, this is a valuable addition to our range of services. After a very challenging six months running the Cafeteria, we decided that we did not have sufficient resources and that it was no longer sustainable for the office to manage it, despite the wonderful efforts of the volunteers and service users to make it viable.

The Friendly Shop, now including the Tuckshop, has however been functioning well, serving both patients and staff. A decision has been made to expand the Shop to provide a small selection of take away foods. Elaine now has a bigger team of volunteers and service user interns to help her cope with the growing number of visitors.

We are deeply grateful to our wonderful office staff who run the Friends of Valkenberg. Besides all they achieve on behalf of the hospital, they also make sure they are further developing their own skills by attending various courses that are available to them. Thank you for your dedication that brings relief and compassion to our patients in the hospital.

To all our loyal volunteers: our projects could not be carried out without your dedicated commitment to those admitted to Valkenberg Hospital. Many thanks from the Friends of Valkenberg Staff and Trustees.

Lastly I wish to thank our Patron Dr Stuart Saunders and Carol Dean CEO of Valkenberg Hospital for their unfailing and continuous support. And finally, our thanks also go to our generous donors, new and old, who make our work possible.

Francoise Robertson

Acting Chairperson of the Friends of Valkenberg Trust

DIRECTOR'S REPORT

I continue to be inspired by the service users who grant us the privilege of walking alongside them in their recovery, the volunteers who blow me away by what they are prepared to offer in their not-so-spare time, donors who have unfailingly partnered with us through the years, the Valkenberg Hospital staff who work long hours to commit themselves to making the wards a place of healing and my wonderful staff who give 150% to what they do. With a smile!

Being a part of a small NPO has its challenges though: the time consuming hunt for funding so that we can reach more people in a way that promotes their recovery, the difficulties of a small, part time staff team where we all need to develop skills we never thought we'd need and never seem to have enough hours to achieve all we want to do. These do however seem outweighed by our determination to make it work and see people supported on their recovery journey. Dynamite comes in small packages!

At the end of the day it's all about the impact: What have we done to achieve our mission of supporting the recovery of people at Valkenberg. We are using this Annual Report to share with you the feedback we have had from our projects and look at how each of them impacts upon the recovery of people with mental illnesses in a different way.

Sandra Matthew
Director of the Friends of Valkenberg Trust



SANDRA MATTHEW

"If you want to go quickly, go alone, if you want to go far, go with a friend."
– African Proverb



STAFF AND VOLUNTEERS
at the annual volunteers
breakfast in June 2016

MAKING AN IMPACT



PROJECTS: Friends staff, together with our 60 volunteers, support the recovery of people at Valkenberg by partnering with the Hospital to offer complementary services and activities which target each aspect of the recovery process - whether it be teaching independent living skills, building vital self-esteem, improving physical activity, proving opportunities for the development of marketable skills or providing the practical support to make recovery possible.

Arts & Crafts: these programmes use creativity to develop a positive identity outside of being a person with a mental illness. People are able to express their emotions through their artwork while developing interpersonal skills in a safe, relaxing, fun space. The activities also help people to focus and follow instructions.

*–“I feel good when people compliment what I have made”
– service user*

Basic Needs: projects support people with the practical means to recovery: Clothing, food, transport and ID documents. But more than the obvious practical implications, recovery is also promoted by boosting self-esteem and dignity while alleviating some of the stressors of life and giving people the ability to make a fresh start.

Coffee Trolley Project: located in Out-Patients, is a place where people can get a hot drink at a nominal fee. People also get weekly support and encouragement by the volunteers who build a relationship with them over time.

Cooking: the aim of these projects is to develop or re-establish vital independent living skills. It further enhances participants ability to plan and organise as well as teaches time management skills. Cooking cost effective meals prepares service users for reintegration into their family home.

*–“I can now cook for my husband and children when I go home and I can feel more confident about my cooking”
– service user*

Music and Movement: these projects provide a sense of well-being and relaxation. Working together improves relational dynamics in the group and improve social skills, teamwork and coordination. Dance and music encourage creative expression of emotions and the release of negative emotions. Participants develop a sense of companionship. And have fun!

–“It’s good exercise for me. We sit around a lot so it’s nice to get up” – service user

Ward One: Volunteers run various activities in Ward One. These are intended to activate and involve the more passive members of the group and allow the patients to engage with their free time in a more productive, sociable and independent manner. The groups helps service users prepare for reintegration into the community.

Self Care and Hair Salon: One of the steps to personal recovery is the development of self-esteem and self-identity. These projects help people feel good about themselves and highlight positive physical attributes, which affects the measure of people’s happiness, wellbeing and confidence. These projects build people’s ability to care for themselves on discharge. They also provide personal attention and support in a space where they can relax and chat to volunteers.

–“I feel like a beautiful lady and I really enjoy getting my make-up and nails done” – service user

SKILLS DEVELOPMENT: is a new area of growth for the Friends. We are offering service users a variety of ways of getting involved – as trainee, intern or volunteer – in two new areas:

Barber skills: are being taught in our extended Hair Salon project where trainees are learning skills they can use to open their own home business or join a salon.

Retail Skills: people with a psychiatric disability are being given the opportunity to volunteer in the newly extended Friendly Shop where they are learning skills in retail, food services, business administration etc while developing work readiness.

–“I have been working here for one year. I have learnt how to value clothes and I enjoy sorting the clothes and attaching prices to them. I love it here and always look forward to coming. I meet people and have more confidence in my speaking skills. I have bought lots of things from the shop; I get first pick of items that come in and I buy things for my son” – Jennifer

» Follow our Facebook page to see what’s happening in these and other projects at Friends of Valkenberg weekly.

MAXWELL'S STORY

by Dr. Laura Davidson



MAXWELL MBOXELA + ELAINE SMITH

Due to the stigma attached to mental illness, an erroneous belief continues to exist that a diagnosis means a person will never be a useful member of society. Friends of Valkenberg know this to be untrue. Here is Maxwell's story to show you what a difference a combination of professional treatment and your support can make.

It was 1987. Maxwell's mother had to move to Khayelitsha in Cape Town for work, and so he stayed with his grandmother in the Eastern Cape. At the tender age of 10, Maxwell started using drugs. First, it was cannabis or 'dagga', and then later he began taking crystal meths (known as 'tik'), and mandrax.

He told me about his family. "My father worked on the railway during apartheid. Sadly, he passed away in 1986. My mother remarried, and my maternal grandfather and my uncle both decided to support my younger brother financially - but for some reason, not me. I had no shoes to wear. I was quite upset and distressed at that time," he admitted. "I would smoke drugs and feel energised for a time, but afterwards there would be a big come-down and I would feel so low."

When he was 22 years old, Maxwell moved to Cape Town to join his mother. It was then that his mental health began to deteriorate, almost certainly linked to his many years of drug-taking, which can cause psychosis. In 2002, two years after being arrested for starting a catastrophic fire at his home, the court finally sent Maxwell for a psychiatric report. He was diagnosed with schizophrenia and admitted to Valkenberg Hospital. He spent a year recovering. "My psychiatrist tried to help me give up drugs, but at that time I didn't truly want to. I didn't think I was addicted, but sometimes the drugs need you."

It was not until 2010 that Maxwell was able to turn his life around. "I decided to take some responsibility for my life," he stated. "I wanted to get an education, and even though I'd been discharged and was an outpatient, the occupational

therapist at Valkenberg helped me enroll in a course on Business Practice NQF Level 1 at Boston College. It was a 'Learnership', with my fees paid for by the government. Finally, I had a goal!" Maxwell smiled broadly as he told me that he passed the course in 2013. "And then I took another course in business administration, NQF Level 4!"

It was then that Maxwell began volunteering with Friends of Valkenberg at the hospital. After six months, he had so enjoyed it that he chose to undertake his practical coursework there too. His internship in the shop involved checking stock, pricing donations, and generally assisting with the running of the business. This was Friends of Valkenberg's first ever internship, and it worked so well that the NGO hopes to accept other interns in the future.

"Friends of Valkenberg is such a supportive environment", he told me. "The help they give is not only emotional and psychological, but also practical. When I had nothing at all, they gave me free clothes. I was able to wear a smart suit to interviews. They provided support in arranging my Learnership. When I have an interview they always give me encouragement, and they try to motivate me so that I don't give up trying to make a good life for myself." Indeed, Friends of Valkenberg run various recovery groups with the intention not only of teaching life skills, but also helping people into meaningful employment to end the cycle of poverty which often contributes to relapse.

So what has aided his recovery the most? "I see the difference that the treatment I received at Valkenberg has made. I've had meetings with a psychologist, and I also have an Occupational Therapist named Nafisa. She's a very supportive lady. Also, with the help of the professional and volunteer staff at the hospital, I've had an important mind-set change", he continues. "I now take responsibility for my own decisions. I'm free from drugs. I take my medication myself. Eventually, I would love to be a Professor, teaching business management. Finally, I feel I'm on track to have my own family in the future, just like everybody else. I want to find a secure job, earn a salary, and be able to support my wife and children, along with my elderly mother." I thank him for the interview and give him my hand. He shakes it; a large, firm, genuine handshake of friendship. I have absolutely no doubt that he will achieve his goals.

» With your continued support, we can help Maxwell and others like him to change things around and live productive lives.



WHY I VOLUNTEER




ROBYN RAYMOND – VOLUNTEER

What I have learned from volunteering at Valkenberg:

It is most certainly not easy being a volunteer. Volunteers are busy people. We have a lot going on. Not only do we need to go about our daily business; work, families, relationships, but we also have to be invested in our roles as volunteers. Through my work at Valkenberg I have had the immense pleasure of meeting people whose experiences and lives are so very different from mine weekly. It's quite a unique experience to develop a relationship with someone in a treatment programme; mostly because next week, they may not be there.

My work in ward one showed me that anyone can be affected by mental disorder; bakers, teachers, receptionists, younger individuals, older individuals. The thing I've



ANTHEA ZILA – VOLUNTEER

learned that is perhaps the most valuable is that everyone just wants their existence to be witnessed. We want to share our story with someone who will listen. And not only listen, but place value on our unique journeys. We want to be acknowledged as important, because indeed, everyone is. I have learned to value my own mental health and those around me as support structures. It is a selfless act to volunteer your time and energy. But I must admit that regardless of what is happening in my own chaotic, busy life, I always leave Valkenberg feeling rejuvenated, lighter and full of hope. I am inspired by the courage, bravery and strength of the patients and staff I meet as well as by the willingness and perseverance of the volunteers I have met and work with.



Volunteers from the Protea Hotel Mowbray reach out to their community by partnering with Friends to support recovery through the Coffee Trolley project.

I suppose what I'm trying to say is that people applaud me for being a volunteer, not realising just how much I actually grow and learn from being one. And I am extremely grateful for this gift of an opportunity. Working as a volunteer has taught me how to be creative, how to be nurturing without patronising and how to respect the unique lived experiences of others. Working as a volunteer has cemented my love of people and set me on a career path I know I will be truly happy and proud to be a part of.

Robyn Raymond
Volunteer

MESSAGE FROM THE VALKENBERG CEO

2015/2016 has been another year of working closely with the Friends and we have partnered on a few new projects this year. As our relationship is maturing we have taken on increasingly more challenging projects, like the cafeteria and the staff tuckshop—the latter has been a more sustainable project to jointly pursue. Valkenberg Management and the Staff at Valkenberg Hospital appreciate the opportunity to learn and grow alongside this supportive relationship with have with Friends.

The critical success factor is our joint understanding, that our staff and clients come first; it is amazing how this assists with simplifying the detail and processes.

We are honoured to partner with a team of such committed individuals as the staff and Board members of the Friends of Valkenberg. Friends run a small but efficient office and manage close to 60 volunteers whose goal is to create opportunities for recovery, help us as a hospital to improve the comfort for our patients and staff and bring joy to the lives of those affected by mental illness. We thank you for this and we hope that we continue to grow and have a long successful future advocating for the needs of those who suffer from a mental illness.

Carol Dean
CEO of Valkenberg Hospital



CAROL DEAN

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

If you'd like to support recovery in a new way, download Snapscan on your phone and donate to make a difference.

SnapScan

Snap here to pay

getsnapscan.com

Powered by Standard Bank

Hello there,

A friend of mine "lost his way" a few years ago; it was quite sad as he has a good heart and has so much potential.

Recently I ran into him at a local coffee shop where he was working as a waiter. What struck me was that he was a totally different person now and on the right path, living a really good life.

Upon digging deeper, I found that he had been treated at Valkenberg, and owes this great success in his life to the efforts of the staff at the facility.

His story, made me realize that people often have the wrong image of the work of the hospital. It was my view, and I am sure it is the view shared by others, that Valkenberg is the "end of the road" for

many; but instead, as we have seen with my friend, it is really the "start of the road!"

To this end, I would like to make a donation from our company, as a small token of thanks for the change the staff brought in my friend's life and others like him.

If that's ok with you; I would like to swing by in a day or so with some of our team; to say "hi" and convey our personal thanks.

All the best,

Steve

30 September 2015

FINANCIALS

STATEMENT OF FINANCIAL POSITION AS OF 31 MARCH 2016

Assets	2016	2015
Current Assets		
Trade and other receivables	7,978	2,092
Cash and cash equivalents	334,432	315,973
Cash and cash equivalents - Sustainability Reserve	461,047	432,262
Inventory	7,184	--
	810,641	750,327
Total assets	810,641	750,327
Equity and Liabilities		
Equity		
Reserves	461,047	432,262
Accumulated surplus	176,289	273,463
	637,336	705,725
Liabilities		
Current Liabilities		
Funds received in advance	173,305	44,602
Total Equity and Liabilities	810,641	750,327

VOLUNTEER HOURS



60

Average number of volunteers



25

Number of projects



5,073

Number of volunteer hours



507,300

Rand value of volunteer hours (at R100/hour)

DONATIONS IN KIND

*in Rand Value

Christmas **22,000**

Clothing **27,870**

Golf day **89,752**

Library books **2,000**

Prizes and food **3,504**

Free venues + services **25,000**

Donations to hospital **915**

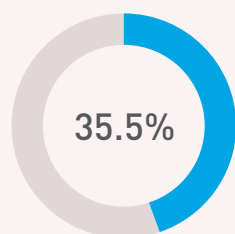
FINANCIALS

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

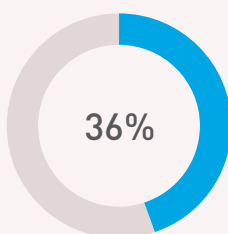
Continuing operations	2016	2015
Revenue	756,965	502,055
Other Income	152,439	154,089
Operating Expenses	(834,874)	(538,704)
Operating Surplus	74,530	117,440
Investment Revenue	7,163	13,187
Surplus of continuing operations	81,693	130,627
Distribution to Hospital	(178,868)	(183,690)
Deficit for the year	(97,175)	(53,063)

With many thanks to **Cecil Kilpin and Co** for producing our audit.

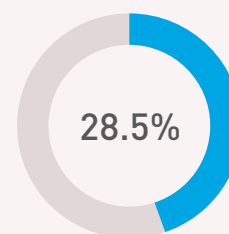
INCOME GENERATION



GOLF DAY
R45,423



FRIENDLY SHOP
R46,233



CASUAL DAY
R36,529

CLOTHING DEPOT PROJECT

*units of clothing distributed to service users



469

Trousers



428

Socks



213

Accessories



316

Shoes



517

Underwear



693

Tops

Audited statements for the financial year ending 31 March 2016 available upon request from
admin@friendsofvalkenberg.co.za OR PO Box 13566, Mowbray, 7705

THANK YOU FOR SUPPORTING RECOVERY AT VALKENBERG

TRUSTS + FOUNDATION GRANTS

Percy Fox Foundation
Inner Wheel Club Claremont
J E T Lee Will Trust
Claude Leon Foundation
Masters Hockey
Rotary Claremont
Rotary Newlands
St Ola's Trust
Union of Jewish Women
G C G Werdmuller Trust
E G Woods Trust
The Woolworths Trust

GRANTS FROM INDIVIDUALS

Dr & Mrs Balona
Mrs A Gilbert
Mrs Fiona Hayward
Count & Countess Labia
Dr Ailsa Smith
Philip Strachen
Susan & Neil Verdal

CORPORATE GRANTS

BDO Business Services (Pty) Ltd
Berk Properties (Pty) Ltd
Cecil Kilpin & Co
Fargo Trading
Metisware
Miss Lyn cc
Spilo Technical Textiles

EVENTS

ABSA
Addidas
African Pride Crystal Towers Hotel & Spa
African Rock Wine
Alan J Fisher Centre for Public Mental Health
Appletiser
Bain's Cape Mountain Whisky
BDO
Bicycling Mag
Bidvest Car Rental
Biovac
Brandhouse
Tony Brookman
Camelot Spa
Canal Walk
Canon
Catalogue Shopping
Catalyst
Cetaphil
Charles Greig
Checkers
CIM Systems

City Lodge N1 City
City Lodge Pinelands
The Clothing Bank
Coca-Cola
Cognia Law
College of Cape Town
Community Chest DIK Warehouse
The Companions
Compleat Golfer
Constantia Catholic Church Ladies Group
CSIR
Christopher Currin
Matthew Daniel
Dimension Data
Dolce Bakery
Drake International
Tienieka du Toit
Fargo Trading
Farmer Joe's
Fat Harry's Restaurant
Formulate
Golfers Club
Good Taste Magazine
Groot Constantia
Norma Hannath
Harding Group
Herzlia Highlands Middle School, Gardens
Herzlia Middle school
Herzlia Weizmann Primary School Sea Point
Hi-Tec
Daniel Hofmeyr
Ina Paarman
Jazz Between Friends
Johnson & Johnson
Kenilworth Golf Village Pro Shop
Juno King
Kings Family Trust
Kingsbury Hospital
Kingswood Golf Estate
Knead Bakery
Penny Kritzingner
Langebaan Country Estate
Lewis Stores
Irma Liberty
Live to Train
Livingstone High School
Steven Lloyd
Maitland Group
Mazars
Media 24
Medi Clinic - Cape Town
Milnerton Medi Clinic
Mulligans Guest Lodge
Rondebosch Golf Course
Kuriesha Munishvaran
Newlands Brewery

Oakhurst Primary School
Sue Ogterop
Old Mutual Care & Share
Old Mutual Wealth
Oracle
Pharma Dynamics
Photo Bomb
Pick 'n Pay
Pinelands North Primary
Pink Coffee Boutique
Principa
Protea Hotels
Rascals
Revprint
Brian Robertson
Rondebosch Boys Primary
Rotary Newlands
SA Navy Band
Sacks Butchery - Westlake
SAS Institute
S Schiff
School Health Services
Sherrell Family Trust
Sorbet
Southern African Golf Insitute
Sports Science Institute of South Africa
Springfield Convent High
St Georges Grammar School
St Michael's Church
Standard Bank
Steenberg Golf Club
Steenberg Pro Shop
João Carlos Stichini
S Swart
T Systems
Table Bay Hotel
Tamboerskloof Primary School
The Avenue Restaurant & Grill
The Food Lover's Market
The Tablecloth Company
Titleist / Acushnet
Transpaco
Cape Town Woman's Travel Club
UCT Private Academic Hospital
UCT Psychology Society
Ultra Events Solutions
Valkenberg Hospital
Vincent Palotti Hospital
Virgin Active
Waltons
Cindy Dowdle -Welsfords Restaurant
Wesgro
Western Cape Health Department
William Slater

DONATIONS IN KIND

Caroline Adams
Admin Department Valkenberg Hospital
Jenine Allen
Angora Design
Animal Welfare SPCA
Charlotte Atkinson
Autism Western Cape
Michelle Barnard
Dr Charles Barshkrim
Abigail Basson
J Bauhardt-Jung
BDO CSR
Evelyn Benatar
Michele Berry
Dr J Berwers
Gilly Booth
Vanessa, John & Catherine Bowen
Lynne Cairns
Mrs Gwen Carroll
Sue Chaplin
Janine Chester
The Clothing Bank
The Cape Town & Suburban Clothing Guild
Cali Coetzee
Felicity Cotler
Anike Csengö
Daniel
Bev Davy
Mr & Mrs W de Bruijn
Pat de Groot
Jaletta de Jager
Mr de Sousa
Dominica Deers
Mandy DeNoon-Stevens
Dimension Data
Gafsa & Adela Domingo
Angelika du Plessis
Helene du Plessis
Ingrid, Cara & Meika Duminy
Belinda & Andre Durand
Dr Nyameka Dyakalashé
Ayesha Ebrahim
Mrs Engelke
Daniel & Anna Fiske
Gina Florentino
Lydia Francisans
Carla Freeman
Andy Frieslaar
Tammy Furlong
Jennifer Gibson
Jessica Goncalves
Hannah Gould
Graeme at Sign Bomb
Mrs Penny Haig
Mrs Fiona Hayward

Rene Heuser
Lesley Hoogenvorst
Yvonne Hope
Neil Horn
Corinne Howe
HR Department Valkenberg Hospital
Mrs Trula Human
Inner Wheel
Craig Isaacs
Margaret Isaacs
iTech Computer Support
Pat Jacobson
Marion Johnson
Liesl Jordaan
Jubilee Church
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Jaydee Louw
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Lindiwe Marepula
Margy Matthew
Jean McKenzie
Miss Lyn cc
Motorite
Mpho
Jodi Nagel
Desmond Naude
Navigator Films
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Bettina Neugebauer
Jeanette Nichelson
Siphosethu Ntswayi
Nuri Ultra Events
Brent Oliver
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Sarah Oosterberg
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PDSA
Soraya Petersen
Jennifer Poole
Anne Pope

Jocelyn Poswell
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Brenda Shear
She'zen
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Shoprite Mowbray
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Jo & Keith Smith
Mrs Ray Spector
Amanda Stephein
Craig Stewart
João Carlos Stichini
Angela Sträter
Peter Stubbs
Table Bay Hotel
Mrs Margaret Thompson
Brian & Linda Thorn
Tania Timmermans
Dr John Torline
Trecknet
Ultra Events
Catherine Valentine
Jenny van Niekerk
John Randel Vermaak
Vitra Glass Products
Patti Voight
Marilyn Walton
Joanna Ward
Ruby Ward
Merith Weers
Cameron White
J L M Williams
Elizabeth Wood
Angela & Michael Woodward





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