

Annual Report - 2020-2021



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Message from the Chairperson

What a year 2020 has been! A year no one will forget and one where Angels Care Centre was able to not only make a significant and lasting contribution to our community, but also expand our facilities and services offered. I am proud to say, that despite all challenges faced, we have remained true to our mission of providing for the optimal growth and development of the children we serve in a safe and loving environment.

The start of the Coronavirus pandemic, the closing of schools and the National Lockdown, necessitated we increase our focus on ensuring all our children had access to balanced nutrition on a daily basis and their families assisted through weekly food parcels. The accompanying distribution of educational materials with weekly food parcels, ensured children were cared for both physically and mentally during the lockdown period. Our general care for the community continued uninterrupted, with the distribution of clothing, winter warmth and necessary household items.

As soon as schools reopened, the Board made the decision to rent a second property for a year to accommodate all the COVID-19 social distancing requirements and enable us to continue with all our services – we were well and truly “out of space”. The property is the Old Agricultural Hall in Howick which is within walking distance from the children's homes . With its ample space, it has been a true blessing to us all! We are hopeful that we will be able to purchase this property in the upcoming year.

Our educational programmes focused on the bridging class and those in the early years of schooling (grades RRR and RR). The pandemic necessitated movement of classrooms to accommodate health protocols and the “little ones” from Thembelihle School joined us, with our grade R children moving to their campus. This meant we catered for 100 pre-school children, along with our bridging class and our few disabled children. The teachers and staff were fantastic and managed to get the children caught up in terms of their schoolwork whilst at the same time ensuring their health, safety and of course that they all received a daily dose of love, care and fun!

With regard to health and crisis care we continued all year (even through lockdown). Our nursing sister, social worker and community caregivers provided our holistic services to the most vulnerable children in our community, helping with gender based violence, abuse, health care, counselling, emergency overnight facilities and home based care. I am hopeful this report will illustrate our commitment to the children, along with the huge impact made by our staff and volunteers, all of whom have shown up “no matter what”, putting the needs of others before their own. My most sincere thanks to each one of them, along with our donors who make all this possible!

Carolyn Hancock



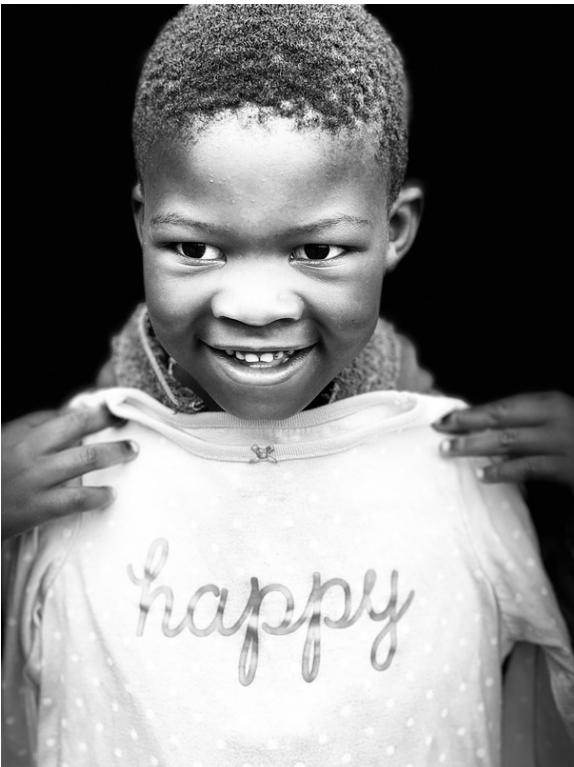
Our Mission

The mission of Angels' Care Centre is to provide for the optimal growth and development (mentally, physically and spiritually) of the children we serve in a safe and loving environment. The Centre provides an environment where they are provided care, guidance and protection from people and things that seek to deny these God given rights intentionally, unintentionally or through apathy.

We accomplish this through providing not only for the basic needs of the children we serve but also their caregivers through access to health care and other human services as well as by providing excellent educational services.

Since all our decisions are driven by what is best for the children we serve we will always seek long-term sustainable solutions. This will require us to be in partnership with others not only locally but also nationally and internationally.

Our Values



Faith, Integrity, Partnership,
Discipline, Diversity, Respect,
Courage, Empowerment,
Impact





Challenges and Focus

All our programmes are designed according to the actual needs of the community. Community members are encouraged to actively engage and ensure that programmes implemented will drive beneficial, effective and sustainable change. This was of particular importance during the COVID-19 pandemic, where the communities needs were constantly changing.

Our in depth community based research revealed the following:

- Staggering unemployment which has been exacerbated during the pandemic.
- Out of school youth and the added issue of school closures during the pandemic.
- Major health issues especially HIV/AIDS and TB, COVID-19 also added a major focus on healthcare and hygiene.
- Rampant drug and alcohol abuse.
- Access to food.
- Violence and little safety and security.
- Gender based violence (especially against children).
- Woman and child headed households with little to no income.
- Child marriages and teen pregnancy.
- Orphans and vulnerable children.

Research informed focus areas:

- Health services (primarily for children)
- Community Outreach
- Education and Youth Development
- Nutritional feeding programmes for children and their families
- Gender based violence, sexual assault and Crisis Care.



Caring for our Community

2020 Impact



64545
Daily Food
Parcels
Distributed

127
Assisted by
our Rape and
Abuse Crisis
Centre

1393
Community
members
educated and
supported

135
School
pupils

747
Children
received health
care

Health Services: Crisis Care

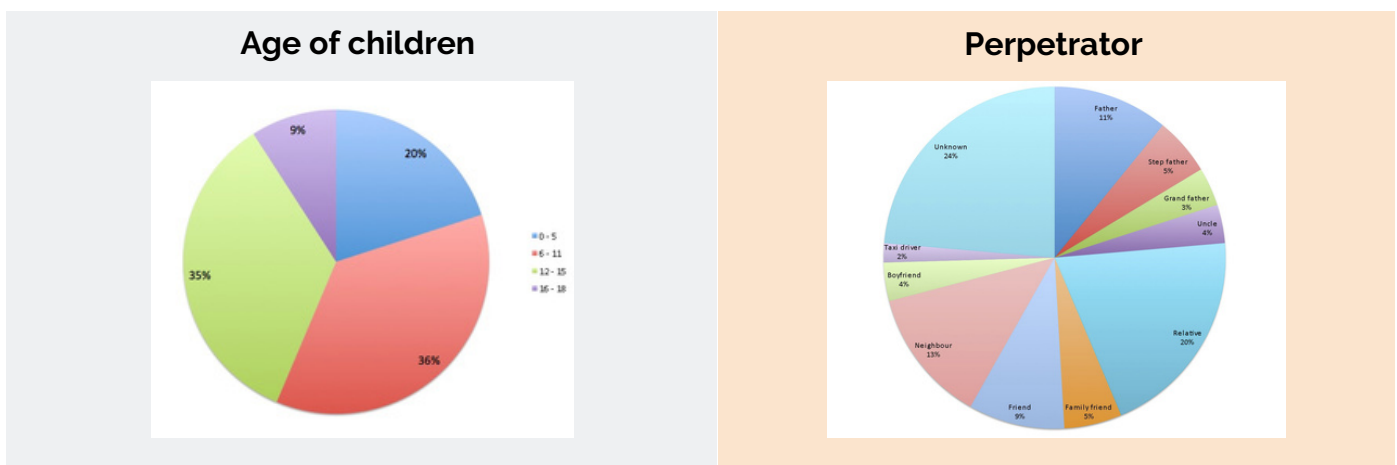
Angles' Care is uniquely focused on caring for children of abuse in the Howick area in the KZN Midlands within the Umngeni local municipality. The need for such a facility exists as sexual offences committed against women and children has reached alarming levels in South Africa. The Centre provides children and their caregivers, with access to every form of assistance they would require in the event of their being victims of sexual assault, domestic violence, neglect, physical abuse or trauma. We also have services for children affected by grief due to losing loved ones to chronic diseases such as HIV, TB or violence.

With the COVID-19 pandemic, 2020 was a very unique and difficult year. On the 20th of March 2020, we were placed on a National Lockdown, no one was allowed to leave their homes except to buy groceries or to seek medical attention. Schools were closed and many people lost their jobs overnight. Numerous children and women were confined to households from which they had no "escape". The crisis centre staff reached out and connected with as many people as possible due to the increase in people needing assistance.

In 2020 our staff assisted with 50 new cases of sexual assault and a total of 127 cases where counselling was necessary to help bring help, hope and healing to children and their families.

Sexual Assault	Domestic Violence, Physical assault	Neglect	Social, Grief, Trauma
50	10	17	50

In terms of sexual assault against children in our community, 56% were under the age of 12 (statutory rape), with most cases being against children of 6 years of age and in their early teens. Analysis of our cases reveals that in 43% of cases the perpetrator is a family member and in 80% of cases of sexual abuse of minors the person responsible is known to the victim.



Emergency short term accommodation

During 2018 we were registered as an official White Door Centre by the Department of Social Development, enabling the Centre to upgrade our overnight shelter facilities and offer 24 hour care to victims of abuse.

During 2020, **22 victims** were provided with counselling, medical care and shelter until long term solutions to their safety had been secured.



Crisis Centre - Case Studies

A 13-year-old girl from Howick West was referred to Angels Care Centre after she was physically abused by her aunt, and raped by her paternal uncle. The rape and abuse had been ongoing since 2018. Finally towards the end of 2020, the child disclosed her dire situation to a friend's family and subsequently members of her own family reported the abuse to the social worker at Angels Care Centre.

Following the case report, a home visit was conducted by our social worker and nursing sister, along with members of the police. This visit highlighted the danger the child was in and she was immediately to Angels Care White Door Centre where she would be safe.

On speaking to the social worker the child revealed that she had been raped twice by two different perpetrators. Police cases were opened after a medical examination confirmed the child had indeed been sexually assaulted. All necessary forensic evidence was collected and medical assistance provided along with ongoing counselling sessions.

After some time the child, through the Department of Social Development was removed from her abusive home and placed in a suitable and caring facility.

The FCS police unit ensured the arrest of both perpetrators who are currently awaiting trial.



During July 2020, a case of neglect was reported by one of our ECD teachers which involved a 7-year-old bridging class learner. The child reportedly came to school in the morning with damp clothes and was freezing. When probed, the child said that he did not sleep at home but spent the night in the bushes in the informal settlement. The child also mentioned that he was being physically abused by his aunt which is why he ran away. A home visit was conducted after the mother and the aunt were unavailable on their cell phones. The aunt confirmed the child's story and stated that the last time she saw the child was three days prior to the visit by Angels Care Centre staff.

After assessing the circumstances the case was referred to the Howick Department and Social Development and both siblings were placed in a long term place of safety where they are doing well and attending school.



General Health Care Services



Angels' Care has a professional nurse who provides general health care to all children who attend educational programs at the Centre. Her duties include:

- Referring sick children and staff members to the clinic,
- Treatment of children with minor ailments,
- Monthly developmental status assessments for all children who attend educational programmes, including constant monitoring of their height, weight and head circumference - all measures which assist in determining whether the child is reaching age appropriate milestones or may be malnourished.
- All child vaccinations are up-to-date.
- Physical examination and treatment of victims of sexual or physical assault and neglect.
- Medical screening, treatment and counselling for children suffering from HIV and TB.



Our 2020 health service was very different to the past as we constantly needed to adapt to the COVID regulations. At the start of the pandemic 35 – 40 children, mostly under the age of 5, were identified in the settlement during the feeding scheme and transported to the Centre daily for medical care, fortified porridge, clothing and emotional counseling and assistance. Child weights were taken daily to identify malnourished children. Temperatures of the children were also taken to ensure that illnesses, including COVID-19 were caught and treated early.

2020 Impact Analysis

Type of Assistance Provided

On-going medical review of school children (children examined on a daily basis during lockdown)

320

Children/caregivers seen at Centre for minor ailments

427

Total Cases this year

747

General Health Care

2020 case study



A 12-year-old boy was referred to the nursing sister by our social worker as he could not walk properly due to his legs not being of equal length. The child's left leg was shorter than the right leg with the difference being so pronounced that he could not put his one foot on the floor and he had to walk on his toes. Added to this, he was in constant pain and was experiencing difficulties and bullying at school as the other children were laughing at him.

As a consequence of his disability he became increasingly withdrawn, and his school results started to drop as he became more isolated.

His troubles were amplified as his mother was often without money and therefore had to carry him to school on her back.



The Angels Care Centre's nursing sister took him to see a doctor at the Howick clinic to assess and examined him and referred Grey's Hospital where he was attended to by an excellent paediatric specialists.

They examined him and found that this condition was due to a spinal problem. After many consultations, the surgeons agreed on a surgical plan and did the surgery at no cost to his family. Since the surgery he is now walking on both feet, with the assistance of special shoes. He is much more comfortable and confident and his recovery is going very well.

Despite being eligible for a State disability grant, this was sadly denied by the relevant Government Department.

Without our dedicated team this child would never have received his life changing medical care!



Community Case Study.

Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around." - Leo Buscaglia

We have so many stories to tell from 2020 that bring that quote to life, but last year, with just a little bit of extra care, we were able to turn a life around. We were notified that there was a young girl at Thembelihle School that was being shunned by her classmates as her clothes hadn't been washed for weeks and she hadn't bathed. This is unfortunately the harsh reality of many children who live in shacks with no running water or electricity and with parents/carers who for some reason neglect their own children.

We acted as soon as we heard of her plight She started arriving at Angels Care Centre every morning (with her two sidekick friends of course) for a bath, hair comb, cream, breakfast and love (thanks to our amazing community caregivers). Her clothes were washed multiple times in a washing machine and ironed (thanks to our admin ladies who took them home) and a new uniform was purchased. We will continue to do all of this for as long as she needs our help.

We have since received reports from the school to say she is a changed little girl. She is constantly smiling, she is now included in all activities by her peers and friends and she LOVES going to school again. The three friends left every morning, after many giggles and spoils from the staff. For us, we loved to be reminded that we need to - "Be kind whenever possible and that it is always possible." - Dalai Lama.

Thanks to our donors and partner organisations, a comfort pack was used to wash her, donated clothes were given while we did her laundry, donated funds were used to purchase her new school uniform, donated food and purchased food was used to feed her and her friends when they arrived at the Centre every day.

Added to this, the sponsorship of her school fees at our partner School, Thembelihle, is also the reason that she has HOPE and access to a quality education. It is in all these ways that together we are alleviating and changing the face of poverty in families lives.



Caring for our Community

Our Community caregivers Samke and Nontobeko, had to alter their usual way of reaching clients and community members, when the pandemic hit. To ensure their health and safety as well as their clients, we had to take the decision to stop door to door visits and home-based care. They still kept in contact with all their existing clients via regular phone calls and assisted them when they needed extra care.

Their main focus in 2020 was to help with the daily food parcels, where they could be found daily in the informal settlement handing out food, sanitising hands, distributing winter warmth items and simply loving and caring for each child that needed our help.

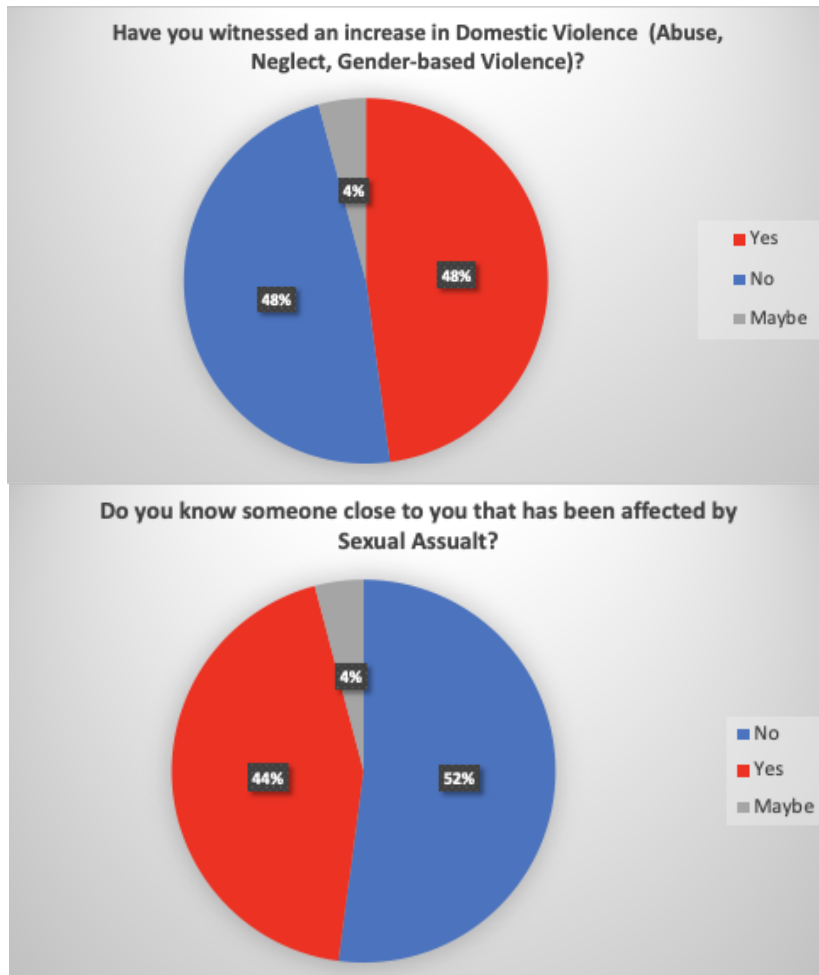
They also identified which families were the most deserving of the weekly family food parcels. This was not easy as they were approached constantly by people in desperate need. Below are a few things that we learnt through asking the families who receive food parcels a couple of questions, on their lives and how COVID-19 had affected them.

From 77 responses, 90.9% were females and 9.1% males. The four main areas that we are assisting are Shiyabazali, KwaMevana, Mphophomeni and Kwahaza.

- 74.7% of the families we are assisting have no one in their shacks/homes that are still employed.
 - 25.3% have someone that is employed, however only 2% of those have full time jobs. Some of the jobs include brick layer, domestic worker, crossing lady and gardener.
 - Access to education seems to be very important to all families, as they realise that their cycle of poverty will not be broken unless their children have access to quality education. Many stated that; "you cannot do anything without education". In general it seems that they have access to education in their area, with many children attending Angels' Care Centre and Thembelihle School.
 - Living conditions include those living in Shiyabazali Informal Settlement in shacks, with no access to electricity or running water to some living in brick rooms with access to both. COVID has changed the majority of their lives and living conditions as many of them are now unemployed.
 - School closures for long periods have also put pressure on families as their children are not receiving a meal at school as well as always being at home. They are also worried about their health.
 - There are some families that say not much has changed for them as they already had no employment before COVID. It is very hard for anyone to find part-time employment currently.
 - Data received clearly showed that the communities we serve would really struggle without the food parcels provided by Angels Care Centre as they have no other way to put food on the table. 100% of the respondents stated that they are happy to do something for the centre in return for their food parcels. Due to very informative responses received, we have also adjusted what we put in the food parcels as we asked what they needed most.
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Caring for our Community

They stated that access to our Rape and Abuse Crisis Centre was even more important as gender-based violence started to rise due to the lockdown regulations. Below are a few graphs illustrating the extent of abuse that is found in the communities that we assist.



These statistics illustrate the families and children that we serve, live in a constant state of trauma. Their communities are unsafe, a situation amplified by the pandemic. The data collected showed an overwhelming desire and need for community based educational campaigns and creating focus support groups for vulnerable women and children. Throughout 2020 we continued to ensure that the community all understood the essential services we offer. Our educational campaigns focused on teaching women and children of their constitutional rights, how to recognise abuse and how our crisis centre can help.



Our community caregivers, our local heroines!

Education

We are committed to the development of the whole child: body, mind and spirit.



Angels' Care has an Early Childhood Development Centre (ECD), for 75 children in grades RRR to R. Sponsored children have an education that is free, including the provision of health care, school uniforms and nutritious daily meals. We focus on the development of the following key skills: language, cognitive and critical thinking, numeracy, motor skills improvement, and emotional strength.

2020 was a very challenging year due to the pandemic and our ECD was forced to close down for 3-4 months.

Other educational programs include a Bridging Class for 10 children who have had limited to no previous access to schooling. They receive individualised instruction enabling them to enter mainstream schooling. In 2020 we also catered for three extremely vulnerable, disabled children. Throughout the lockdown, these children always had access to food, education, hygiene, and health care. We were also fortunate to have a volunteer Occupational Therapist, helping these vulnerable children for the year, conducting assessments and providing therapy.

The school closure, negatively affected the children. They lost access to their daily school meals, school facilities and educational materials. Despite these challenges, the Centre provided daily food parcels and where needed, weekly family food parcels. The provision of regular food parcels allowed us to distribute educational materials to every child during lockdown ensuring their minds were kept busy and that their academic school year was not "lost." Our teachers worked tirelessly and all children moved onto their next grade level.

With the many changes that had to be made to adhere to the COVID-19 regulations, a Board decision was taken to make Angels Care Centre a dedicated ECD centre (focused only on young children aged between 3 and 5 (Grades RRR and RR). With this change, Thembelihle School has officially become our primary partner Primary school (Grade R to Grade 7) providing all our little ones with access to a full 10 years of quality education!



Expansion - Our new 'second home'.

Due to the COVID-19 pandemic, as well as the need for expansion, Angels' Care Centre started renting the Agricultural Hall in Howick. In 2020 the Hall was home to two Grade RR classes, all our nutritional programmes, store-room (clothing, household items) and our outreach projects.

The Hall is positioned within easy walking distance of the informal settlement, Shiyabazali, making it easy for the children to access the premises for their food parcels and any additional help that they needed. We hope to purchase the Hall in the coming months to ensure that we continue expanding and increasing our impact in the community.

It was a very tough year, filled with many challenging decisions, the Hall was however a wonderful addition that gave us the space to reach many more children and families in need. Without the additional building we would not have been able to accomplish half of what we did in 2020.

During 2020, the Hall received a lick of paint both inside and out, lights were fixed, an electric fence erected and general maintenance was done, to create a space our staff would be happy to work in and the children love. It was amazing to watch a historic building coming to life again. We hope to continue growing into the space, while expanding our community reach, through old and new programmes.



Nutritional Feeding

At the start of 2020, our usual nutritional programmes were running. This included 135 children receiving breakfast on arrival at school, fruit at tea time and a hot meal for lunch. Our 50 Youth Development children received a hot meal daily. Each Saturday morning 350 children also received a food parcel containing two peanut butter and jam sandwiches, fruit and yogurt.

This all changed as the COVID-19 pandemic hit. We had to go into 'adaptive survival' mode and change the way we distributed food to the children and their families. We had to challenge government departments to stay open and allow us to continue feeding hundreds of children, who otherwise would have had nothing. The only way we could continue was to transport hundreds of parcels each day into the Informal Settlement and feed, sanitise and clothe the children there. This was done without the assistance of any government aid but incredible public support.

As soon as we could we moved the feeding programme to the Old Agricultural Hall, which is in safe walking distance for the children. This made it easier on our staff as there was less transport required and access to our storeroom and food supplies. The number of children fed daily varied from 350 to 100 due to school closures/openings and lockdown restrictions.

In 2020 we were able to distribute **58950** daily children food parcels, which consisted of two sandwiches, fruit, yoghurt, eggs twice a week and any other extra food donations that we received.

We were also able to distribute **5595** weekly family food parcels, reaching **27975** people. These included: maize meal, samp and beans, tea bags, tinned pilchards, baked beans, jam, cooking oil, sugar, mixed vegetables, eggs, porridge, bread, soap, toilet paper and meat when possible..

Through all the emotional ups and downs, our staff, donors, sponsors, board members and volunteers stepped up beyond the call of duty and made each level of lockdown regulations work to assist our children at ALL times. .



Community Outreach

Every year our community outreach stories are life changing for those who receive help, however 2020 was a year that we stepped up and provided as much as we possible could to assist families and especially their children through the pandemic and all the devastation that was associated with lockdown. None of the below would have been possible without the incredible donations that came through to assist us through COVID-19. Our community outreach projects are constantly adjusted and adapted to ensure that we are meeting the immediate needs of the community, families and children we help.

- Ahead of the impending winter and extreme cold experienced by our children and their families who live in shacks made of plastic, timber and metal sheeting, we distributed **700** blankets, over a **1000** beanies, **350** gumboots and lots of warm clothing.
- We also tried to assist as many households as possible with necessary household items, clothing, hot meals, food parcels, firewood to assist with warmth and cooking (including Wonderbags).
- Our health care staff assist many children with bathing and comfort packs (for times of crisis).
- Our community caregivers continue with home-based care and conduct household profiling, providing us with valuable data on what is needed most in the community.

During the 16 days of activism, multiple women and children benefited from our partnership with the Jes Foord Foundation and other educational and awareness campaigns. Our focus was on teenage girls. They all received comfort packs and were empowered with knowledge of their constitutional rights and where to go when needing help.

We also ran a 16 day competition to raise awareness around services offered at Angels' Care Centre as well as to raise funds. We were very lucky to partner with 4 incredible brands (Kelly Jay Jewelry, Janni & George, Ardmore and Esjay sportswear) who all donated items from their shops for the lucky winner to win. Our community outreach projects rely heavily on partnerships with local NPO's and businesses and we hope to strengthen these partnerships in the future.



Community Outreach

Our community outreach projects are more than just helping the community with their needs, it is also about creating moments of joy that give our children HOPE for a better future. This year was a very difficult year and we were beyond lucky to have **510** Christmas presents donated. This meant every child attending our ECD and feeding programmes received a welcome gift! Each gift contained a toothbrush, toothpaste, soap, facecloth, vaseline and of course an age appropriate toy or "treasure".

Our children have been extremely lucky to have also had a day where over **600 cupcakes** were made through an incredible Esjay Sportswear initiative. The smiley faces covered in chocolate say it all.

We hope to continue giving the children experiences such as these to enrich their lives, and to always show them that somebody truly cares!



Feeding the Future

Feeding The Future was formed in 2018 when Wonderbag founder Sarah Collins, award-winning Chef Jackie Cameron and our Chairlady, scientist and educator Dr Carolyn Hancock launched an initiative to support impoverished communities through food distribution. The programme brings people together to eat a nutritious meal, but to also engage with each other and experts to address key social issues.

In 2020 this partnership flourished as the need for nutrition was the greatest it has ever been. Many times throughout the pandemic these incredible women worked together, alongside the Do More Foundation to feed thousands of children. The children at Angels' Care Centre and Thembelihle School all benefited from these warm, healthy meals at a time that was extremely difficult for them and their families. Over and above the warm meals, Sarah Collins also provided Angels' Care Centre with hundreds of Wonderbags that were distributed with each weekly family food parcel that was distributed. Each family therefore had a more sustainable way of cooking meals, saving them money that would have been spent on gas, firewood and other cooking fuel.

Sporting Ambassadors

We were extremely lucky to partner with Erin Gallagher and Greg Minnaar in 2020. They both partnered with us through the #strongtogether campaign. The campaign was a symbol of unity and solidarity encouraged by Monaco's sovereign family Prince Albert II who contracted and recovered from the coronavirus in March 2020. With this challenge, Her Serene Highness Princess Charlene and the Princess Charlene of Monaco Foundation South Africa brought together South Africa's favourite celebrities and NGO's to raise awareness and bring hope and aid to those impacted by this pandemic.

Erin, an Olympic swimmer, picked Angel's Care Centre as her charity of choice. She played a major role in our winter warmth campaign, by raising funds, purchasing, and collecting hundreds of gumboots, old and new clothes and blankets. She loved spending time with the children, making them feel extra special and loved in a time where most hope was lost. We loved every second she spent with us as she brought so much extra and very welcome energy into our days.

Greg Minnaar, world renowned Mountain Biking Champion, also got involved with our Winter Warmth campaign and spent a morning with us handing out our beanies and food parcels and making the kids smile. It was wonderful to see just how much these children impacted even sporting celebrities lives - not only could they help those most in need but the children in turn brought them unparalleled joy!



Message Of Thanks

Thank You For Helping Us Show The Potential Of Kindness

Although 2020 was a year filled with devastation, hunger, intensified poverty, crippling businesses, school systems and increased Gender Based Violence, it was also a year of unimagined kindness and possibilities of growth. I was lucky enough to have experienced this through my line of work at Angels' Care Centre and Thembelihle School, NPO's in Howick, which focus on Community Outreach, Nutritional Programmes, Quality Holistic Education, Crisis Care and Youth Development. The Centre and School have helped thousands of children and families survive through this time of crisis, something which would not have been possible without our community coming together and caring deeply for others.

Before the pandemic I think people underestimated the power of touch, a smile, a kind word, a listening ear, an honest compliment, the smallest act of caring, time with loved ones, all of which have the potential to turn a life around. Due to acts of kindness shown, we have made and handed out over 57879 daily children food parcels and over 5595 weekly family food parcels (that sustain a family of 5 for at least one week). We have also been able to assist hundreds of woman and children by providing healthcare and counselling, through our Rape and Abuse Crisis Centre and our short stay crisis facility. Through generous donations, 700 blankets, 350 pairs of gumboots, over a 1000 beanies, 510 Christmas presents, educational material and lots of underwear and warm clothing were given to children. Those items kept them warm and occupied in shacks, with no beds, running water or electricity and who needed fires in their homes to survive the winter chill. I have been brought to tears on numerous occasions over the past few months as I watch how acts of kindness have brought hope, help and healing to those who needed it the most. While communities were brought to their knees, surviving on grants or with no income at all, gratitude and joy encompass the feelings we all felt, with the distribution of each food parcel, care package or educational booklet.

2020 and the beautiful children who come to us for help have taught me that we need to; love without hesitation, believe in goodness, constantly show acts of kindness and generosity, and to truly CARE, that way we can begin to soften the world we live in.

As Brent Lindeque so beautifully puts it, "NEVER stop believing in the wild possibility that is you and your impact. Live in purpose, on purpose." This year has shown me that together we can start to change the face of poverty in our own communities. With a little hope and lots of help from others we can begin to heal as a country. Thank you from all of us at Angels' Care Centre and all the little hearts you have touched for your incredible support.

Georgina Purdon (Marketing and sponsor coordinator)

How to help

We are a non profit public benefit organization

- Public Benefit Organisation 930004928
- Non Profit Organisation NPO 020-084

BANK DETAILS:

Angels Care Centre
First National Bank: Business Cheque
Howick Branch: 220725
Account: 620 357 154 18
Swift code : FIRNZAJJ

WEBSITE:

www.angelscare.co.za offers PAYFAST and ZAPPER as additional donation options.

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INSTAGRAM - angels_care_centre

