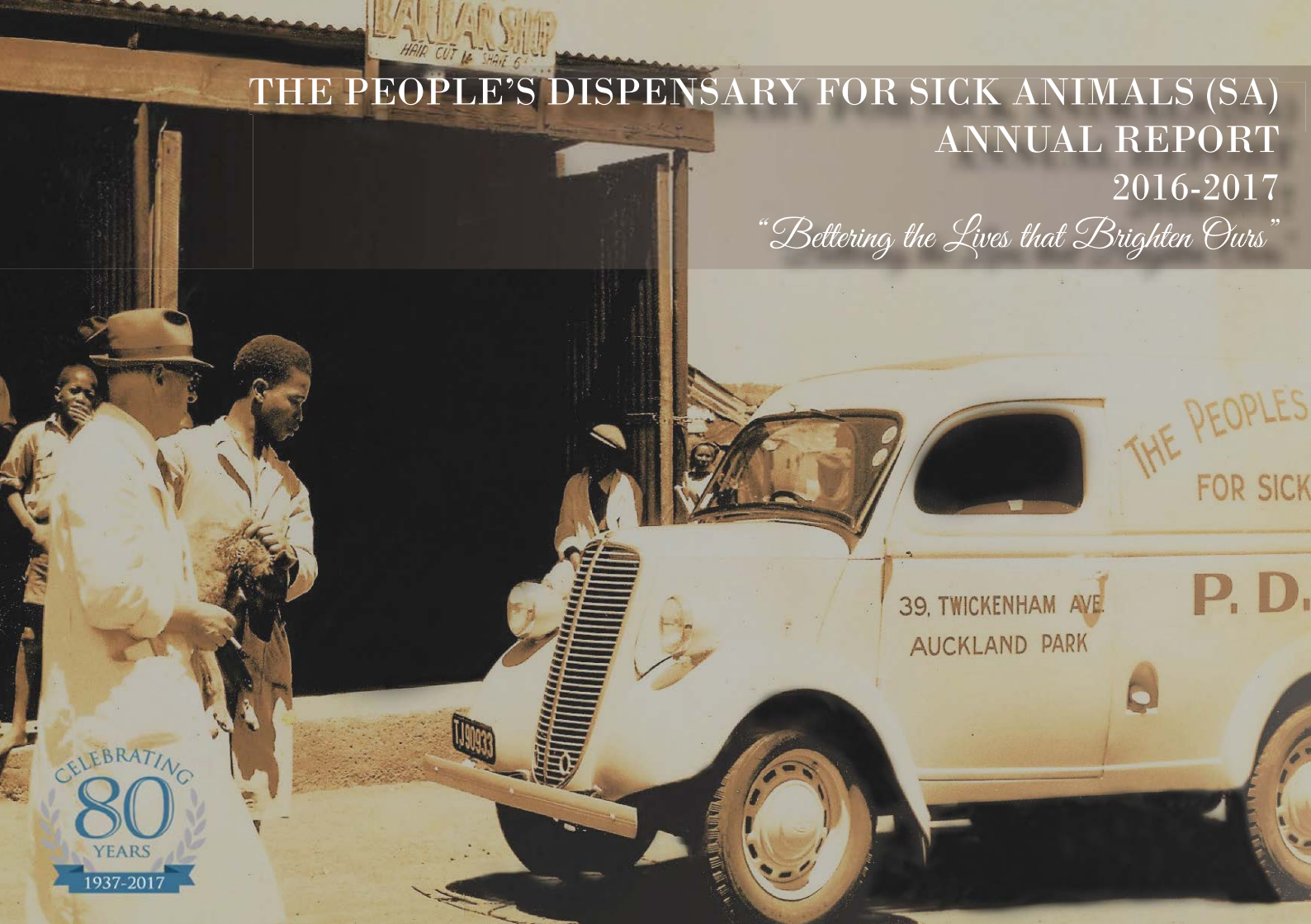


THE PEOPLE'S DISPENSARY FOR SICK ANIMALS (SA)
ANNUAL REPORT
2016-2017

"Bettering the Lives that Brighten Ours"



CELEBRATING
80
YEARS
1937-2017

Meet the team



PATRICK HORRIGAN
CHIEF EXECUTIVE OFFICER



BARBARA COMLEY
FINANCE MANAGER



LORI-KAY STERN
SOWETO ADMINISTRATOR



MOIRA GIBBS
GEORGE ADMINISTRATOR

The People's Dispensary for Sick Animals is a non-profit organisation with one simple objective: to treat sick and injured animals belonging to those animal owners who cannot afford the high cost of private veterinary services. We educate domestic animal owners, including owners of horses, cattle and other animals in all aspects of animal care. Furthermore we promote and create awareness about the benefits of sterilising domestic pets. We specialise in providing medical care and surgical treatment to animals from poorer communities. For this reason, our hospitals are modernised and fully equipped. Full time veterinarians are employed and provide sick and injured pets with the best possible professional treatment at all times. We do not get involved in the adoption or placement of animals. Whenever the confiscation of animals and/or the prosecution of owners is required, these cases are referred to the appropriate animal welfare organisations.

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Chairperson's Report

I have pleasure in welcoming a number of new members to the council, including Dr Tiksha Modi who now serves as deputy chairperson. The other new members are Dr Faheema Kimmie-Dhansay, Mrs Zarina Meyer and Mr Tozie Zokufa. Their wide range of experience and new perspectives will no doubt provide valuable assistance to the steering of the PDSA ship as they have already shown. Thank you to them and all the other council members for your support over the past year.

This past financial year ended on a sad note when we said goodbye to Dr Ayoub Banderker. He has served on the Council of Management for many years and as Chairperson in recent times. His resignation from the council leaves us with the realisation that we have lost a valuable asset. I hope that he will keep the PDSA close to his heart and we wish him all the very best.

I would like to take this opportunity to thank every member, sponsor, donor, corporate supporter, and client for the ongoing support. May I also encourage those of you who are not members to please think about joining the PDSA.

Well done to all the management and staff in Cape Town, Soweto and George for a job well done this year. You are the backbone of the PDSA and the reason we have so many regular customers.

With admiration, respect and gratitude.

Jacques Smith



Chief Executive's Report

Greetings once again to the members and generous supporters of our beloved PDSA (SA). You will have noticed the theme of this annual report which highlights our 80th year of existence.

We have to go all the way back to 1937 to see the start of a journey which continues to this day. As we celebrate the successes over the years, we remember the many dedicated animal lovers who have served The PDSA so selflessly. Many who have gone before us have given most of their working lives to the PDSA. Still today, there are staff members around the country who have worked for more than 30, even 35 years at the organisation. I salute them all, and congratulate them on another massive effort in treating over 154,000 animals in the past 12 months.

I have heard a number of references by our clients to our focus on the money side of things. Please know that we are never looking to make money but rather we are looking to recover our costs as we continue to provide hugely discounted services to those in need. A reminder here that the PDSA is totally self-funded and that we receive no government funding whatsoever. We are also constantly looking at ways to improve the services that we provide each day. Having said this, you can rest assured that we remain committed to maintaining long term sustainability which will ultimately enable us to continue to look after your sick and injured animals.

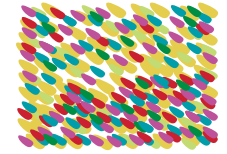
As we work our way through the tough economic times ahead, on behalf of all the management and staff I would like to thank all our supporters, sponsors and donors.

Without your loyal commitment to our cause, we would not be able to succeed.

Patrick Horrigan



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- Retirement Holdings
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Soweto

We commenced 2017 on a very sad note as we said farewell to our dearly beloved Dr Botha who passed away after a short illness in March 2017. We, the staff, friends and partners of The PDSA in Soweto would like to extend our heartfelt condolences to Dr Botha's family, friends and his beloved wife, Dr Malan; he was loved by all and will be sorely missed. Dr Botha was responsible for the revamping of Pimville Clinic inclusive of the kennels, our new Learning Centre, the boarding kennels, the upgrading of the horse unit, a perimeter palisade fencing for the entire enclosure of the Mofolo Hospital as well as additional running cost donations. Our partnerships have increased dramatically which has seen a huge increase in our food donations, staff volunteering initiatives and learnerships. Investec Private Banking Rewards has brought in additional income; it is an additional service offered to Private Banking clients where they can donate their rewards to a charity of their choice (the charity being a choice of one of Investec Bank's beneficiaries).



The Investec 'Staff Volunteering Initiatives' have become an ongoing programme where beds, blankets, biscuits and toys are manufactured and sold at our Mofolo Hospital. We have successfully completed 4 Vaccination Drives, 3 were cancelled due to unrest and we have 8 to complete for 2017. Our biggest drive will be an African Horse Sickness and deworming campaign in Orange Farm where we aim to vaccinate 100 plus horses and donkeys. We have had an outbreak of African Horse Sickness and have been requested by the community for assistance in future prevention. We have appealed to a donor and to date have raised a substantial amount of money for the drive which will take place in September 2017. Thank you to the Nash Trust Fund for their generous donation and for making the difference with our coal yard horses in Soweto. Our Educational Programmes continue to flourish with many learners volunteering and assisting with the making of beds and blankets for our dogs and cats awaiting adoption as well as assisting with Marketing and Fundraising duties. Our events for 2017, which included Walk the Talk and WODAC, have thus far been successful with at least 12 more events proposed for 2017. I would like to thank my staff for assisting and supporting me to help better their lives of the community and their pets and for the commitment, support and passion that they display daily. You make the difference!



To my loyal sponsors and donors, I cannot find the appropriate words to express my gratitude for your undying support, encouragement and entrusting that we will "Better the lives that Brighten Ours". May 2018 be an even better year for The PDSA nationally with growth in wisdom, passion and love. That is my wish and prayer.

Lori Kay Stern

George



During the past year we have once again had learners from various schools in George as well as adult offenders referred to us by the Department of Social Development, doing their community service with us. We continue to assist and support other smaller animal welfare organisations in the Southern Cape with some of their cases and sterilizations. We welcomed Kerry-Lynn Hawes, my new assistant and trainee Animal Welfare Assistant, Chris Blignaut, our CCS Vet and a new gardener, Marilakhe Kamteni, to our team in January 2017. We held a small sterilization campaign for the local Ward Councillors from Ward 17 in Conville with the funds they raised from the George Municipality. We did another small sterilization exercise for the Burger family from "Buffelsdrift" Farm in Uniondale. Being farmers, they took it upon themselves to sterilize all the cats and dogs belonging to their farm

workers, a total of 25. Together with Estelle Le Roux from PAWS and a group of American exchange students from Arkansas, we took part in a deworming project for animals and their owners at the Hope Church in Wilderness Heights. My staff and I and our charity shop volunteers attended York High School's Animal Club fundraising tea and silent auction again. "Oudtshoorn Dogs in Need" were the recipients of the funds that were raised from the event. As a beneficiary, we continue to reap the benefits of Pet and Pool Warehouse's Loyalty Club with a constant supply of cat and dog food. We also received more food and a donation towards sterilizations from their

"Christmas Cheer Initiative". "Bikers for Charity" had a bike run for us in December 2016. 55 bikes in convoy and with traffic police escort, converged on the PDSA to hand over the food and blankets that they had collected for us. The ballerinas from the Di Townsend Ballet School once again collected and donated food to us at their year end function. We once again received our annual donation from Colin Goss and members of the "One Rule Club" at a luncheon. We had a stall at the very popular ISP Night Market that is held every month in the Botanical Gardens. Carolyn Chelchinsky from MSD Animal Health once again sponsored the registration fees for Dr. Smith to attend the 50th Annual South African Veterinary Association Equine Congress that this year took place at Skukuza in the Kruger National Park. A huge thank you to the trustees of the Rolf-Stephan Nussbaum Foundation for funding our new Toyota Hilux bakkie, with a canopy. During 2016 – 2017 we upgraded our

anaesthetic machine, our electric fence and the piping system on the paraffin tank for our incinerator. We would like to thank Dr. Elke and Dr. Ruth from Vetcare for assisting us with x-rays while our machine was out of order. During the past 12 years I have come to realise that people who work for the PDSA are very special. May I take this opportunity to thank my staff and charity shop volunteers for always going the extra mile without question to help me or a needy animal.

Mandela Day



This year we were blessed with the hard work and motivation of the staff of Woolworths Kromboom, Cape Town. Two months prior to Mandela Day we received a visit from Brandon Phillips who is the Store Manager. He proposed a slight upgrade at our Bridgetown hospital. After sending in a proposal and having to apply for funding from their CSI Department, Brandon was granted a sum of money to do his proposed upgrade.

On Mandela Day with a group of 12 Woolworths staff members, Brandon and his team started their project. Walls were sanded and prepared for the new paint job.

The group not only put in their 67 minutes but in fact stayed for the duration of their work day and were determined to complete the task at hand.



At the end of the day, we reaped the benefit of a newly painted entry hall, waiting area and corridors. Wow, what an amazing difference!!!



Thank you to all the staff involved, who entered our doors with the purpose of making a difference. We have now a more cozy and welcoming environment for our staff and of course our clients and their four legged furkids.

NELSON MANDELA INTERNATIONAL DAY

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Reminiscing *(an extract from an article by Phyllis Salt)*

I started work at the Cape Town branch of the PDSA in 1955 when I was just 19 years old. It had always been a dream of mine to work with and care for sick and injured animals. The PDSA was situated in a section of the lovely cobble stoned municipal yard in Stuckeris Street in the heart of District Six and Woodstock. The yard with stables was used by the Municipality for their horses that pulled the municipal wagons. I started at the PDSA as an enthusiastic novice but under the guidance of Dick Chitty and Shirley Martiens I soon found myself doing more and more animal nursing and just loving it! In those days we did not have a qualified Vet as Dick was trained by the PDSA in England but was not qualified to practice in South Africa. We therefore found it very difficult to treat certain cases as we did not have access to all the drugs that were on the market. We used a lot of M & B medication such "693" and Sulphanilamide and a drug called Sulphathiazole. We also used a variety of homeopathic powders as a substitute for the drugs that were not available to us. Occasionally we got hold of antibiotics but had to be very discreet when we administered and prescribed them. Today when Vets neuter tomcats it is a very sophisticated procedure compared with how we used to do it. We had a galvanized container about 30cm x 50cm x 30cm deep with 2 holes on the top with airers and a window in the middle. We used chloroform on a rag that dangled through the one hole and the cat or kitten would be placed in this container and just quietly go to sleep. You had to watch very carefully that you did not leave him in there too long. When he was ready a quick snip – snip, a dab of iodine and Bob's your Uncle – that was it! In all the years of doing this procedure this way I am pleased to report that I never lost a cat! I have wonderful memories of the PDSA and when we opened the Athlone Clinic in 1964 it was my "baby". Anything I could not treat I transported back to the hospital in District Six in our Morris van. I remember 3 'skollies' coming into the Athlone Clinic with a dog that had been stabbed. I suggested that only one tough guy come into the surgery with the dog. They argued a little about who was going to help with the dog and eventually the loudest one said he would. All was going well and the dog lay very quietly on the table. As I cut back the blood matted hair and started cleaning the wounds, I felt the table pushing against me and without looking up pushed it back again. It happened again and this time the table was pushed even harder against me. I looked up just in time to see the "tough guy" faint and fall over the dog and then slip quietly to the floor. There were wonderful times with the horse and cart vendors with their horses. We had the facilities in Stuckeris Street, District Six, for stabling if necessary and many a night I spent there with a horse suffering from colic or even accident cases. Once Dick Chitty and I stitched up a horse that had been hit by a car in Adderley Street. Those days we did not have horseboxes available. A few vendors living in District Six had to walk their horse through the house to get to the small back yard where they had built a stable. I hate to think what would have happened if for some reason a horse died in it's stable in the back yard! Dick Chitty was near retiring age when the remarkable and wonderful Norman Wilkie came from the UK to join the PDSA in South Africa. He brought a wealth of new drugs, treatments and ideas with him. He was very charming and soon had all who came into touch with him, under his spell. We used to go together into Hanover Street and have curry and rice that was so hot you had to drink a Coke with it. And so I could go on as the memories flood back. I have a very treasured possession in the form a silver medallion that was awarded to me when the new PDSA hospital was opened in Higher Stuckeris Street in 1966.





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WOOLWORTHS

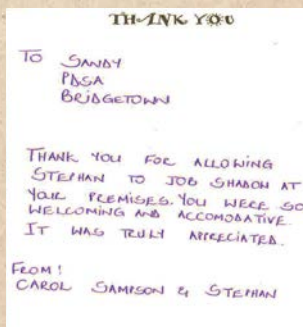


PDSA ANNUAL GOLF DAY

This year our Golf Day will take place at the King David Mowbray Golf Club on Thursday, 12 October 2017. We extend an invitation to all avid golfers to join us for a fun filled day with good food and wonderful prizes. If you are interested in entering a fourball or if you would like to be one of our sponsors, please contact Sandy Okkers on 021 638 5134/5 or sokkers@pdsa.org.za

VOLUNTEER PROGRAMME

Our volunteer programme was in full swing at our Cape Town hospital. We would like to thank the 48 learners from 8 schools across Cape Town who did their community service with us. It is always an absolute pleasure having such vibrant energy in our hospital.



Dear PDSA,

I really enjoyed my short time helping your organization and I look forward to coming back to help again.

You do an amazing service by keeping the work space clean just like a human hospital and keeping the animals healthy and I appreciate that.

Your staff were really friendly to me and I could see that they love the animals

Thank you so much for letting me help.

From Kyle Loe

A beautiful spotted eagle-owl was brought to our Belhar mobile van in Cape Town. It has since been dropped off at Eagle Encounters in Stellenbosch. After inspection it was found that the poor bird had suffered a fracture to one of its wings but with the proper love and care it will soon be on the road to recovery.

PDSA
The People's Dispensary for Sick Animals (SA)

ANNUAL GOLF DAY

THURSDAY
12th OCTOBER 2017

Entry fee: R2000 (per fourball)
Special: R3000
Tee or green sponsorship including a fourball entry

For bookings or for more information
please contact Sandy at:
021 638 5134 / sokkers@pdsa.org.za

All proceeds raised at this event will be used
towards the provision of welfare veterinary
services.

www.pdsa.org.za
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Thank You

A special thank you is extended to the following people and companies in the George area: Corrie Ross who nominated PDSA George as one of the beneficiaries of a beauty pageant that was held at the Eden Meander Mall in George. We received a donation from this event after the crowning of "Miss Eden Meander". Due to generous animal loving market goers and holiday makers, our collection at the Wild Oats Farmers Market in Sedgfield, was once again a huge success and proved to be our best collection. We were very grateful to the George Hospital for their donation of gloves, Burnshield, needles and syringes. We would also like to thank Margie von Zeil from the Palm View Pharmacy at the George Medi-Clinic for her ongoing donations of surgical equipment and uniforms. Margie also makes patchwork blankets for our hospitalized animals out of the Medi-Clinic's condemned linen.

During the QACCS Nationals Golfing Competition held in George last year, K1 Quarry sponsored a putting competition and this was not won, the PDSA received the R2000 as a donation. Terry and Maydie Otto from K1 Quarry also very kindly donated a laptop to us for a much needed upgrade to our computer system. A special thanks to DK Couriers, who courier our administration envelopes to Cape Town.

In Cape Town our thanks go out to Hills Pet Nutrition for always meeting our ever increasing demand for pet food. We thank all our donors who tirelessly collect newspaper and drop it off at our hospital. Thank you to Mr & Mrs Gilbert who continue to put a wag back in the tails of our less fortunate furry friends by donating food parcels which are handed out at our mobile vans. Thank you to Audrey Birkenstock who donated Friskies cat food to our Bridgetown hospital. We really appreciate your support and your donation will go a long way to help feed the animals in our hospital.



A dear friend of The PDSA, Mrs Silverman enjoying a special moment with our Cape Town resident dog, Max.

Treasurer's Report

The financial year ended 31st March 2017 was once again a demanding one for the PDSA but with the help of our generous donors, we were able to continue to build our reserves. Total income was up by only 1% over the same period last year while total expenses were up by 7.2%. The slowing of the growth in total income seen over the past few years was mainly due to reduced investment income for the current period. Trust income as well as donations from the public showed healthy increases as a result of sharp focus from management in these areas. The net result was a reported operating loss of R3.2m before bequests. After bequests, we were able to add to the PDSA's reserves for a 5th year in a row.

Moving forward, further emphasis will be placed on containing costs as we strive to improve our standards of delivery. We are well positioned to continue being available to you, our loyal supporters and clients and your animals.

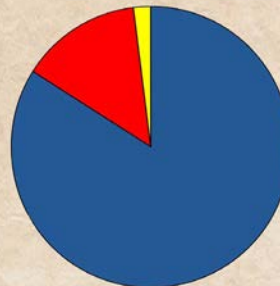
Thank you one and all for your generous support towards the long term sustainability of the PDSA.

Tumi Boikanyo

INCOME		EXPENSES	
Total Income (Excluding bequests)		Total Expenses (Including Capital Expenditure)	
2016	R 19 834 006	2016	R 21 915 273
2017	R 20 047 323	2017	R 23 724 411



INCOME	2017	2016
Trust Income	22%	19%
Investment Income	26%	36%
Public Donations	47%	40%
Other	3%	3%
Fundraising	2%	2%



EXPENSES	2017	2016
Services	84%	87%
Admin Expenses	14%	12%
Capex	2%	1%

Balance Sheet

	2017 R	2016 R
Assets		
Non-current assets	57 324 327	53 185 887
Property, plant and equipment	7 538 860	7 519 710
Investments	49 785 467	45 666 177
Current Assets	2 937 656	6 070 538
Trade and other receivables	48 954	106 362
Cash and cash equivalents	2 888 702	5 964 176
Total Assets	<u>60 261 983</u>	<u>59 256 425</u>
Equity and Liabilities		
Capital and reserves	59 275 202	58 223 912
General reserve	49 768 982	48 717 692
Provision for establishing new clinics	4 000 000	4 000 000
Hospital development fund - equipment	1 006 220	1 006 220
Equipment replacement reserve	2 000 000	2 000 000
Vehicle replacement reserve	2 500 000	2 500 000
Current liabilities		
Trade and other payables	<u>986 781</u>	<u>1 032 513</u>
Total equity and liabilities	<u>60 261 983</u>	<u>59 256 425</u>

Income Statement

	2017 R	2016 R
Operating Income	19 701 714	19 566 155
Collections direct from the public	9 327 982	7 852 245
Net income from fundraising	355 358	462 736
Insurance claim	12 114	48 498
Membership fees	3 550	3 580
Municipal grants	0	0
Investment income	5 178 935	7 066 046
Rental income	242 058	260 013
Trust income	4 492 222	3 873 037
Other income	345 609	267 851
Admin/management fees received	345 609	267 851
Other income	0	0
Total income	20 047 323	19 834 006
Expenditure	23 219 594	21 661 907
(Deficit) / Surplus	(3 172 271)	(1 827 901)
Bequest income	4 194 795	10 159 071
Net surplus	1 022 524	8 331 170

Governed by a Council of Management

Mr Jacques Smith - Chairperson

Dr Tiksha Modi - Deputy Chairperson

Mrs Dinah Stell - Trustee

Ms Sura Baird - Member

Ms Boitumelo Boikanyo - Member

Mrs Yvonne Read - Member

Mr Shaun Schneier - Member

Ms Lesley Jones - Member

Ms Ruth Heldsinger - Member

Dr Faheema Kimmie-Dhansay - Member

Mrs Zarina Meyer - Member

Mr Tozie Zokufa - Member

Notice of Annual General Meeting

The Annual General meeting will be held at 12h30 for 13h00 on 20 September 2017 at The PDSA, 38 Tarentaal Road, Bridgetown, Athlone.

AGENDA

1. To confirm the Minutes of the Annual General Meeting held on 14 September 2016.
2. To receive and consider the Annual Report.
3. To receive and consider the Annual Financial Statements.
4. To elect members of the Council and Trustees.
5. To elect auditors.
6. To consider any other business.

You are cordially invited to attend this meeting - refreshments will be served.

RSVP - Barbara Comley T: 021 638 5134/5 E: pdsacape@pdsa.org.za

Where to find us

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ATHLONE CLINIC Aden Road, Athlone

T: 021 696 7268

MITCHELL'S PLAIN CLINIC Bamboo Str, Lentegeur

T: 021 371 2440/1

MOBILE CLINICS

Atlantis

Belhar - Ext 13

Bonteheuwel

Eastridge

Kensington

Kuilsriver

Mamre

Manenberg

Rocklands

Scottsdene

Tafelsig

The Hague - Delft

Voorbrug - Delft

Westridge

Woodstock

GEORGE

HOSPITAL & ADMIN

Pienaar Str Conville, George

POSTAL ADDRESS PO Box 9665 George 6530

T: 044 875 8300 F: 044 875 8686

E: pdsagrj@mweb.co.za

MOBILE CLINICS

Andersonville

Asla Park

Albertina

Ballotsview

Bergplaas

Beervlei

Brandwacht

Colinshoek

Europe

Farleigh

Friemersheim

Great Brak River

Gourtizmond

Harmony Park

Hoekwil Hornlee

JCC Camp Clinic Karatara

Kleinkrans

Kwanongaba

Langeni

Little Brak River

Mossel Bay Ext 6, 8 & 13

Parkdene

Protea Park

Rheenendal

Rosemore

Sedgefield

Thembaletu

Urbansville

Wilderness

Wilderness Heights

SOWETO

HOSPITAL & ADMIN

1188 Moroko Nancefield Road

Mofolo South

Soweto

POSTAL ADDRESS PO Box 1188

Klipspruit 1837

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E: lorikay@worldonline.co.za

PIMVILLE CLINIC

Stand 5886, Zone 5

Pimville, Soweto

T: 011 933 2608

MOBILE CLINICS

Bosmont

Eldorado Park

Eldorado Park Ext 4

Ennerdale

Jan Hofmeyer

Lenasia Sqatter Ext 9

Lenasia South Ext 4

Lindhaven

Noordgesig

Orange Farm

Protea Glen

Pimville

Riverlea

Zakaria Park

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- May be used in **puppies** from 8 weeks of age^{1, 2}

12

WEEKS protection in a flash

References:

1. Walther FM, Allan MJ, Roepke RKA, Nuernberger MC. 2014. Safety of fluralaner chewable tablets (BRAVECTO®), a novel systemic antiparasitic drug, in dogs after oral administration. Parasites & Vectors 7:87, pp 1-7.
2. Walther FM, Paul AJ, Allan MJ, Roepke RKA, Nuernberger MC. 2014. Safety of fluralaner, a novel systemic antiparasitic drug, in MDR1(-/-) Collies after oral administration. Parasites & Vectors 7:86, pp1-3.

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