



## Macadamia Care

Summer is here at last, and after a long and dry Summer, we look forward to a bright summer with lots of rain (hopefully)!

In our previous newsletter, I wrote about the key matters that we are focusing on and I can now report that we have made good progress, as follows:

- Our new Care Services pricing based on a more flexible service provision approach has been fully implemented at all Care Centres.
- The Polokwane and Mataffin Care Centres are nearing construction completion and should be fully in operation by Christmas.
- We are well advanced with our research into optimal housing for those residents with memory-related challenges and hope to conclude that research in the first half of 2017.
- All catering has been outsourced and standardized.
- All laundry and cleaning services have been outsourced and standardized.
- We have engaged with several external specialists and retained their services while we address those matters that they have identified as priorities.

In addition to the above actions, we have also:

- Started to employ administrative assistants at all Care Centres to further allow the Care staff to focus on care- this being one of our key objectives in all the recent changes.
- Adapted pricing for Attentive Care to reduce costs in some areas.
- Finalised Individual Care Agreements and Association-level agreements following extensive interaction with residents and trustees, for which we are grateful.
- Adapted our approach to annual price increases to make the process more transparent.

In keeping with the decision to address our approach to price increases, we will in future publish inflation statistics as published by Statistics SA in each of our newsletters, so that residents are aware of that important trend.

Macadamia Care costs are made up of the following components, each of which are affected differently by inflation:

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- The Labour portion will be adjusted by CPI for miscellaneous goods and services + 1%
- The Food portion will be adjusted by CPI for food and non-alcoholic beverages (NAB)
- The Equipment portion will be adjusted by CPI for durable goods
- The Electricity portion will be adjusted by CPI for Electricity and other fuels
- The Petrol portion will be adjusted by CPI for Electricity and other fuels
- The "Other" portion will be adjusted by Headline CPI

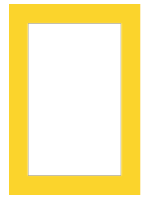
The table below shows the makeup of Macadamia Care costs and the published CPI for each item as at October 2016:

Component	% makeup	CPI
Labour	70%	8.5%
Food	15%	11.7%
Equipment	5%	6.7%
Electricity	5%	7.4%
Petrol	2.5%	0%
Other	2.5%	6.4%
	100%	

I want to wish you and your families a blessed Christmas and a safe and joyous festive season. See you all in 2017!

Don Lagerwey

# LOOKING 2016 BACK



**NATIONAL  
GEOGRAPHIC**

**Photographer of the  
Year Contest 2016  
WINNERS**



*Summer Horseman by Anthony Lau*



*Double Trapping  
by Massimiliano Bencivenni*



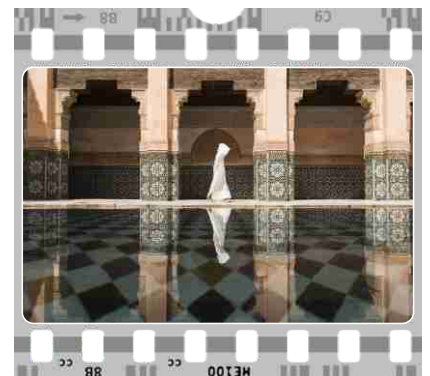
*Muscle Beach Gym by Dotan Saguy*



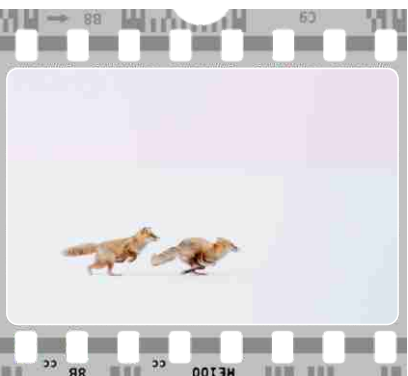
*Remote Life by Mattia Passarini*



*Lagunas Baltinache (Atacama Desert)  
by Victor Lima*



*Ben Youssef by Takashi Nakagawa*



*Wherever You Go, I Will Follow  
by Hiroki Inoue*



*Celestial Reverie by Jeremy Tan*



*Mt. Bromo Sunrise Eruption by Ronald Nelson*

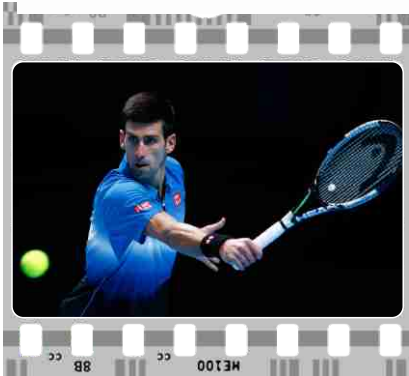


Visit: [travel.nationalgeographic.com/photographer-of-the-year-2016](http://travel.nationalgeographic.com/photographer-of-the-year-2016) for more

# LOOKING 2016 BACK



WORLD SPORTS AWARDS 2016



**SPORTSMAN OF THE YEAR**  
Novak Djokovic



**SPORTSWOMAN OF THE YEAR**  
Serena Williams



**TEAM OF THE YEAR**  
All Blacks



2016



**LAND SPEED (Fastest Car)**  
Measured over one mile is 1 227.985 km/h



**MOST EXPENSIVE CAVIAR**  
Ben Youssef El Mehdi  
Name: Iranian Beluga  
Price: R517 500.00 per Kilogram



**HONDA UK and TEAM DYNAMICS UK**  
Fastest Lawnmower - reached 187 km/h



**WAYDE VAN NIEKERK**  
Fastest run 400 meters (Male) 43.03 seconds



**THE SPAR GROUP (PTY) Ltd**  
Largest Cupcake Mosaic 136.56m<sup>2</sup>  
South Africa







# Laundry Africa

Recently, Laundry Africa was appointed to head the cleaning and laundry function of the five Macadamia Villages and Care Centre's.

Our task is to standardise the service delivery of these two functions, in the five Villages. Samantha Bain is the founder of the business and has been an entrepreneur for the past 19 years in Botswana and South Africa. She is the Financial and Strategic planner in the business and has been involved in the Hospitality and Healthcare industry for over 20 years. Sam is supported by Jessica Nkwana who is the Operations Manager and who is responsible for the day to day operations at the various Care Centres. She is supported by Khumbalani who is the company technician as well as cleaning supervisor. Khumbalani has been with the company for 8 years and has been transferred from Botswana to ensure that processes are implemented and adhered too as well as assisting Jessica with the daily operational functions.

Laundry Africa took over all existing staff, and have subsequently employed additional staff since this outsourcing project started due to the implementation of each of the Care Centres being cleaned & all laundry being done Monday through to Sunday.

Bekezela is our training officer and will be seen in the Care Centres from time to time when he does on the job training with the cleaning and laundry staff. He is responsible for quality assurance of service and personnel.

Our staff are very import to us and without them we would not be able to offer the service we strive for and so we have included a few photos of our various teams so that our residents can recognise and become more familiar with each of our valuable staff members.

Clean Wash was originally established in 2000 in Botswana. We provide an on-site laundry service to hotels and lodges throughout Botswana and cleaning services for corporate companies, including international banks and the medical industry. Clean Wash offers a multi-service solution of improved efficiency that promises flexibility and adaptability to our clients' specific requirements. This enhances our customers' confidence in our ability to deliver to the highest standards. We have been operational in Botswana for more than 15 years and in South Africa for 3 years, making it a stable and successful operation. Our company is ISO 9000 compliant. Feel free to visit our website for more information [www.laundryafrica.com](http://www.laundryafrica.com)

We look forward to working with the residents and management of Macadamia Care.

Hospitality & Healthcare Cleaning & Laundry Specialists

RSA 0027 72973 6622

Botswana 0026 77181 3308

Jessica 0027 78830 3336

**Jessica Nkwana who  
oversees Operations and  
Khubalani Gumbo who  
is responsible for all  
technical functions**



# Meet our team members



Polokwane Care Centre Manager, Sr. Karien with our laundry staff



Our Nelspruit laundry ladies



Tzaneen Care Centre Manager, Sr. Laureen with our laundry staff



Our White River laundry ladies with Sr. Belinda, our Care Centre Manager



Matabaffin laundry ladies with Lindy, our Care Centre Manager

*Laundry Africa wishes the  
Macadamia family and all  
residents a Merry Christmas  
and a Blessed New Year*







"My experience was very good, it made me want to cook more or to learn more about cooking good food. And just to go out there and see what other people can do with food. I will love to do this every year if I can learn more and more. I really enjoyed myself!!!" – Neltonia Mashigo



"I had a great time in Joburg, I am very happy to get that opportunity to go and show up myself. I would be happy if you can call me again so that I can get more experience. Thank you very much." – Queen Themba

## TASTE Chef's Competition

The aim of the competition:

- To highlight the skills and creativity of employees entering;
- To help nurture the next generation of top company chefs;
- To provide a platform from which employees can highlight their skills and develop their careers;
- To demonstrate the exceptional standards within the Company, and to reinforce culinary excellence in the Units; and
- To recognize the skills and dedication of employees.

Two of Ilanga Caterers employees entered and took part in the prestigious TASTE Chef's Competition and we are pleased to announce that Second Place Honours went to both Neltonia Mashigo from Macadamia Nelspruit together with Queen Themba from Macadamia Mataffin in the Standard Group. They only missed first place by 0.5 points! These two ladies have made us extremely proud. This was their first ever TASTE competition since becoming

part of Ilanga Caterers in March 2016 and entries included various provinces such as Limpopo, Gauteng, Mpumalanga and Mangaung.

A total of 39 teams entered the TASTE Chefs Competition for both Advanced & Standard groups.

Winners of this competition go on to participate in the National TASTE Competition held in Cape Town.



**PREP TIME:** 15 mins  
**TOTAL TIME:** 30 mins  
**COOK TIME:** 15 mins  
**SERVES:** 20 biscuits

## Santa's Homemade COOKIES

### INGREDIENTS

- 4 cups flour • 1 tsp baking powder
- ½ tsp salt • 2 cups castor sugar
- ½ cup cranberries
- 100g white chocolate rounds (4 oz.)
- 1 cup butter • 2 large eggs
- 2tsp vanilla extract

### METHOD

1. Sift together flour, salt, castor sugar.
2. Add to this dry mix butter (melted), eggs and vanilla extract.
3. Then add cranberries and white chocolate rounds.
4. Roll out, cut out and decorate as you feel.
5. Place on well buttered baking tray and put in 180°C (350°F) oven for 15-18 min.

Author: Just Easy Recipes





### WHAT IS CPR

Cardio- Pulmonary Resuscitation (CPR) is an emergency procedure performed to preserve intact brain function manually until further measures can be taken to restore blood circulation and breathing for a person that is in cardiac arrest.

This procedure performed on a person who isn't breathing, serves as an artificial heartbeat and an artificial respirator.

### WHAT IS CARDIAC ARREST

Cardiac Arrest (also known as cardio pulmonary arrest or circulatory arrest) is when normal circulation of the blood stops because there is a failure to the heart to contract effectively. Arrested blood circulation prevents delivery of oxygen to the body. Lack of oxygen to the brain causes loss of consciousness which then results in abnormal or absent breathing.

### THE METHOD OF CPR

A simplified CPR method involving chest compressions (hands only resuscitation), is recommended for untrained rescuers. Compression only CPR is a technique that involves chest compression without artificial respiration. It is recommended as the method of choice for the untrained rescuer or those who aren't proficient because it is easier to perform.

CPR alone is unlikely to restart the heart. The main purpose is to restore partial flow of oxygenated blood to the brain and heart until medical help arrives.

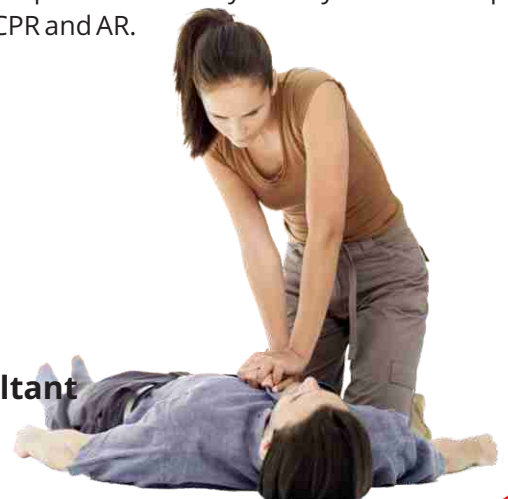
You can provide breaths by either exhaling into the victims' mouth or using a device that pushes air into his lungs. The process of externally providing air is called artificial respiration (AR). Before you start AR first ensure that the victims' mouth is not obstructed by any food or foreign object (anything that can obstruct the airway and prevent air from going into the lungs) by using your index finger to swipe the mouth clean.

With the victims' airways clear of any obstructions, gently support the chin and tilt the head back to ensure an open airway. Start CPR with 30 chest compressions (using both your hands crossed over each other on the victims' sternum, and at chest indentation of 3-5 cm) then administer two breaths checking for pulse after every four cycles until help arrives or the victim starts breathing normal again. Anybody can administer CPR and AR.



It is critical to remember that pushing your Call4Care emergency panic button or dialing 10177 (112 on cell phone) may be the most important step you can take to save a life. If you are alone with a victim call for help before starting CPR.

Article compiled by  
**Nicki Liebenberg**  
**Health Care Consultant**  
**Macadamia Care**



# Assisted Living Apartments



Visit the sales office for a tour through the Village and Heritage Park

Monday - Friday 09h00 - 16h00  
Saturday/Sunday 10h00 - 12h00  
Contact Hettie Swart - 082 446 2738  
macadamia@nst.dorea.co.za



- A Variety of 1 and 2 bedroom apartments to choose from
- Call4Care and basic assistance applicable
- Ad-hoc assistance to address individual needs as and when required - in your apartment
- Selling Between R912 000 – R1.45m
- Macadamia Care on Site

A Joint Development by:



KINGSBRIDGE COMMUNICATIONS 083 331 7163

www.mataffinmacadamia.co.za

## AFTREDE IN STYL

POLOKWANE / PIETERSBURG  
VANAF R713 000  
24-UUR VERSORGING & SEKURITEIT

## RETIRE IN STYLE

POLOKWANE / PIETERSBURG  
FROM R713 000  
24-HOUR CARE & SECURITY



**ANSIE MARAIS**  
**082 460 4439**



On behalf of each of our **Care** Centre Managers in Nelspruit, Mataffin, White River, Polokwane and Tzaneen, along with our management in head office, all **staff** and the Macadamia Board, we would like to wish each of you a Blessed Christmas and **New Year**. Take time to enjoy the things in life that really matter. Take in the **serene** moments spent with friends and loved one, and may the wonder of **Christmas** surround you throughout the holiday season.

Macadamia  
**Care**

