



The Society for the Prevention of Cruelty to Animals of Windhoek
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THE SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS OF NAMIBIA

ANNUAL REPORT OF ACTIVITIES

FISCAL YEAR 2019

WINDHOEK OPERATIONS





CHAIRPERSON REPORT

I would summarise the work and activity of the SPCA Windhoek this year as 12 months of implementing new initiatives and fresh ideas, which have been well received and well supported by our members and the public. Our General Manager Hanna Rodin, Branch Manager Sylvia Breitenstein and their support staff at our Robert Mugabe premises have worked tirelessly to ensure the health and welfare of the resident animals have been maintained to the highest possible standard. All the while, the priority is of course to minimise the length of stay for any of the residents with the ultimate goal being to find “forever homes” for these stray and surrendered animals.

The year began with the unfortunate departure of our appointed chairperson, Lee Keily. As vice-chairperson, I then took over the reins and together with my fellow committee members, whose dedication and steadfast commitment has been exemplary, I believe we have achieved many goals and reached many targets. This of course, would not have been possible without our members, our supporters and our donors.

From a financial point of view, the depression of the economy has taken its toll. Funds from donations have decreased and the annual grant we received from the municipality decreased by almost 50% compared to last year. However, 2019 has

also had some positive results; we have seen an increase in funds from grants and bequests and our overall numbers of animals adopted also increased by 22% from last year. There has of course been an increase in some expenses however we have managed to reduce other costs significantly. An increase in veterinary expenses prompted a significant decision for us to employ an in-house veterinarian. We welcomed Dr. Gous in June and she has certainly been kept busy ever since with over 300 animals requiring her medical expertise at any one time.

We can never rest on our laurels and we will not waiver in our commitment to the animals. Every little effort makes a difference and therefore in closing, I would like to extend my gratitude– to those who made a financial contribution, to those who attended an SPCA event, to those who took part in fundraising, to those who volunteered their time, to those who adopted a pet. A heart-felt thank you!

A. Marggraff

Dr. Annie Marggraff

SPCA Namibia-Windhoek Chairperson



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ABOUT US

The SPCA Namibia was originally founded in 1949 with its headquarters in Windhoek. The SPCA Windhoek is the operational portion of SPCA Namibia. There are an additional six branches throughout Namibia. The SPCA is a charitable organization (WO6) which aim is the protection and prevention of cruelty to animals and to increase the welfare of animals. The organization dedicates its time to aiding animals in need through education, action, and provision of care.

The SPCA plays a pivotal role in rescuing and assisting animals that are neglected, abandoned, and abused. They provide a safe haven for animals that have nowhere else to go and medical care to animals in need. The team is passionate about finding the pets in their care the new and loving homes they deserve. Wild animals are transferred to wildlife rescue, rehabilitation, and release centers, and large animals are cared for through a committed foster network. The SPCA's centre of operations is near Maerua Mall and they can house over 350 animals at any given time. The SPCA is primarily funded by donations from generous private individuals and corporate businesses.

VISION, MISSION, AND VALUES

Our vision is to end animal cruelty in Namibia and through our actions and education engender respect and compassion for all animals.

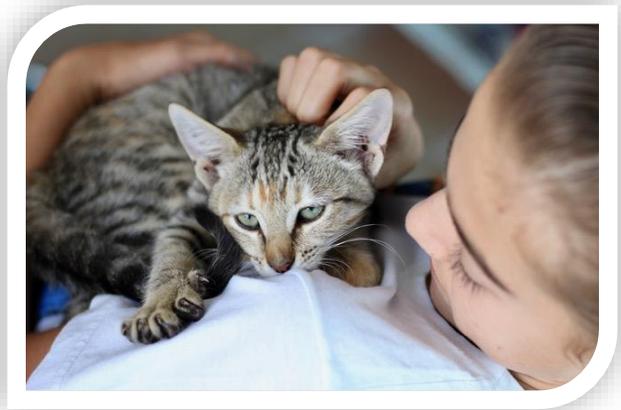


Image 1. A volunteer giving some love and affection to a kitten available for adoption at the SPCA.

MISSION

To prevent cruelty, alleviate the suffering, and promote the welfare of all animals.

VALUES

- Compassion
- Perseverance
- Respect
- Honesty
- Trust
- Loyalty

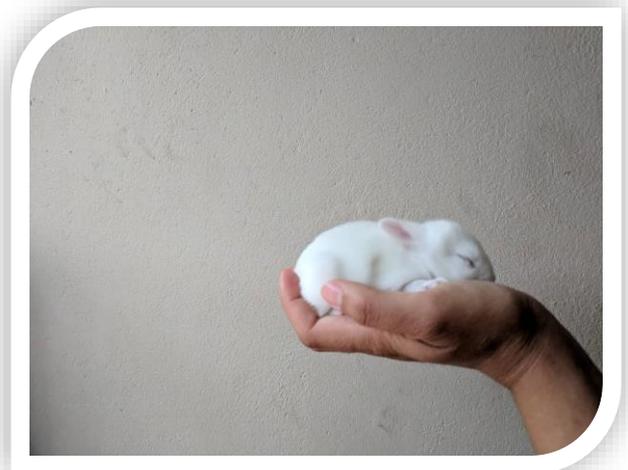


Image 2. Showing a baby rabbit whose life could be saved thanks to the SPCA's supporters.



MANAGEMENT COMMITTEE

The Management Committee consists of a committed and professional team with experience and expertise in the following areas; veterinary medicine, accounting, law, animal welfare contracting, administration, and development.

- Annie Marggraff, Chairperson
- Marianne Röder, Secretary
- Charlotte Veldsman, Treasurer
- Cristel Villet
- Eileen Grosse-Weischede
- Reinhard Redecker
- Ronel Lewies
- Saskia den-Adel Sheehama



Image 3. SPCA Management Committee and Management. Top left to right: Saskia den Adel-Sheehama, Lee Keily (former Chairperson), Tinus Hansen (former Committee Member), Reinhard Redecker, Ronel Lewies, Sylvia Breitenstein (Branch Manager). Middle left to right: Cristel Villet, Annie Marggraff (Chairperson), Marianne Röder (Secretary), Hanna Rhodin (General Manager). Bottom left to right: Charlotte Veldsman (Treasurer), and Eileen Grosse-Weischede.

SENIOR MANAGEMENT

The senior management team at the SPCA collectively have 40 years of animal welfare and animal sheltering expertise and over 55 years of animal care experience.

- Hanna Rhodin, General Manager
- Sylvia Breitenstein, Branch Manager

CONTACT DETAILS

Address: 145 Robert Mugabe Avenue,
Windhoek, Namibia

P.O. Box: 1495, Windhoek, Namibia

Phone: 061 238 654

Email: info@spcawindhoek.org.na

Website: www.spcawindhoek.org.na

Emergency Phone Number:

081-124 4520 (After Hours Only)

BANK DETAILS

Bank: First National Bank

Branch: Old Power Station

Code: 281174

Type: Current Account

Account Number: 62247995915

FISCAL YEAR

The Fiscal Year 2019 represented in this report runs from July 1, 2018 through June 30, 2019.



ANNUAL ACTIVITIES

It has been yet another busy year at the SPCA in Windhoek. Almost exactly the same number of animals have been in need of a safe refuge, yet adoptions have increased. The fiscal year has been a tough one in large part because of the economic situation in Namibia and companies and private individuals have less donations to give as a result. Some major achievements have been accomplished yet the SPCA will not rest as there is much more that needs to be done for the welfare of animals.

working extremely hard on the adoption side of operations.

While adoptions are up and the number of animals received by the SPCA are about the same as last year the cost per animal went up, that is: food, medical care, cleaning products, etc.

Due to the tough economic situation the SPCA suffered a loss this financial year.

NOTABLE INCOME

Donations, events/campaigns and grants have decreased. The municipal grant is nearly 50% less than the previous year. Grants and Bequests as a separate category did however increase over the last year.

FINANCIAL REPORT

SPCA of Windhoek has seen an increase in adoptions this financial year due to the staff

SPCA Windhoek Financials Comparison over the last five years					
Description	2019	2018	2017	2016	2015
INCOME	3,692,785	4,749,533	3,442,551	3,253,041	2,975,312
Adoptions	437,652	424,680	455,353	393,496	369,980
Boarding Fees	226,517	283,270	309,193	338,057	328,826
Donations, Events & Grants	2,775,450	3,655,293	2,378,825	2,167,579	1,808,571
Membership Fees	19,500	33,300	36,000	39,345	184,200
Other Income	233,666	352,990	263,180	314,564	283,735
EXPENSES	4,708,868	4,331,898	3,788,104	2,869,749	2,816,706
Medicines & Veterinary	1,284,623	1,081,660	1,033,517	744,468	854,486
Pet Food	377,722	204,848	684,285	473,214	286,329
Salaries & Wages	2,312,767	2,214,451	1,358,614	939,464	889,086
Other Expenses	733,756	830,939	711,688	712,603	786,805
Profit/(Loss)	(1,016,083)	417,635	(345,553)	383,292	158,606

Table 1. Reflects a breakdown of the SPCA's summary of income and expenses for 2015-2019.



NOTABLE EXPENSES

Salaries have increased due to the overlap in management, Monique Redecker left a couple of months into the financial year and Hanna Rhodin was appointed as the General Manager by the committee. The projection moving forward would have been one of a decrease in overall salaries but due to the appointment of the SPCA's own veterinarian Dr. Sulet Gous, salaries will yet again increase slightly.

Pet food expenses have increased as in the last financial year the SPCA received a large food donation due to an insurance claim that lasted from November 2017 through August 2018. After the supply was consumed by the SPCA animals the organization has had to buy pet food.

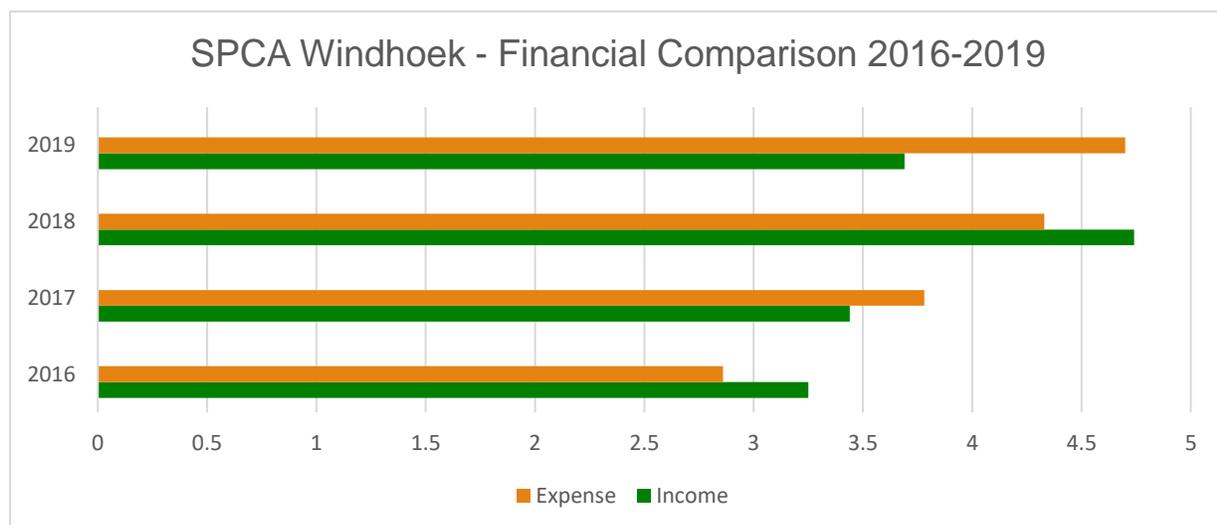
Repairs and maintenance to the property is a constant expense but has decreased slightly in part due to a generous sponsor renovating the cat rehoming enclosures, saving the SPCA over N\$40,000.00. Vehicle expenses have increased due to fuel prices and because of the high mileage these

vehicles do monthly they need frequent mechanical attention.

Medicines and veterinary services have also increased, in part due to the increase of adoptions as the SPCA would only send them for spay or neuter once an adoption had been confirmed. With the registered SPCA clinic and appointment their own vet, Dr. Gous, in June, it will reduce the medicine and veterinary expenses moving forward. Additionally, there has been a change in accounting and payroll. Herna Lingenfelder was appointed as the bookkeeper in the previous financial year, and Jume de Vos (and later JD Project Solutions) as the payroll consultant. With fees continuing to increase Helga Detering was appointed the bookkeeper and payroll consultant in March 2019 which will further cut costs in the coming year.

NOTES ON THE AUDIT

The financial statements are at this stage correct, but the auditor might still make some minor changes.



Graph 1. Shows a comparison of expenses and income from fiscal year 2016 to 2019.

ANIMAL ACTIVITIES

The mandate at the SPCA is to prevent cruelty to animals. As such, one of the core functions over the years is to provide shelter to animals that has nowhere else to go. Whilst the SPCA work with and respond to calls for many animals ranging from little birds and various wildlife, to livestock and equines, most of the animals that are seen throughout the year are cats, dogs, and other species kept as pets.



Image 4. Featuring a SPCA volunteer playing with puppies

The year 2018/2019 has been another busy one for the SPCA. This part of the report will mainly concentrate on the numbers of animals that the SPCA has seen.

This past year, the SPCA has for the first time included animals coming in in the 'Others' category. The 'Others' category include animals such as rabbits, rats, hamsters, cattle, donkeys, horses, and birds. There are not enough of them to warrant a separate category for each in a report like this.



Image 5. Showing different animals other than cats and dogs that the SPCA help throughout the year.

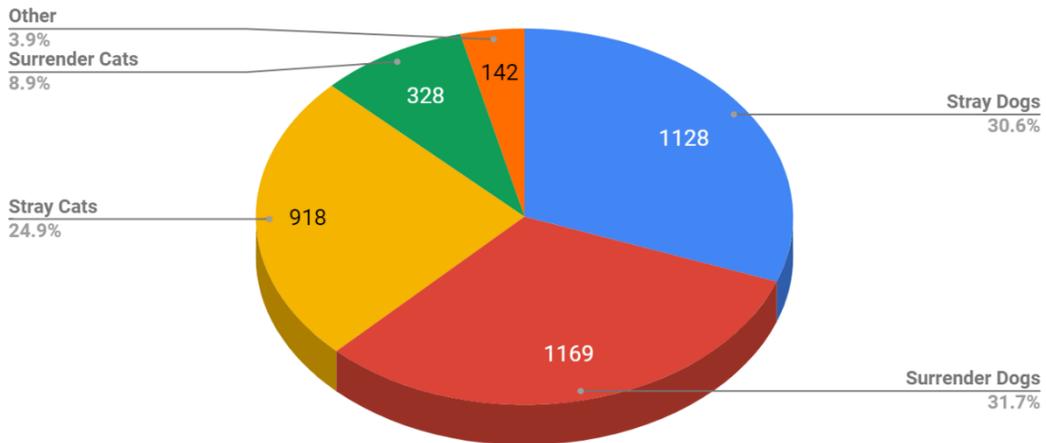
ANIMAL INTAKE

The total number of animals received in FY19 (3,685) has remained about constant with FY18 (3,695). Many surrendered animals were received this year, and the reasons are primarily that people no longer can afford to keep their pets, cannot afford veterinary care, and moving. When moving, the most common reasons identified are that people are moving to a place where no animals are allowed, overseas, or to a smaller place. It appears that with the difficult economic situation in the country, the first thing people have to forego is their pets.



Animal Intakes

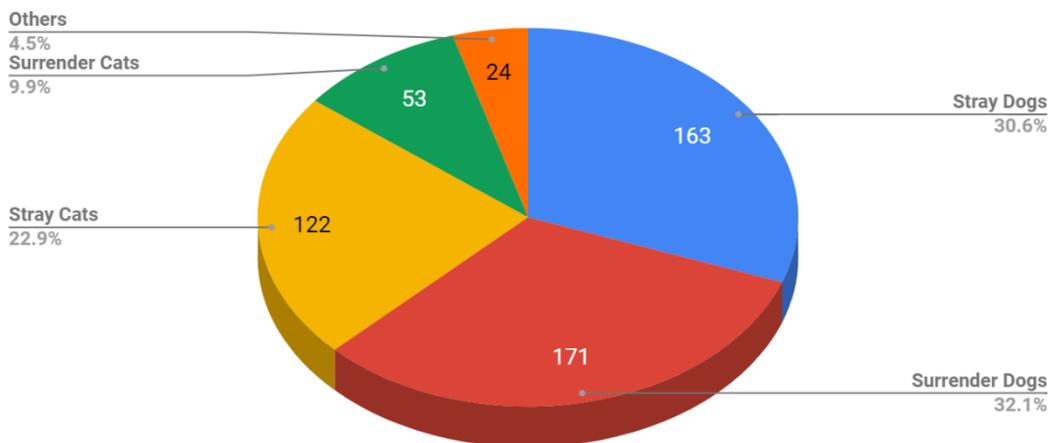
Total Animals: 3,685



Graph 2. Showing number of incoming animals.

Animal Adoptions

Total Animals: 533



Graph 3. Showing number of animals adopted.



ADOPTION

One of the most significant sources of optimism are the adoption numbers which have increased by 22% from the previous year. This could potentially be attributed to a few new initiatives that the SPCA has tried, which include 'Adopt A Shelter Dog Month', 'Adopt A Shelter Cat Month', 'Adopt A Senior Pet Month', the bi-weekly ads to news outlets which have featured a new cat and a new dog each time, and a repeat of other initiatives, such as specific adoption days at the SPCA and adoption off-site events. The dedicated adoption drive months and specific adoption days at the SPCA has included reduced adoption fees and online campaigns.

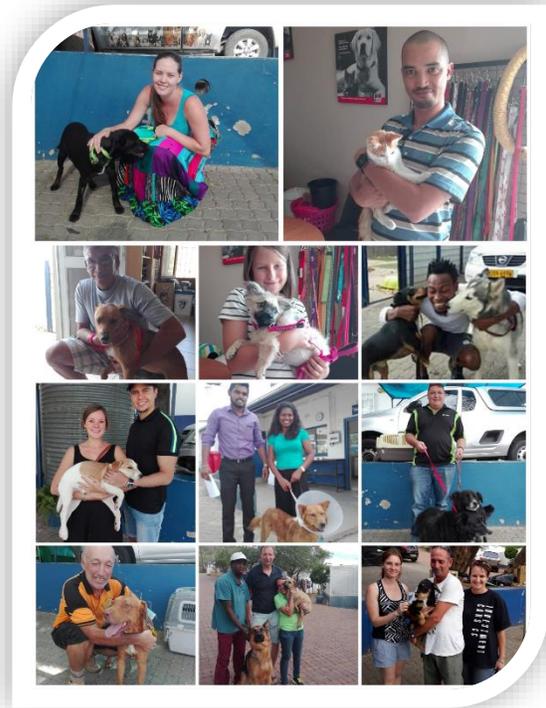
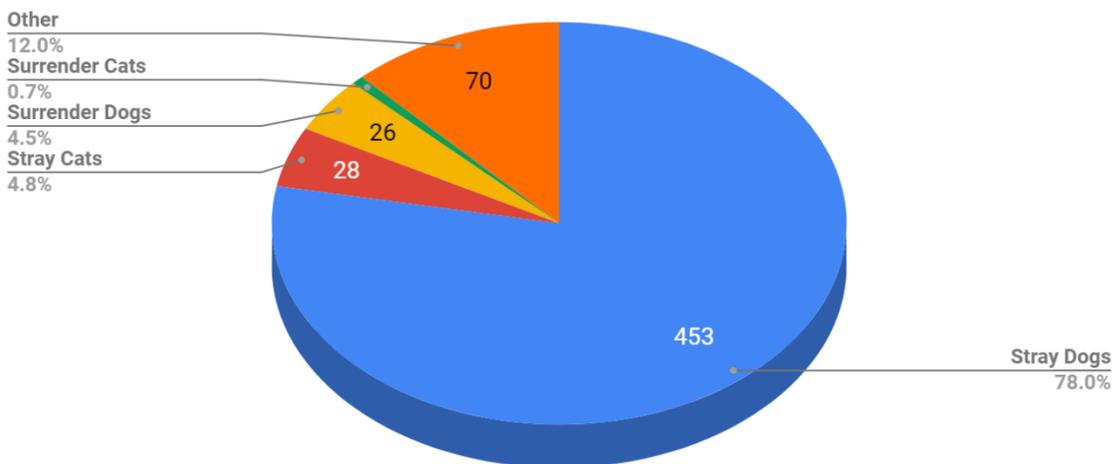


Image 6. Picturing lots of happy pets going home with their new families.

Animals Returned to Owner

Total Animals: 581



Graph 4. Showing number of animals returned to owner.



RETURNED TO OWNER

The financial situation also appears to be evident in the returned to owner numbers, which have gone down quite significantly in the dogs. The category which has yet again improved is that of the cats that were returned to their owners, as historically those numbers have been very low.

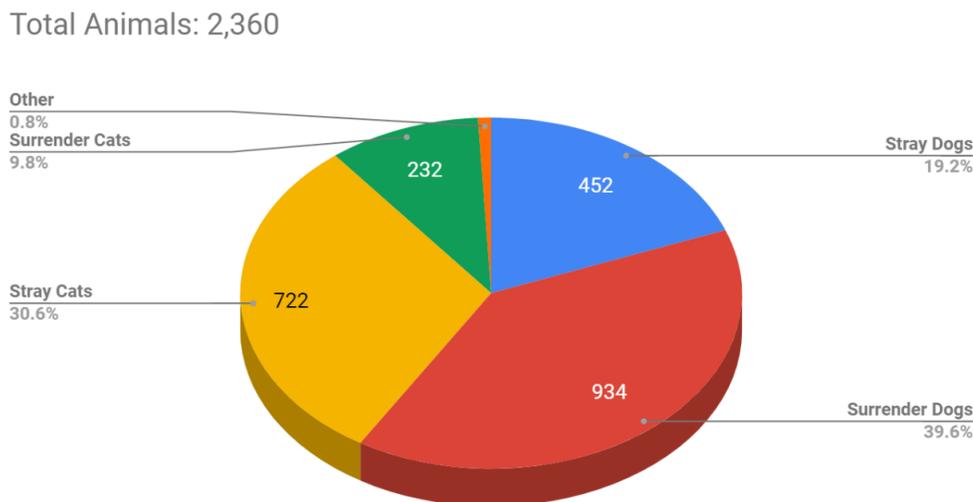
The SPCA has however noticed a concerning trend; since the organization is posting the lost animals posters on Facebook, fewer people are coming to see if their pets are at the SPCA, nor do they phone reporting their lost pets. Sometimes a stray animal post has been missed or not featured, and sometimes the owners have just missed the post, and then the animals sit in kennels longer than is necessary.

Additionally, the SPCA does not post animals that are Dead On Arrival (DOA), out of respect for the owners and to abstain from exposing the general public to secondary trauma.

EUTHANASIA

The SPCA euthanize animals based on medical and behavioral assessments. With limited funding, resources, space, and not enough adoptions, tough decisions have to be made. The SPCA does not want any severely sick or injured animals to suffer, nor do they want to risk confirmed aggressive animals get back out to the public. The SPCA always endeavor to keep these rates as low as possible and return as many animals as possible to their homes or find new homes for them. Unfortunately, this is not always possible.

Animals Euthanized



Graph 5. Showing number of animals euthanized.



Especially from Katutura, the SPCA will often get severely sick surrenders, that are so sick that the only option is euthanasia.

Euthanasia decisions are never taken lightly and is considered a management tool in an open-admission shelter. Looking at the annual number of intakes and number of adoptions, the SPCA knows that those animals in need would be turned to the streets or left to suffer should the organization not have an open-admission policy.

ANIMAL HEALTH

Towards the end of 2018 the SPCA team identified two increasing needs within their Animal Health department; a need to increase the overall health of the animals at the SPCA and to decrease the increasing veterinary expenses. An extensive cost analysis was completed where the findings made it clear – the SPCA would be able to save funds by employing their own veterinarian.

By June 2019 the SPCA's new veterinarian started and Dr. Sulet Gous was warmly welcomed to the team. Dr. Gous comes to the SPCA with experience working as a State Veterinarian in SA and private clinic experience here in Namibia. She has a passion for animal welfare. The SPCA veterinarian has a big task of ensuring the medical health of up to 350 animals at any given time and seeing the near 3,700 animals coming in each year. As such, the SPCA veterinarian will only care for the patients under the care of the SPCA.

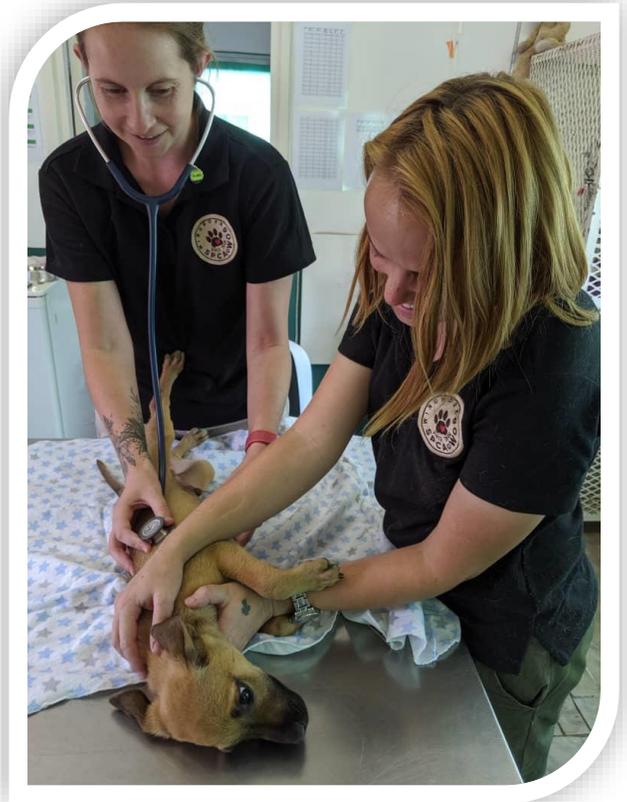


Image 7. Dr. Gous assisted by employee Adelene Schonken during a routine examination of a puppy in the care of the SPCA.

Veterinary Treatments

'At A Glance'

554 sterilizations completed

3,009 vaccines administered

Figure 1. Brief overview of vaccines administered, and sterilizations completed in FY19.



ANIMAL SERVICES

The SPCA has two full-time Animal Inspectors, and a third Animal Inspector performing other duties, certified by the Magistrate in the District of Windhoek. The two Inspectors work hard throughout the year responding to complaints, confiscating animals when needed, picking up stray and surrender animals, and taking animals to and from the private veterinary clinics. The three SPCA vehicles are constantly running and the many kilometers and their years are starting to leave their marks with many repairs in this past year.



Image 8. Shows a tortoise transported by SPCA Animal Inspectors.

PROGRAM AND OPERATIONS DEVELOPMENT

VOLUNTEER PROGRAM

In July 2018 the SPCA launched its 'revised' Volunteer Program. The major improvements are that there is now a Volunteer Handbook for volunteers introducing the SPCA, its mission, core programs, 'do's and don'ts', and general responsibilities and guidance for volunteers. The booklet is there to formally educate the volunteers about all things SPCA and to ensure all volunteers have a good understanding of what it means to be a volunteer at the SPCA. Before becoming a volunteer there is now a mandatory Volunteer Orientation held once a month where the SPCA team go over the content in the Volunteer Handbook and introductory handling of animals, a tour, how-to put-on collars and leashes and so forth. This measurement has been taken to increase the safety both for the volunteers and the animals.

SPCA Inspectors' Accomplishments

'At A Glance'

- **Collected a total of 1,445 animals**
 - 395 stray cats
 - 79 surrender cats
 - 455 stray dogs
 - 516 surrender dogs
- **Attended 287 complaints with follow-ups**
- **Completed 314 pre-adoption house checks**

Figure 2. Brief overview of the SPCA Inspectors' undertakings in FY19.

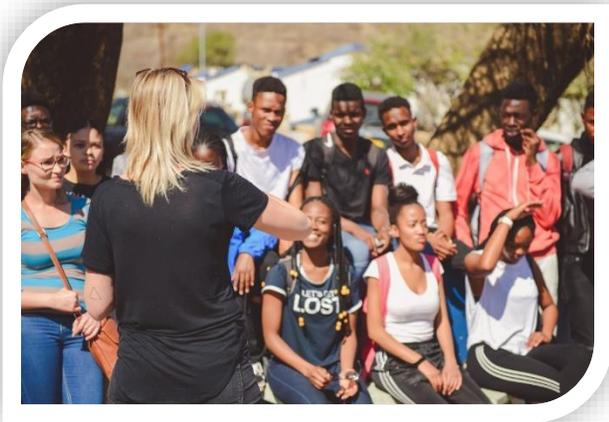


Image 9. Featuring SPCA Volunteer Coordinator conducting a Volunteer Orientation with prospective volunteers.

Furthermore, the SPCA has created Volunteer Positions for those who may have a greater interest and/or skill in a specific area which will help further the cause of the SPCA, as well as empowering committed and capable volunteers. This year the SPCA appointed a Volunteer Coordinator through this new part of the program.

SPONSOR AND DONOR PROGRAM

In November 2018, the SPCA soft-launched its new Sponsor and Donor Program for the full launch in 2019. It has five sponsorship levels determined by the value of donations given to the animals at the SPCA.

Monetary, and value of in-kind and services availed are all recognized in the program. The team at the SPCA realizes it is important to give back, therefore each tier has a set of optional rewards given back to the sponsors and donors for their support.

Additionally, the SPCA has signed up for an online payment platform through the secure platform VCS in order to make it even easier to donate towards the animals in the care of the SPCA. The online payment platform is linked to SPCA's website and is

often featured in the newsletters. It can easily be accessed from cellphones at events in the case when no speed point is available.

COMMUNICATIONS

The SPCA sent out its first newsletter in late 2018 and has since done so on a monthly basis to connect with the members of the society as well as any general members signing up for the newsletters.

SPCA FRIEND SPONSORSHIP LEVEL	SPCA ADVOCATE SPONSORSHIP LEVEL	SPCA GUARDIAN SPONSORSHIP LEVEL	SPCA CHAMPION SPONSORSHIP LEVEL	SPCA HERO SPONSORSHIP LEVEL
REWARDS Thank you feature on our social media platforms Featured in newsletter (Once) Private tour of the shelter Certificate of Appreciation	REWARDS Thank you feature on our social media platforms Featured in newsletter (twice) Private tour of the shelter Logo/name featured on our website Certificate of Appreciation	REWARDS Thank you feature on our social media platforms Featured in newsletter (Once a sponsor) Private tour of the shelter Logo/name featured on our website SPCA issued press release of official donation handover Certificate of Appreciation	REWARDS Thank you feature on our social media platforms Featured in newsletter Private tour of the shelter Logo/name featured on our website SPCA issued press release of official donation handover Certificate of Appreciation	REWARDS Thank you feature on our social media platforms Featured in newsletter Private tour of the shelter Logo/name featured on our website SPCA issued press release of official donation handover Certificate of Appreciation
VALUE ANNUAL Donation/Value of: N\$5,000 MONTHLY Donation/Value of*: N\$420	VALUE ANNUAL Donation/Value of: N\$10,000 MONTHLY Donation/Value of*: N\$840	VALUE ANNUAL Donation/Value of: N\$25,000 MONTHLY Donation/Value of*: N\$2,100	VALUE ANNUAL Donation/Value of: N\$50,000 MONTHLY Donation/Value of*: N\$4,200	VALUE ANNUAL Donation/Value of: N\$100,000 or more MONTHLY Donation/Value of*: N\$8,400

* Quarterly options also available

Image 10. Sponsor and Donor packages at the SPCA.

In December, the SPCA began the transition to uniform email address, @spcawindhoek.org.na to professionalize its communication with official entities, members of the public, and corporate businesses.



The SPCA worked for months to redesign its website to make it comparable with international animal shelter websites. The new website was launched in May 2019 and continues to be a working project. The website now includes more information and features all cats and dogs available for adoption.

Additionally, the SPCA team send out notices to a select group of radio stations, newspapers, advertising agencies and newsletters two to four times a month. The notices feature upcoming and ongoing campaigns, events, PSAs, and adoption ads to ensure current material is available to supporting agencies.

Communication

'At A Glance'

Over **62** media features across radio and traditional media (that is on average almost two interviews/features per week)

Figure 3. Brief overview of SPCA features on radio, TV, and traditional media between November 2018 and June 2019.

HUMANE EDUCATION

The SPCA believes that the youth of today are the guardians of animals in the future. Today, the SPCA are visiting schools and speaking to children visiting the SPCA about compassion toward animals and responsible pet ownership.

Humane Educational Reach

'At A Glance'

Over **40** classes reached

Over **1,170** children reached

Figure 4. Brief overview of the SPCA's Humane Educational reach in from January-June 2019.

The SPCA is making significant efforts to expand their Humane Education Program to be able to reach many more schools and children, as well as encourage responsible pet ownership in adults. The SPCA was a top contender for a N\$523,000.00 educational grant, but unfortunately did not receive the grant. As such, the efforts to build the humane education program continues into the new year.



Image 11. Pictures a class who came for an educational tour at the SPCA animal shelter.



RELOCATION INITIATIVE

For several years, the SPCA has investigated the prospect of relocating the operations and animal shelter. This past year the committee has continued to investigate this matter. However, with the current financial market and the many aspects the SPCA must consider this has proven to be a difficult task. Major considerations are noise pollution in residential areas from the many dogs at the SPCA, and noise pollution from major institutions such as sport, market, and EXPO venues. For the interim, the SPCA will continue to be open to investigate potential property prospects should they arise but will dial back its immediate efforts to relocate.

MEMBERS

The members of the society form an important part of the SPCA. In the last year the SPCA has ensured all members have been added to receive the newsletter to better involve and notify the members of the happenings at the SPCA. By the end of June 30, 2019, the SPCA in Windhoek had 294 members. The SPCA continues to encourage new members to join at events and bazaars and encourage all our existing members to reach out to their fellow animal lovers.

DIXIE'S FUND

The story of Dixie is a story like many stories of the animals that come to the SPCA. Dixie came to the SPCA in November 2018 with a broken front leg. This was of grave concern, but what was even worse was that she had been carrying this injury for several weeks, without seeing a veterinarian. When Dixie arrived the

SPCA team immediately rushed her to the vet. It was determined that due to the fracture being left untreated for so long, there was nothing that could be done to save the limb. An amputation was recommended with the cost of the surgery alone being \$1,500.00. The SPCA wanted to help Dixie, who despite her situation, was incredibly sweet.

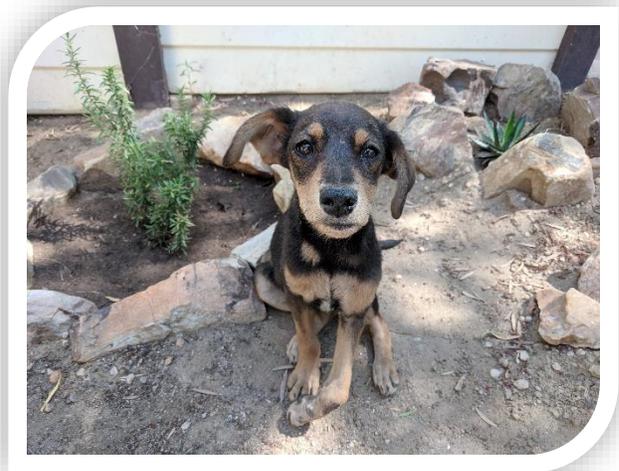


Image 12. Pictures Dixie before she had her surgery.

Veterinary expenses beyond the SPCA's normal capacity puts the SPCA in a bind as the welfare organization relies almost entirely on donations from generous private individuals and corporate businesses, often with little funds to spare. Therefore, the SPCA took to social media and asked members of the public for help. Thanks to the generosity and kindness of people over N\$7,000.00 were raised in just a few days. So much, that the next week when the SPCA received another puppy with a broken hind leg, they were able to help him too.



The very next day after surgery Dixie was racing around the yard at the vet clinic. Once brought back to the SPCA she was kept for monitoring and socialization, and soon she found her perfect home. Today she lives on a farm with a very loving family.

THE YEAR AHEAD

The SPCA is largely an organization driven by its operational activities. The animals in the care of the organization dictate the day to day activities with everything from medicating, feeding and cleaning the animals, surgeries, emergency responses, investigating complaints, collaborating with other organizations, to ensuring phone calls are answered, email and Facebook messages responded to, planning events, campaigns, and fundraisers, all administrative tasks accompanied by running an organization, and much more.

However, the organization continues to place efforts in operational and program development and improvements. Whilst there are aspects reviewed and revised throughout the year, the coming year will have four main areas of focus: Adoption Program, Large Animal Strategy, Humane Education, and Fundraising and Grants.

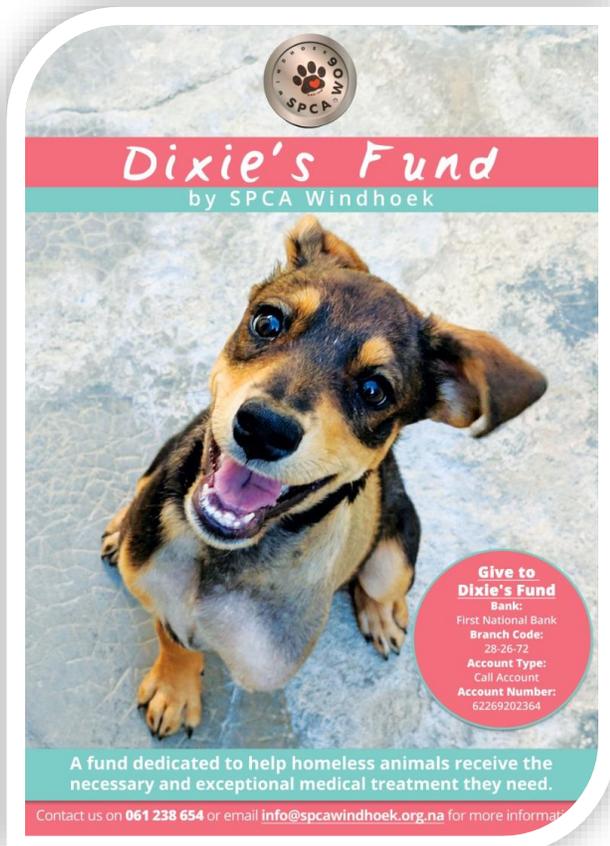


Image 13. Showing Dixie after her surgery on the official Dixie's Fund poster.

The SPCA was inspired by people's willingness to step in and help Dixie, who would be considered an at-risk animal in need, and so the idea of Dixie's Fund was born. Dixie's Fund is a restricted account dedicated to the necessary medical treatments and surgeries the animals at the SPCA receive. It has a separate bank account and any funds donated to

Dixie's Fund will only be used for necessary and extraordinary veterinary expenses.



Image 14. Featuring a SPCA volunteer helping with adoption photos for dogs.



ADOPTION PROGRAM

In the new year, the SPCA team will review and revise their Adoption Applications and interview process to better match potential adopters and the animal they would like to adopt, provide more information for the adopters so that they are better prepared to handle anything from introductions between cats and dogs in the home to housetraining dogs.

LARGE ANIMAL STRATEGY

The SPCA committee and team have identified the need for a more coherent, realistic, and formal Large Animal Strategy for both routine cases and emergency responses. In the new year, the team aim to put together a strategy to better serve the large animals the SPCA come across or are consulted about.



Image 15. Showing two out of six donkeys that the SPCA rescued in response to a neglect case.

HUMANE EDUCATION

With renewed efforts, the SPCA will continue to seek opportunities to be able to expand its educational program and reach even more children whilst also making access to humane education easier to reach for those who are interested.

FUNDRAISING AND GRANTS

With the financial situation of Namibia, the SPCA is seeking new venues of fundraising through events, campaigns, sponsorships, and grant proposals and is busy building a team passionate about fundraising and events to be able to help more animals coming to the SPCA and in the community.



Image 16. Picturing an artist supporting one of SPCA's many fundraiser events.



THANK YOU

Every person who adopts an animal, volunteer for animals, donate toward the animals, educate about animals, and are a member of the SPCA contribute in their own ways, whether as a private individual or a corporate business, to the life of the organization, and its ability to be there for those who have no voice and those animals who have nowhere else to go.

You are the ones who make the SPCA tick and what makes this possible. You save lives through your actions and are all heroes in the eyes of animals. Thank you.



Image 17. Featuring an 'Animal Hero' visitor at one of SPCA's Community Outreach initiatives; its Shelter Open Day.



This report was prepared by:

Hanna Rhodin, General Manager
Sylvia Breitenstein, Branch Manager
Dr. Annie Marggraff, Acting Chairperson
Charlotte Veldsman, Treasurer

This report was reviewed and approved by:

Dr. Annie Marggraff, Acting Chairperson
Charlotte Veldsman, Treasurer
Marianne Röder, Secretary