



## ASSOCIATION FOR SENIOR COMMUNITIES

### REPORT ON MEMBERS MEETING HELD ON THURSDAY, 4 NOVEMBER 2021 AT OOSTVALLEI RETIRMENT VILLAGE, 673 COLEY STREET, GARSFONTEIN, PRETORIA AND ONLINE, 09:30

#### 1. Opening and welcoming – Rob Jones

Rob Jones welcomed members to the meeting and explained that the National Executive Committee has had a meeting where they met for the first time. Being unknown to each other, it was decided that Carina and Joe will continue in their roles as Chair and Vice-chair respectively. Rob thanked them for their willingness and mentioned that this will give the committee an opportunity to settle some strategic matters.

Furthermore, the committee decided that these positions will be rotated. At an upcoming strategic session this decision will be discussed. The appointment of a Chair and Vice-chair will also be dealt with.

Rob announced the names of the office bearers elected:

The National Executive Committee:

Dr Carina Schutte (Chair)

Marna Mare

Erica de Winnaar

Dr Martin de Villiers

Henco Walker

Rob Jones

Henry Spencer

Rob Wesseloo

Joe Duvenage (Vice-chair)

Syd Eckley

Rob invited members to ask questions regarding the names of the executive team. There were none. Rob introduced Carina to the meeting and she proceeded to chair the meeting.

#### 2. Formalities - (Chairperson)

Carina welcomed members.

Attendance and Apologies: Members were requested to sign the attendance register and, if known to members, offer the apologies of those who are unable to attend. See Appendix 1 for Attendance Register.

Confirmation of Agenda: Items added to 6: Introduction of Project Scaffold  
Law Reform Commission

Item added to 8: Accumulative loss

Approval of Members Meeting Report – 12 August 2021: Approved by Syd Eckley and seconded by Rob Wesseloo.

Carina mentioned that, since the Association is now a national body, it represents a large number of diverse members in our industry, each with their own needs and challenges. This places the Association in a unique and challenging position. Carina was of opinion that this challenge is something the Association can work with. Members will be made aware of how the Association will meet the challenges through Syd Eckley's presentation of the portfolios. Carina stressed that the future is in our own hands, and not in that of the government. It is up to all members to equip themselves to provide a service of high standard.

### **3. Introduction to Waterwheel Retreat – Rob Wesseloo**

Rob introduced the retreat to members and invited them to make use of the offer to enjoy midweek visits there at no cost.

A separate e-mail with all the relevant information will be sent to members.

### **4. Introduction of Speakers / Aim of Presentations - Syd Eckley**

Syd introduced both speakers:

Adv Betsie Basson is one of very few advocates who specializes in conflict resolutions. She has been a support to Syd and our industry to resolve conflicts in an alternative way, rather than the opposing parties opting for litigation. Her field of specialization is critical in our industry as the Older Persons Act Chapter 1 calls for a conflict free environment. Should you not achieve this and not take the necessary steps, you can be held liable and charged with abuse.

Betsie is passionate about older persons and is always ready to assist.

Syd mentioned that CSOS is also there to assist with conflict resolution on the managerial side.

Dr Carina Schutte is our Chair and the director of Witbank Society for the Aged. She developed a plan to create a harmonious environment at their various facilities.

### **5. Presentations**

Creating a Harmonious Environment: Dr Carina Schutte

Carina reminded members that her presentation aims to give members information and that it is a broad guideline. It needs to be adapted by facilities to suit their own needs.

See Appendix 2.1 for presentation.

Question: Is there a specific time-frame in which a conflict should be resolved?

Answer: Since every complaint and investigation is unique, there cannot be a time-frame.

Communication and transparency regarding the progress is important.

Comment: Know your client event before you admit him/her to your facility.

Alternative Conflict Resolution: Betsie Basson

Betsie reminded members that her presentation will also provide information that, should you embark on alternative ways to resolve a dispute, you will be able to make informed decisions. It is preferable that conflicts are resolved quickly and inside the facility.

She offers her services for free to retirement facilities.

See Appendix 2.2 for presentation.

Marna Mare thanked both speakers for their very important and precious contribution.

## ***Fifteen-minute break***

### **6. Executive Feedback – Syd Eckley**

See Appendix 3.1

6.1 Amendment Act 13 of 2006

6.2 Introduction of Project Scaffold

6.3 The Law Reform Commission

6.4. CSOS: Since them becoming involved with the Association, they have resolved many cases and offered workshops. Syd thanked Ms Wasserman for the contribution CSOS has made to resolve conflicts on a managerial level.

6.5 Proposed Portfolios

See Appendix 3.2 for descriptions.

Members will be invited to comment on these portfolios.

### **7. Finance, Administration and Website**

Nothing to report on Administration and the Website.

See Appendix 4 for financial report.

### **8. Additional Items**

8.1 Accumulative loss – item withdrawn

### **9. Members Meeting for 2021/22 - please diarize**

10 March 2022

Starting Time: 09:30

### **10. Conclusion and Adjournment**

Carina concluded the meeting with the following:

- a) Members will be asked to give their comments on the proposed portfolios after members of the committee gave their inputs. It will be distributed via e-mail.
- b) Thanked Oostvallei Retirement Village for their hospitality.
- c) Wished all members a blessed festive season the be spent with loved ones.

Meeting adjourned at 11:55 and a light lunch was enjoyed, courtesy Oostvallei Retirement Village.