



Swiss Paraplegic Group 2021 Annual Report

Short version

**Our vision is a world where
people with a spinal cord
injury lead independent lives
in the best possible health.**

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2021 in figures

1.9 m

members make up the Benefactors' Association of the Swiss Paraplegic Foundation.

88.7 m

Swiss francs was received in membership fees and donations.

26.9 m

Swiss francs went directly to people with a spinal cord injury in the form of benefactor benefits and direct aid.

15 m

Swiss francs was the net income for the financial year.

1976

employees work for the Swiss Paraplegic Group.

94 %

of patients would recommend the Swiss Paraplegic Centre.

Perspectives on spinal cord injury

The Swiss Paraplegic Foundation presented four short films on the big screen at the 2021 Zurich Film Festival. The films showed the different ways in which people with a spinal cord injury navigate their lives. In addition to three artistically positive films, a documentary about Guido A. Zäch, the originator of comprehensive rehabilitation and founder of the Swiss Paraplegic Foundation, was also screened.

Guido A. Zäch.
Human. Visionary. Pioneer.





**“The Swiss Paraplegic Group
is an asset you can rely on.”**

Trust is a precious commodity

Dear Reader

2021 may have been another year of uncertainty across Switzerland and around the world, but for the Swiss Paraplegic Group, it proved to be a year of enormous trust.

I had the privilege of witnessing our benefactors' unwavering support and that the Swiss population rates us as excellent in surveys.

I discovered that a remarkable number of our patients recommend us and delighted to find out that our employees rate us as one of the best employers in Switzerland.

To receive such a strong vote of confidence fills me with gratitude. And it reinforces my obligation – and that of my colleagues throughout the Swiss Paraplegic Group – to continue to give our all every single day for people living with a spinal cord injury.

I thank you from the bottom of my heart for your solidarity. Your trust in us is a precious commodity indeed.

A handwritten signature in blue ink, which appears to read "H. Hanselmann".

Heidi Hanselmann
President of the Swiss Paraplegic Foundation



31 per cent

of all membership fees and donations received directly benefited spinal cord injured people: CHF 5.4 million in benefactor benefits went to injured members and CHF 21.5 million was disbursed in the form of direct aid.

Swiss Paraplegic Foundation

According to a national survey, the Swiss Paraplegic Foundation is seen as the most competent organisation working to help people with disabilities. Its good reputation and communication activities motivate the Swiss people to support people with a spinal cord injury. This led to excellent fundraising results in the reporting year, which allows rehabilitation and reintegration services for those affected to be offered to great effect and be developed further.





94 per cent

of the 1.9 million benefactors renew their annual membership on average every year. So far, 111,041 people have opted for a lifetime membership.

Benefactors' Association of the Swiss Paraplegic Foundation

The Benefactors' Association has exceeded its membership growth target. Over 11,000 people opted for a lifetime membership in the reporting year. By implementing a variety of marketing measures, especially in French-speaking Switzerland, the Swiss Paraplegic Foundation continued to successfully raise awareness about its membership and the services supporting people with a spinal cord injury that this membership makes possible. In 2021, 30 injured members received benefactor benefits.



Swiss
Paraplegic
Foundation

Benefactors' Association



60,570 care days

were provided by specialist staff for inpatients in the specialist clinic, which is equivalent to an average of 6.2 care hours per patient, per day.

Swiss Paraplegic Centre

The expansion of the clinic allowed significantly more patients to be treated. The quality of spinal and hand surgery has also been drawing more people to the specialists in Nottwil. In the second year of the pandemic, the centre's expertise in respiratory medicine was employed to an even greater extent to gently wean patients off ventilators after contracting COVID. The expansion of consultation and coaching services enabled the centre to achieve encouraging successes in supporting people with spinal cord injuries to return to work.



118 articles

published in specialist international journals based on studies conducted throughout Switzerland and internationally.

Swiss Paraplegic Research

Swiss Paraplegic Research plays a pioneering role in rehabilitation research. Its follow-up studies have shown persistently high participation rates of study participants with a spinal cord injury. The publication of the resulting research data helps to continuously improve the care of people living with a spinal cord injury in all areas of their lives. Digital technologies and machine learning will allow for even more detailed data in the future. Given its national importance, Swiss Paraplegic Research receives federal and cantonal funding.





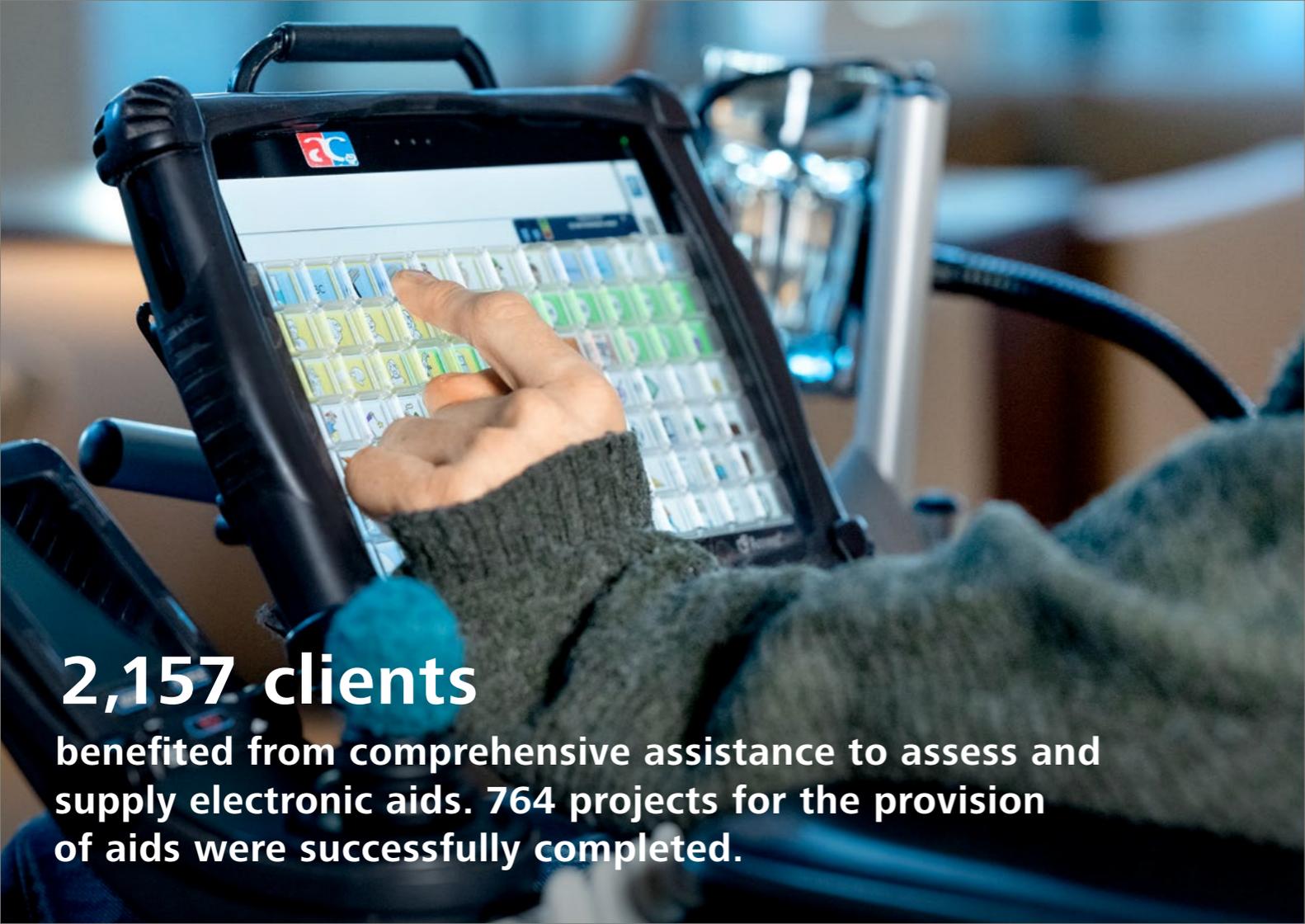
488 athletes

in wheelchairs with competition licences represented Switzerland. They won 41 medals at title competitions.

Swiss Paraplegics Association

The Swiss Paraplegics Association strengthened its dialogue with wheelchair clubs, thereby reinforcing the involvement of their members. The umbrella organisation for spinal cord injuries is a reliable contact, especially – and increasingly – when it comes to difficult life, legal and construction issues. Trips and events are back up and running after suffering cancellations due to the pandemic and are now enjoying an increase in demand and satisfied attendees.





2,157 clients

benefited from comprehensive assistance to assess and supply electronic aids. 764 projects for the provision of aids were successfully completed.

Active Communication

Active Communication improved its performance in customer care. The online shop also achieved higher order numbers and turnover. For the first time, a bus was put into service that brings innovative new products and advice directly to professionals throughout Switzerland. As an expert in digital assistive technologies, it shares its expertise at its own academy and, increasingly, at universities and further education events.





9,864 employees

went on 940 courses for first aiders and professionals. Among them was the Institute's 100,000th participant since its foundation in 2002.

SIRMED

SIRMED, the Swiss Institute of Emergency Medicine, pushed ahead with digitalisation projects for courses and learning platforms. For true-to-life training, the training provider has created a simulation infant as well as an ultrasound simulator and a lung simulator. Medical students from the University of Lucerne are now completing a part of their training at SIRMED. For the first time, basic courses for Rega's emergency physicians will be held at the Nottwil Campus.

SIRMED

Swiss Institute of Emergency Medicine



9,624 consultation hours

spent with 956 clients in their homes throughout Switzerland. A further 804 hours of advice sessions were conducted over the phone.

ParaHelp

ParaHelp has added a graduated care model to its range of services for the residential community for people in wheelchairs that it successfully opened last year. To relieve older relatives of people living with a spinal cord injury in particular, ParaHelp finds additional partners who can meet the demanding care requirements in these cases. The mobile consultation team provided an increased number of consultation hours in clients' homes throughout Switzerland. This means more children and adolescents were able to receive specialised consultations.





4,389 commissions

were carried out on wheelchairs, 292 vehicles were modified for wheelchair users and 851 orthopaedic aids were supplied to patients.

Orthotec

Orthotec launched the first Swiss-manufactured racing wheelchair on the market. The Paralympic Games in Tokyo made it world-famous almost overnight thanks to Marcel Hug's gold medal wins. Orthotec received the best results in customer satisfaction surveys since it began recording data in this area. After undergoing a complete restructuring two years ago, the medical aid specialist achieved all of its corporate targets by a significant margin in an otherwise difficult financial year.





20,756 guests

**booked an overnight stay in one of the 150 hotel rooms
and benefited from the hotel's accessible infrastructure.**

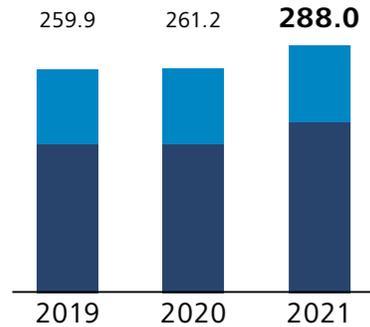
Hotel Sempachersee

The Hotel & Conference Center Sempachersee had excellent booking figures for conferences and symposia in the summer and autumn months. Major Swiss tour operators renewed their cooperation agreements. The hotel was able to counteract the shortage of skilled workers by employing targeted measures in training and staff development. The hospitality business on the Nottwil campus won another award, confirming its status as one of the best conference hotels in Switzerland.

**SEMPACHERSEE**
HOTEL

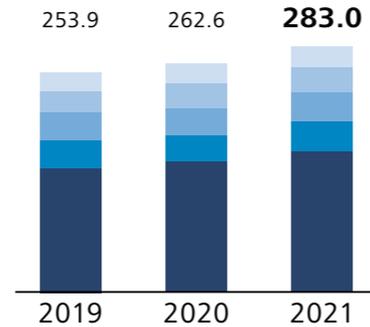
Key financial figures

Operating profit (in CHF million)



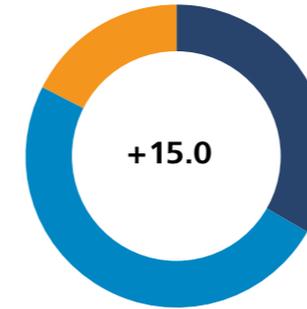
- 88.7
Income from members and fundraising
- 199.3
Income from services, sales, catering, hospitality, and changes in inventory/internal activities

Operating expenses (in CHF million)



- 23.3
Depreciation and value adjustments
- 30.0
Direct aid, benefactor benefits and research contributions
- 33.3
Other operational expenses
- 34.7
Cost of materials and services
- 161.7
Personnel expenses

Profit/loss for the year (in CHF million)



- +5.0
EBIT/operating income
- +7.4
Change in fund capital
- +2.6
Financial result and non-operating income relating to other periods

Annual reports

The activities of the Swiss Paraplegic Foundation, its subsidiaries, and closely related organisations are documented in detail in the Swiss Paraplegic Group's online annual report. The online annual report is published in German and French. The German online version is legally binding. This printed short version provides a compact summary of the main information and figures from the reporting year.

Comprehensive on-line annual report in German



Comprehensive on-line annual report in French



Annual report of the Swiss Paraplegic Foundation, its subsidiaries, and closely related organisations

Editor

Swiss Paraplegic Foundation, Nottwil

Concept/editorial team

Swiss Paraplegic Foundation, Corporate Communications
Swiss Paraplegic Foundation, Finance and Controlling

Print

Abächerli Media AG, Sarnen

Images

Swiss Paraplegic Foundation, Corporate Communications

Languages

The printed short version will be published in English, French, German and Italian; the German version is legally binding.

Paper

Printed on paper from certified production in accordance with FSC (Forest Stewardship Council) Mix standards

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