



Retirement Village

Managers Summit 2018

Improving operations and performance

31 July – 2 August 2018

Indaba Hotel, Johannesburg

Tours – 30 July 2018



Livewell Village, Bryanston

Experience the luxurious setting and tranquil gardens of Livewell Village Bryanston. Visitors will have a chance to meet our team, take a tour of the beautifully-appointed suites and clubhouse areas, have a glimpse into our therapeutic activities programme, and to see for themselves how our Residents live in personalised comfort.



Prim Villas, Germiston

Methodist Homes Prim Villa is a specialised dementia facility providing unique care to 81 residents in an environment achieved by combining a care centre and three adjoining households staffed by people who have created a culture of kindness' with their unique passion and personality.



Raid Aid Eden Alternative Facility & Retirement Village

Only the second care centre in Africa to receive Eden Alternative registration, Ron Smith Care Centre offers quality care for 160 people.

Inyoni Creek is special due to its river frontage, gradual slopes providing good views over a green belt area and large dams that attract a variety of birdlife.



Featherbrooke Hills, Little Falls, West Rand

Featherbrooke Hills creates that opportunity to a new lease on life! The well planned village promotes the active and independent lifestyle, which residents may be accustomed to.



Life New Kensington Clinic, Kensington

The clinic is centrally located in Johannesburg East and is a specialized healthcare service dedicated to treating and rehabilitating clients who have become acutely disabled by a stroke, major trauma, brain injury, spinal cord injury, or by complex orthopaedic, neurological or medical conditions.

Tour departure times will vary from 09:00 to 11:00 depending on tour.

Tour includes bus, tour, packed lunch, snacks and drinks and guide.

PLEASE SELECT ONE TOUR.

Day 1 – 31 July 2018

07:30 - 08:30 REGISTRATION & EXHIBITION

08:30 - 09:15

Trends affecting the Retirement Industry and how to address them

External trends affecting the retirement industry must translate into operational practices that mitigate any risks and take advantage of opportunities. This talk provides a list of evident trends and influences, and proposes a number of strategies and tactics to address them.



09:15 - 10:00

A day in the life of a Manager and what skills and resources are required for optimal performance and management

Kelvin Glen, CEO from Methodist Homes will be sharing his extensive experience from managing 15 facilities with over 2000 residents. The challenge of balancing running a successful business whilst still keeping in mind the people who are in your care.



10:00 - 10:30 REFRESHMENTS & EXHIBITION

10:30 - 11:15 Future designs of architecture focusing on Dementia

Architectonicus will offer a visionary new evidence based approach to linking design with associated care and support models. They will demonstrate how their approach goes hand in hand to reduce long term provision costs, slow and prevent development of challenging behaviors, depression, and isolation. How accessible, affordable, repeatable and recognisable design can re-write the way we think about the development of community living. The model is especially impactful for those living with a dementia, irrespective of the type of facility.



11:15 - 12:15 PANEL DEBATE - SA TRENDS IN DEMENTIA CARE

Livewell Group

Livewell Villages continually strive to keep up-to-date with all therapeutic developments in the dementia-care space, and aim to deliver a 'best-practice' service to Residents and their families. Livewell Villages is at the forefront of dementia care in South Africa and CEO Ivan Oosthuizen joins the panel discussion to bring insights and experience in what is a very specialised care area within the 'senior living' industry.



Methodist Homes

Kelvin Glen, CEO of Methodist Homes joins the panel to add their experience gained from providing life right accommodation, rental units, mid and frail care services to over 2000 residents located at 15 villages and homes in the Gauteng and North-West Provinces. Two homes are dementia dedicated. The property portfolio is now valued at over R800 million, and this provides the major asset base of the organisation.



Esmarie Venier, Director, Resthill Memory Care

In 2015 Resthill Memory Care made a business decision to only care for residents with a confirmed diagnoses of Dementia. Esmarie will share her perspective from an individual operation that focuses on highly personalized care.



Architectonicus Ltd

This leading UK based architectural practice that focuses on Dementia.

Day 1 – 31 July 2018



MODERATOR

Petra du Toit, Alzheimer's SA is dedicated to providing support for families and individuals and strives to advocate on their behalf, to improve the quality of life of people with Alzheimer's/dementia and their carers.



12:15 - 12:45 How to skill up non-skilled workers to become caring successful care partners

Methodist Homes Prim Villa has successfully trained up unskilled Care Workers to provide specialised care and support to residents living with varying stages of Alzheimer's and Dementia. This has been achieved by providing extensive support, training and development of staff from a "bottom up to management" approach thus indoctrinating a culture of care, patience and unconditional love and support to the residents. They will be sharing their methodology and lessons learnt.

12:45 - 13:45 LUNCH & EXHIBITION



13:45 - 14:15 Eden Alternative

The Eden Alternative is a culture change philosophy that seeks to change the way that the world perceives older people and those who care for and interact with them. It focusses on deep organizational transformation to build systems that empower and engage Elders and Care staff - both in long term care and in the community. This philosophy seeks to build authentic relationships, putting Elders at the core of decision making and breaking down institutional trappings.



14:15 - 14:45 Do Age-in-place solutions compete or compliment retirement villages?

TAFTA will discuss and explore the understanding of ageing in place given their experience of running retirement homes as well as providing Age-in-Place for the last eight years. They will share the trends and challenges with the concept and answer whether Age-in-Place is this the way forward.

14:45 - 15:15 REFRESHMENTS & EXHIBITION



15:15 - 15:45 How effective accounting systems can drive profitability

A traditional system often overwhelms the manager with detailed and complex reports. We advise a business manager to define a limited number of metrics (KPI's) keeping him/her fully aware of the business performance. By nature of this definition, not all performance metrics will be made available from the accounting system. For example, it is essential that a top executive closely follows his organisation's sales month to date and GP, compared to same time last year in order to achieve company sales targets. Similarly, monitoring the daily Order Book or Work In Progress status. Furthermore, he is tracking the number of visits (clicks) to his company website on a daily basis over the last year to adjust his marketing campaigns and monitors staff productivity from the company's time sheet system. No target, no result; no measurement, no performance.



15:45 - 16:15 Tips on using Lean to optimize operations and savings

Professor Kruger will draw on practical lessons learned from episodes in his career when faced with non-functional or poorly functional processes and systems. He will reiterate that processes and systems form an integral part and an understood both concepts by implementers are crucial. Continuous improvement of the aforementioned is non-negotiable if an organisation want to reap the benefits widely propagated by the lean philosophy. Through the utilisation of practical general examples and delegate experiences, he will illustrate the impact poor performing processes and system have on a department, division and ultimately the entire organisation. He will illustrate the most basic lean principles that can be utilised by an organisation to introduce the philosophy of lean into an organisation who wish to optimise their processes and systems.

16:15 - 16:45 Q & A



Who Should Attend

- ✓ Retirement Village General Managers or CEO's
- ✓ Old Age Home Managers
- ✓ Finance Managers
- ✓ Nursing Services Managers
- ✓ Facilities Managers
- ✓ Suppliers to Retirement Villages/Homes e.g. health, waste, medical, etc.
- ✓ Home Owner Association Members
- ✓ Body Corporate Members
- ✓ Managing Agents of Retirement Villages
- ✓ Architects of Retirement Villages
- ✓ Frail care managers
- ✓ Hospital/Day Clinic Managers
- ✓ Developers of Retirement Villages

Day 2 – 1 August 2018

07:30 - 08:30 REGISTRATION & EXHIBITION



08:30 - 09:00 Living a Brand

What role does your organisation's brand play in your overall business strategy? Do you and your management colleagues fully appreciate the power that a strong brand has in driving your business forward?

This presentation will help you answer these and other important questions that arise from the sometimes complicated world of brand strategy. In an entertaining and case study-packed session, you'll learn the critical basics of developing a brand in a niche market. The issues addressed will include:

- What exactly is a brand?
- Why should I want to build a strong brand?
- How do I grow a brand that is simultaneously relevant, credible and differentiated?
- Whose responsibility is the building of the brand?

By the end of this presentation, you will have gained a new perspective about the discipline of branding, and you'll have taken the first steps towards a strategy that will deliver unmatched competitive advantage.



09:00 - 09:30 Tips on Fundraising successfully

This introductory session provides a broad overview of the case for fundraising in South Africa – where to look for funding, how to make the approach and staying focused on the goal of ensuring the sustainability of your facilities.

At the heart of this session is the importance of building relationships with your various constituencies, thereby ensuring that you have someone to support you when the going inevitably gets tough! Fundraising is a marathon, not a sprint, and you have to ensure that you are fully prepared for the task ahead!



09:30 - 10:00 Using Mediation as a management tool

The delegates will learn what mediation is, its benefits and goals, the role of the mediator, how the process works and how it can be a useful tool in managing the many conflict situations that managers encounter on a regular basis.

10:00 - 10:30 Q & A

10:30 - 11:00 REFRESHMENTS & EXHIBITION



11:00 - 11:30 Identifying Risks and how to manage them

There are obvious risks such as the various sometime contradicting legislation governing the different areas of a retirement village. However Retirement villages are complicated and present unique risks for investors, developers, operators and residents alike. There are definite risks such as property risk management, insurance risk not to mention the myriad of risks that residents pose directly and indirectly such as them feeling that they are financial prisoners of a retirement village.

Day 2 – 1 August 2018 cont.

11:30 - 12:30 PANEL DEBATE - HOW DIFFERENT OWNERSHIP MODELS INFLUENCE SUCCESSFUL VILLAGE MANAGEMENT?

The success of a retirement village in part depends on the model the developer selects when starting down the road of realizing his vision of building a retirement facility. However the long-term success of a retirement village depends not only on the facilities and how well it is managed but what model the village will be managed under. Pro's and con's of the models will be discussed from a management perspective.



Life Rights Perspective – CPOA

With 65 years of experience in the retirement market, CPOA runs more than 25 retirement facilities with over 2.300 residents in the greater Cape Town area. CPOA is a non-profit organisation covering all economical markets – from Welfare Homes to upmarket Life Right Villages.



Sectional Title Perspective - General Manager Featherbrooke Hills

Currently working as a General Manager for Featherbrooke Hills Retirement Village under care of CSi Property Management.



Shareblock Scheme Perspective - General Manager, Silvermine Village

Established in 1986, its infrastructure is fully developed and it has acquired a wealth of experience and its own unique atmosphere to enhance living in retirement.



12:30 - 13:00 A Resident Perspective

A resident will be sharing the pro's and con's of his experience of joining and living in a retirement village.

13:00 - 14:00 LUNCH AND EXHIBITION



14:00 - 14:30 Tips on Building Water Resilience

South Africa due to climate change is experiencing changing rainfall patterns that has affected a number of Metro's across the country. Cape Town is the latest major city that is experiencing restricted water usage that has negatively affected the entire community. Mike Woods from CPOA will be sharing the lessons that they have learnt in on relying on traditional infrastructure and how they coped with the current crisis as well as client and company expectations to survive the crisis. He will also share their forward planning solutions that is driven by their Big Problems demand Big Solutions ethos.

14:30 - 15:00 REFRESHMENTS / EXHIBITION



15:00 - 15:30 Keeping Good Records: Best Practice in utilisation of Electronic Patient Record Solutions

The use of Electronic Patient Records in South Africa is relatively new. This talk will cover some aspects of software architecture, standards, security and deployment. It is a well-known fact that paper records are inefficient but the move to an electronic solution can be daunting. The speaker will cover issues such as how to select an EPR and more importantly the process involved in implementation of a solution.



15:30 – 16:00 Data security of residents and company information

Identity theft and fraud is a widespread global phenomenon that has gained considerable momentum in South Africa in the last decade. Using stolen identities, criminals are able to steal money from bank accounts, apply for financing on vehicles in someone else's name and all manner of fraud. Although the internet and social media has helped perpetuate the scourge of identity theft, fraudsters are also known to use less technical means, such as going through rubbish bins in search of important documents and mail, such as credit card and insurance statements. Charl will share his insights on how unsuspecting members of the public can become data security savvy and avoid becoming a victim of identity fraud. Anyone can become smart about what information they choose to share on social media, how to spot unsafe links in emails and how to side-step scammers.

Day 3 – 2 August 2018

07:30 - 08:30 REGISTRATION & EXHIBITION

08:30 - 09:30 Speed Networking Session

Based on the format of speed dating, you will have 4 minutes to cover certain information with each new person you meet. Then move onto the next person.



This session is an opportunity for delegates to meet face to face and talk to over 10 people – It's amazing what can happen in 4 minutes!

Come prepared with business cards and an “elevator pitch”.

09:30 - 10:00 REFRESHMENTS & EXHIBITION

10:00 – 10:30 Social Media Insights to attract Residents

Darryl will share strategies that he's developed for Liberty Life, Standard Bank, BP, Engen on how social media has shaped our communication. He will talk about who your target audience is and confirm whether they use social media be the middle class White for Black South Africans. Darryl will provide tips on how to overcome digital fear and how to get the most out of your marketing to drive success.



10:30 – 11:00 The Food Experience for the Older Generation

Vanessa will discuss the 10 Myths around nutrition for Seniors that they regularly come across. Feedem will be sharing their extensive experience gained as a contract catering company in South Africa which manages in excess of 300 sites and employs more than 3200 people ranging from dietitians, chefs and human capital specialists to hygiene experts.



11:00 - 11:30 Infection prevention and control- Where we are, and where are we going?

Resistant gram Negative bacteria is the new threat in Healthcare as they are transmitted through direct contact by Healthcare workers hands and the patient's environment. The Journal of Hospital Infection, describes multi-drug resistant (MDR) Gram-negative bacteria as bacteria that are resistant to at least three different antibiotics. These bacteria are commonly found in the gut, where they do no harm; however, they can cause infection at other body sites, mainly in patients who are vulnerable due to other underlying diseases, injury or hospitalization.



11:30 - 12:00 Technology to increase nursing productivity and safety of residents

Technology is changing the landscape of eldercare massively and exponentially. That change is not simply one-dimensional - there are parallel shifts creating compounding effects on this industry making planning and optimal service delivery more complex but with huge potential benefits. New tools and information are being created providing better healthcare, improved wellbeing and better environments. At the same time, technology is changing aging itself. Illnesses and disabilities associated with aging are being chased down and either eliminated altogether or their effects slowed or better controlled or managed. What will a 90 year old be like in 20 years from now?



12:00 - 12:30 Caring for the Carer

This discussion will cover the impact of death and trauma on the carer. Practical examples will be discussed of how to identify potential areas of concern as well as possible solutions. This will be a very person centred approach to managing the daily struggles of working in an environment where suffering, trauma and death are a daily occurrence.



12:30 - 13:00 Insights on how to attract overseas residents

Data from the UK Department of Work and Pensions show there are around 40,000 Brits living in South Africa and drawing a UK state pension. The most popular cities for expats moving to South Africa are Cape Town and Johannesburg. Judi from Tourvest will share insights on how to attract overseas residents to your village.



CLOSURE OF CONFERENCE – Competition Draw

13:00 - 14:00 LUNCH & EXHIBITION

Speakers



Robert Jones, Consultant, Shire Retirement Properties

Rob has been dedicated to finding solutions to operational challenges in the retirement industry for the past 10 years, having made a successful transition from the world of electrical engineering to management and consulting. Consulting from within his company Shire Retirement Properties, he works with developers, operators and owners to design, implement, and market and operate retirement villages of various types throughout South Africa. Rob serves on the boards of various non-profit organisations and is a director of a company providing life right housing to seniors. Rob holds a Bachelor degree in engineering from The University of Stellenbosch and a Masters in Business Administration (MBA) from Henley Management College, London.



Kelvin Glen, CEO, Methodist Homes Association

Kelvin has spent the majority of his working life in the social sector, having studied social work and subsequently an MBA. He started off in the Red Cross and has worked in a variety of NGO's in health care, schools programmes, marine conservation, humanitarian relief and consultancy work, serving on two NGO boards namely The South African care Forum and is currently the Vice Chairman of The Charities Aid Foundation. He left the social sector and entered the corporate world to assist Tiger Brand set up its Foundation focused on school feeding programmes before joining Methodist Homes. His speciality is efficiency in people and systems, so his focus is on pushing his teams to ensure delivery of best practice.



Architectonicus Ltd

As specialist dementia architects, we go further than person centred design. We create with the minds and day to day experiences of your residents and staff at the forefront of our design process. Through careful attention to the structural layout of the care home in concert with your model of care we deliver for example - Easy sensory based way finding and orientation that gives residents genuine independent choices. We make it simple for staff to work as a team and deliver excellent care, where and when it is needed by direct visual connectivity throughout the entirety of each room cluster.



Ivan Oosthuizen, CEO, Livewell Group

Ivan joined Livewell Group as CEO in 2016, bringing his great passion and vision for caring for the aged to the organisation. Since his arrival, Livewell has launched their first residence in Gauteng – the Livewell Village Bryanston – and will be releasing a new phase of suites later this year. Prior to this, Ivan's career has spanned operations, estate and healthcare management and consulting, and he has been instrumental in launching and managing several well-respected retirement facilities in the Western Cape. Ivan joins the panel with a wealth of experience on management of dementia, frail care and senior living in South Africa.



Esmarie Venier, Director, Resthill Memory Care

Having worked at Vista Private Psychiatric Clinic for 22 years from 1988 to 2010, a solid foundation was obtained in psychiatric clinical nursing. The impetus to start Resthill was due to a family member experiencing a stroke resulting in being wheel chair bound. We searched for a facility that could accommodate the family member and their beloved dog as well as being looked after with dignity and understanding. Within a few months we realised that it is cruel to accommodate elderly frail residents of sound mind with residents with memory disorders such as Alzheimer's disease. As a result Resthill Memory Care made a business decision to only care for residents with a confirmed diagnoses of Dementia.



Graham Langham, Chairman Residents Committee at Evergreen Broadacres

Currently trying retirement for the 4th time at. He is a trustee at Spectramed Medical Aid since July 2017. Graham enjoyed a long career in advertising focusing on branding and communication working for leading companies throughout his 30 year career. He joined the Print Media SA body where he represented the SA newspaper and magazine industries on the International Boards of the respective associations for some 6 years heading the Marketing portfolios of both WAN & FIPP the international representative bodies of the newspaper and magazine industries.

Speakers cont.



Christelle Marais Chief Risk Officer, Marsh

She is responsible to lead the risk management effort and strategies in Marsh's Sub-Saharan Africa operations. She held various positions in Sasol at subsidiary, joint ventures and the group in governance, risk management, economic crime risk management, compliance, ethics, business continuity, combined assurance and company secretarial services. Christelle holds a B.Luris degree and an MBA. She is a member of the Institute of Risk Management South Africa and serves on the Institute's Risk Intelligence Committee responsible for IRMSA's Annual South Africa Risk Report.



Petra du Toit, Executive Director, Alzheimer's South Africa

Studied Social Work at the University of Stellenbosch where she specialised in Medical Social Work from the University of Stellenbosch. Petra has worked as a social worker in the fields of dementia, mental health, military social work, medical social work and trauma. Joined Alzheimer's SA NPC in Feb 2011 as social worker. Appointed as Executive Director of the company in June 2015.



Prof David Kruger, Associate Professor of Industrial Engineering, Unisa

Prof Kruger holds a PhD in Engineering Management from the University of Johannesburg. From the numerous consultations done in different sectors, he has contributed numerous papers for accredited conferences overseas in the USA, Japan and China. Prof. Kruger is also the lead author on a prescribed textbook in Operations Management, which is widely prescribed. His research interests include lean, lean six-sigma, complex theory, theory of constraints and process optimisation.



Henri Hattingh, Chairman, AWCape

Henri is a founding member of the SA Institute for Industrial Engineers. His first Sage business, then member of the QData group, became SA's best performing Sage Accpac business partner between 1991 and 1993. Prior to the establishment of AWCape, Henri was involved in a number of successful business turnarounds which earned him the Business Person of the Year Award (large business category) in 1998 from the Knysna/Plettenberg Bay Chamber of Business and in 2008 Finalist in the Western Cape Chamber of Business Exporter of the Year award.



Yoshina Kistensamy, Area Manager, TAFTA

She graduated with a Bachelor of Social work degree in 1999 and is a certified Eden Associate. She has worked in the field of substance abuse then joined TAFTA (The Association for the Aged) in 2013. Yoshina is one of the area managers at The Association for the Aged (TAFTA) whose vision "Leaders in innovative solutions for Elders, inspiring a life worth living" resonates with the Eden Alternative philosophy. She is passionate about making a difference in the lives of Elders and promoting the ageing in place model of care.



Sharon Flint, Manager Prim Villa, Methodist Homes

Sharon worked for the Cancer Association for many years and when she retired from there was approached by Methodist Homes to manage Prim Villa a specialist facility for people living with dementia. This six month appointment has lasted 14 years during which time she has learnt so much.



Melanie Jackson, Director, Words that Count and President of SA Institute of Fundraising

A trained journalist with public and media relations experience, Melanie has successfully raised money for a range of organisations including a hospital and a university and has held senior positions in a number of large non-profit organisations. Melanie regularly compiles complex donor application forms and has been integral in mobilising millions for clients from this lucrative source. She is adept at developing and directing demanding marketing and fundraising projects, particularly in resource-poor settings.

Speakers cont.



Rayne Stroebel, International Co-ordinator, Eden Alternative

He has been working in the Aged Care sector for the past 22 years. Currently doing a PhD in Dementia Studies, he is passionately trying to change the world for older and vulnerable people. In 2010 Rayne brought The Eden Alternative to South Africa, and is currently the International Coordinator in South Africa, having trained more than a thousand care workers and other long-term care staff. Rayne is currently doing his PhD in Dementia Studies through the University of Stirling, Scotland, where he completed his Masters in 2015.



Andy Rice, Brand Guru

Andy is probably South Africa's best-known branding and advertising expert. As a *strategist* he headed up Ogilvy Johannesburg's account planning department before founding Yellowwood, a specialist brand strategy consultancy that grew to become South Africa's leader in its field. Yellowwood is now part of the TBWA empire, with Andy continuing to stay involved as Chairman. As a speaker he combines his professional brand consulting experience with his reputation as the co-host of Talk Radio 702's popular "*AdFeature with Andy Rice*".



Jacqueline O'Brien, Director, PAX Mediation

Jacqueline has been a mediator in private practice since 2006 and is active in all aspects of mediation and mediation training. She served for 11 years as Treasurer on the EXCO of the South African Association of Mediators. Her accounting background has proven indispensable as many disputes have a financial aspect. Her studies in psychology give her the necessary insight in relationship dynamics and people's emotional needs. She assists people in dispute to negotiate agreements, reach settlement and restructure their relationships.



Dr Michael Zipp, CEO, CPOA

He was appointed as CEO of CPOA beginning of 2015. He started his professional career as an auditor with KPMG before he joined the multi-national consumer goods company Henkel in Germany. After various positions in Europe and Asia, Dr Zipp was appointed in 2002 as Managing Director of Henkel South Africa in Johannesburg. In 2010 he joined the consulting firm ESA-Meridian in Cape Town as a Managing Partner, where he was also involved in projects related to the retirement industry.



Lee Truward, General Manager Featherbrooke Hills

Lee began her career with SARS when it was still known as Department of Finance, gaining unparalleled experience in the Public / Private sector, establishing herself as a respected tax expert and initiator of the e-filing system. Currently working at Featherbrooke Hills Retirement Village under care of CSi Property Management.



Dr Hannes Liebenberg (D.PHIL), General Manager, Silvermine Village

Hannes held two senior positions at relating to HR and employee services at ArcelorMittal SA for 14 years. In 2009 he was appointed as Managing Director of VESCO (with 3000 permanent/temporary employees). Hannes has vast experience in Human Resources, Employee Relations and the management of corporates and large community projects. He obtained several degrees and other qualifications, which include a D.Phil degree in Sociology.



Mike Woods, Operations Manager, CPOA

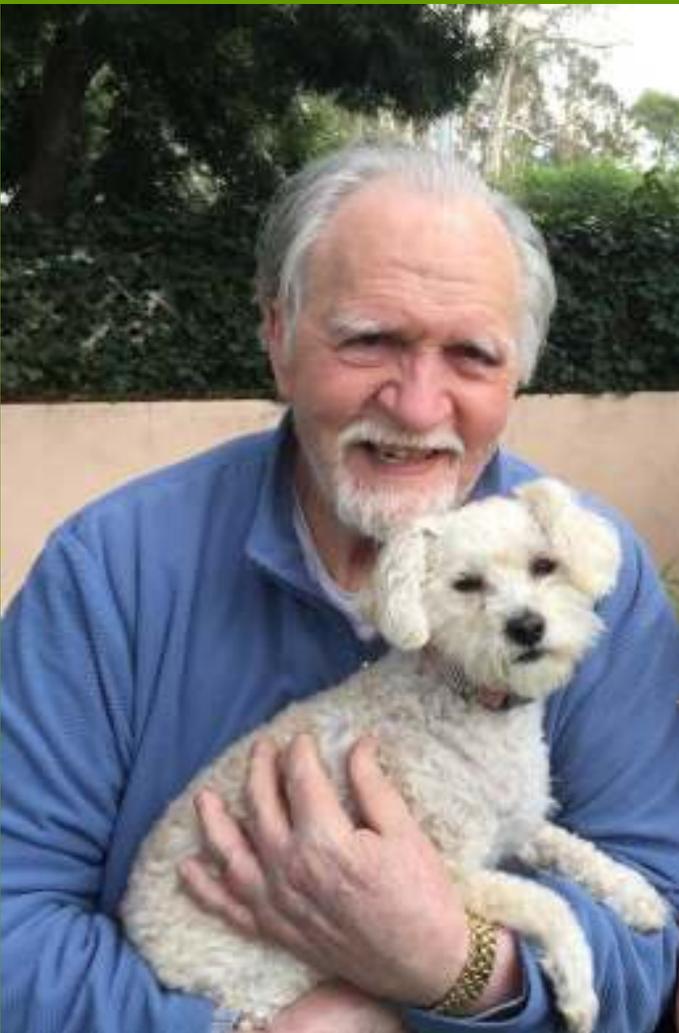
Having been in the Service industry for over 30 years, first in Retail and subsequently in Outsourced services, he has spent the last 10 years in the management and operations of Retirement facilities.

Exhibition & Speed Networking

Carefully selected Sponsoring companies will have exhibition stands and personnel on hand to provide visitors with information on the wide range of solutions available for residential villages.



There will be a draw for prizes of 3 x R1500 Woolworths gift vouchers and 3 x Exclusive Books gift vouchers for delegates who have completed their passport with stamps from all the exhibitors.



SPEED NETWORKING SESSION



Based on the format of speed dating, Delegates & Exhibitors will have a few minutes to cover certain information with each new person you meet. Then move onto the next person.

This session is an opportunity for delegates to meet face to face – It's amazing what can happen in 4 minutes!

Speakers cont.



Dilip Naran, Medi-e-Mass

Dilip Naran has been involved in the South African healthcare market for more than 15 years. His expertise lies in large scale deployment of EPR solutions in a corporate environment all the way through to enabling a small practice. To date he has been actively involved in both customising existing applications and developing new cloud based solutions. Dilip studied at Wits University and has a Post Graduate Diploma in Management from the Graduate School of Business at UCT.



Nick Linnel, Director, Call4Care

Nick has been involved in the eldercare sector for some 10 years. Nick has witnessed massive changes to this sector over the past decade. Nick particularly believes that technology and its application will drive improvements in the eldercare and particularly the way we view it and that brings all manner of challenges and potential benefits to the industry.



Vanessa Sutherland, Operations Manager, Feedem

Vanessa has 30 year experience in the Hospitality industry and facilities management industry. She holds a diploma in Hotel Management and a qualification in Human Resources. Vanessa has gained invaluable experience in the Hotel Industry with Sun International and Holiday Inn and has extensive experience in the soft service aspects of Facilities management gained during her employment with Bidvest and WSP Facilities Management.



Tasha Meridith, Clinical Psychologist and Clinical Hypnotherapist

Tasha is in private practice based at Netcare Milpark Hospital where she works with the trauma and Burns Team, Transplant Team, Cystic Fibrosis Team as well as a number of other doctors working at Netcare Milpark Hospital in various medical specialties.



Charl Ueckermann, CEO, AVeS Cyber Security

He has more than 25 years' in-depth experience in the IT industry, specialising in banking, government, automotive, manufacturing & telecom industry verticals. Charl has a proven track record in IT and business strategy in the SMB and Enterprise markets.



Darryl Comley-White, Director, Market Magnet Consulting

For the past 10 years, Darryl from Market Magnet Consulting have helped hundreds of businesses, large and small, reach their growth potential by implementing strategic marketing and sales systems. Working with businesses of any size and within any industry that are serious about implementing systemised marketing and sales strategies that drive the growth process.



Judi Nwokedi, COO, Tourvest

Nwokedi is a past chief executive of Motorola Sub-Saharan Africa and a former senior vice-president of AREVA in South Africa, the French multi-national conglomerate focused on nuclear and other carbon-free power generation solutions. She sits on the boards of the South African Nuclear New Business Consortium and the Consolidated Infrastructure Group.



Karin Swart, National Clinical Infection Prevention Manager, Netcare Hospital Group

She has been in her current position since July 2017, prior to this IPP at Milpark hospital from July 1996 to April 2011. Prior to Netcare, Infection Prevention Nurse at the Mines Benefit Society hospital from Sept 1989 to June 1996. An active member of ICSSA, GICS and ICAN and serves on several workgroups for standardisation of Infection Control guidelines and has presented podium presentations at 3 FIDSSA conferences, HASA conference and several presentations at local Infection Prevention and Control societies.

Delegate Booking Form

COMPANY DETAILS

Company's Name			
Postal Address			
Telephone number		Facsimile	

DELEGATE DETAILS

Name & Job Title	Email address	Contact cell number
Name & Title	Email address	Contact cell number
Name & Title	Email address	Contact cell number
Name & Title	Email address	Contact cell number
Name & Title	Email address	Contact cell number

INVOICE TO MADE OUT TO

Company Name	Address	Company VAT #
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FINANCIAL CONTACT PERSON

Name	Email	Tel #
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TYPE OF BOOKING		NUMBER OF DELEGATES	COST
DAY DELEGATE RATE (per person)			R 5,880 (excl. VAT)
EARLY BIRD DAY DELEGATE RATE (per person) only applicable on bookings and payment received prior to 20 th April 2018			R 5,200 (excl. VAT)
Government Subsidized Facilities (LIMITED to 30) DAY DELEGATE (per person)			R 4,580 (excl. VAT)
ONE DAY DELEGATE RATE <input type="checkbox"/> 31 July <input type="checkbox"/> 1 August <input type="checkbox"/> 2 August			R 2,380 (excl. VAT)
DAY GROUP BOOKINGS (per person) For 4 and more delegates from the same company			R 5,200 (excl. VAT)
ACCOMMODATION DELEGATE RATE (per person) Includes: Day conference, 3 Nights Accommodation 30/31/01, breakfast and dinner*, shuttle to and from Lanseria Airport			R 9,950 (excl. VAT)
ACCOMMODATION EARLY BIRD DELEGATE RATE (per person) only applicable on bookings and payment received prior to 20 th April 2018 Includes: Day conference, 3 Nights Accommodation 30/31/01, breakfast and dinner*, shuttle to and from Lanseria Airport			R 8,950 (excl. VAT)
ACCOMMODATION GROUP BOOKINGS (per person) For 4 and more delegates from the same company Includes: Day conference, 3 Nights Accommodation 30/31/01, breakfast and dinner*, shuttle to and from Lanseria Airport			R 8,950 (excl. VAT)
TOURS (One option per person) GROUPS LIMITED TO 20 Includes: Guided tour of facility, lunch with refreshments and snacks.			R 580 (excl. VAT)
Memory Clinic at Life Healthcare Hospital	Livewell Bryanston	MHA Prim Villa	Raid Aid Inyoni Creek & Eden Alternative
			Featherbrooke Retirement Village
I confirm that I have read, understood and accept the terms and conditions <input type="checkbox"/>		Tick if you will require a shuttle from Lanseria Airport <input type="checkbox"/>	
Signed:		Date:	

*Dinner includes buffet dinner and one selected soft drink. Orders over and above are for the delegates own expense. No room service or any other expenses incurred by the delegate will be borne by the conference organiser.

EMAIL YOUR COMPLETED FORM TO : info@retirementvillagesummit.com

Or

FAX TO: 086 465 2607

More information regarding the Speed Networking session will be shared closer to the time.

Terms & Conditions

1. PROMOTIONS AND PRESENTATIONS

The Organiser shall organise and promote the Conference in such manner as it considers appropriate and reserves the right at any time to amend or vary the manner or methods of such organisation and promotion.

The Exhibitor acknowledges that the Organiser shall not be held responsible for the failure of all or any other contracted exhibitors to attend the Conference or the failure of any number of attendees to attend the Conference for any reason beyond the reasonable control of the Organiser. The name of any exhibitor which may appear on any floor plan or stand number or any statement made by or on behalf of the Organiser that any exhibitor is booked to attend any Conference provisionally or otherwise shall not constitute any warranty, representation or undertaking by the Organiser that any such exhibitor shall attend any Conference or attend any particular location. Any application for space shall not be conditional on the presence or location of any other exhibitors at the same or any other Conference.

2. POSTPONEMENT OR ABANDONEMENT

The Organiser at any time, without prior notification, may change the location of the venue, the date, the opening and closing times of the Conference. The Exhibitor shall not have any claim against the Organiser in respect of any loss or damage whatsoever consequent upon the Conference failing to be held for any reason outside the Organiser's control or the Conference venue being or becoming wholly or partially unavailable for the holding of the Conference for any reason. If by rearranging the venue, the period of the Conference, the size or location of the stands, postponing the Conference or by doing any other reasonable thing the Conference can be held, the contract for space shall be binding save that it shall be deemed to be varied to allow for the necessary change in venue, dates or period of the Conference, stand size, location or otherwise.

3. DELEGATE BOOKINGS

You may substitute delegates at any time by providing reasonable advance notice to the organisers. For any cancellations received in writing not less than one (1) month prior to the conference, you will receive a 90% credit to be used at another Retirement Village Managers Summit conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by the organisers for all permitted cancellations. No credit will be issued for any cancellations occurring within fourteen (14) days (inclusive) of the conference. In the event that the organisers cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another Retirement Village Managers Summit event to be mutually agreed with Retirement Village Managers Summit, which must occur within one year from the date of cancellation.

Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances. Retirement Village Managers Summit is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. Retirement Village Managers Summit shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this workshop impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergency. Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, Retirement Village Managers Summit reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible. Payment is due in full at the time of registration and includes lunches, refreshments and detailed conference materials. Your registration will not be confirmed until payment is received and may be subject to cancellation.