Ways You Can Help

St. Francis Hospice

Dublin

Charity Number CHY 10568

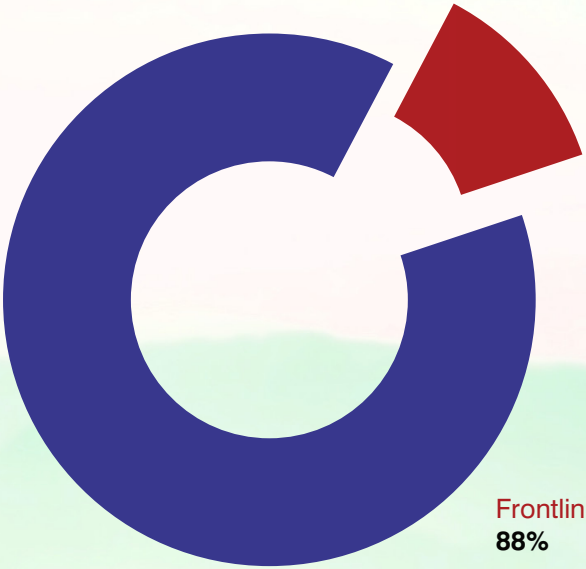
Company Registration Number 153874

Compassion

Respect

Dignity

Where Your Money Goes



For every €100 raised €88 goes towards patient services.

Thank you for your support!

FINGAL DUBLIN
BUSINESS EXCELLENCE
& CSR AWARDS 2016
Winner
BEST PUBLIC SERVICE
EXCELLENCE AWARD

www.fingaldublinchamber.ie

There is no charge to patients for our services.

St. Francis Hospice Dublin

Who we are

The staff and volunteers of St. Francis Hospice provide specialist palliative care to the people of North Dublin City and County. Our services are delivered from our hospices in Raheny and Blanchardstown. Based on a Christian philosophy, each person is treated with dignity, respect and compassion irrespective of their cultural or religious background. There is no charge to patients for our services.

What we do

We supported 1,546 patients and their families in 2016. This care was provided by the multidisciplinary team of Doctors, Nurses, Social Workers, Chaplains, Occupational Therapists, Physiotherapists, Complementary/Lymphoedema Therapists, Care Assistants, Household, Administration, Support and Contract Staff. Specialist palliative care was provided to 1,262 patients in their homes. Patients attended our Hospice Day Care Centres in Raheny and Blanchardstown and patients also attended our Outpatient Clinics in Raheny (Walmer Villa) and Blanchardstown Hospice. In addition, 290 patients were admitted to our Inpatient Unit in Raheny and 336 to Blanchardstown for symptom management and end of life care. We helped families both during the person's illness and afterwards, through support and counselling by the Medical Social Work Team and Volunteer Bereavement Support Services.

Annual Revenue

It costs €15.25m per year to provide St. Francis Hospice's services in North Dublin. Of this, 10.75m is funded by the Health Service Executive.

What we want to do

Currently we need to raise €4.5m per year through voluntary donations to provide our high quality services, which are free to the patients and families in our care.

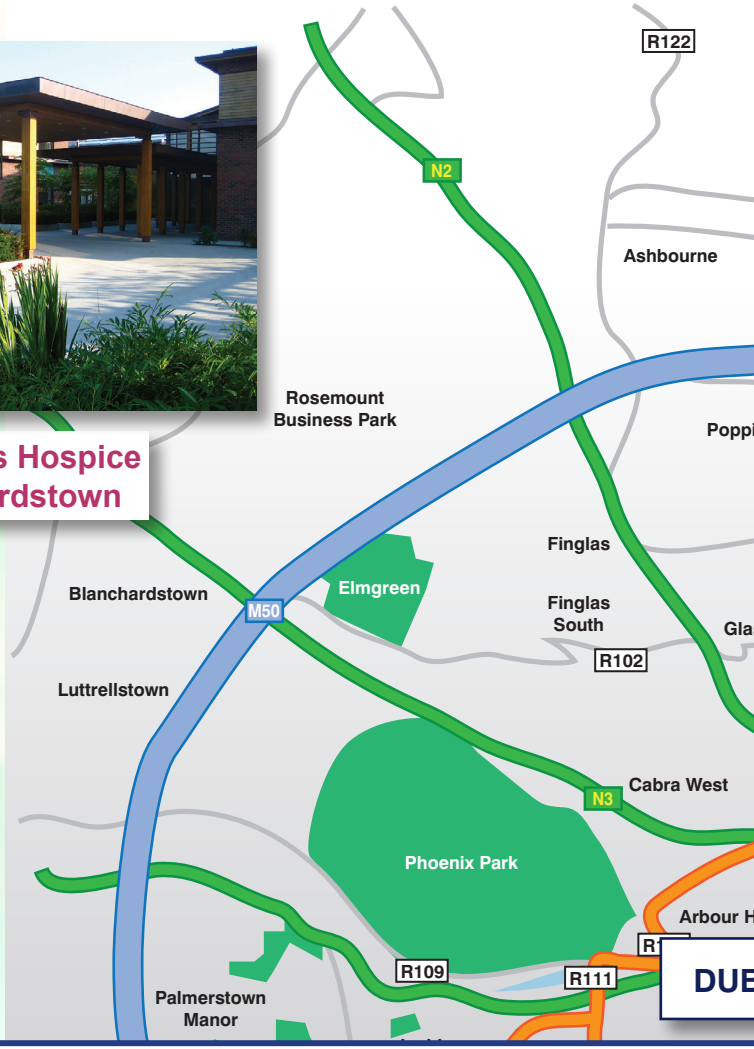
With your help and generosity we can do it, thank you.

Fintan Fagan,
Chief Executive Officer.

Bringing Hospice to the

"I am on a journey from one life to th
looked after and loved and abo

St Francis Hospice
Blanchardstown



1989	1991	1996	2001	2002	2005	2007	2007
Hospice Home Care Services Established in Raheny	Home Care Team and Hospice Day Care Centre opens in Raheny	St. Anne's Inpatient Unit opens	Expansion of Palliative Care Services to Dublin North West	Hospice Day Care, Bereavement and Education Services open at Raheny	Services expanded to terminal care for children with non-cancer illnesses	Walmer Villa Outpatient Services opens	Interdiscipl M.Sc. Cou Palliative (begins

Heart of the Community

e next and I need a place where I am
ove all, where I can be myself."

Quote from a hospice patient.

St Francis Hospice Raheny

St. Francis Hospice is a registered charity. Each year we need to raise more than €4.5 million to fund our day-to-day services and building programme.

	2009	2011/12	2012	2012	2014	2014	2017/18
inary rse in Care s	St. Francis Hospice Blanchardstown building work commences	Completion of construction of St. Francis Hospice Blanchardstown	Establishment of a permanent base for Community Palliative Care Team	Opening of Hospice Day Care and Outpatient Services for 2 days per week	Celebration of 25 years of care	Opening of 24 bed Inpatient Unit in St. Francis Hospice Blanchardstown	Planning of the redevelopment of St. Francis Hospice Raheny

spice Milestones

WAYS YOU CAN FUNDRAISE FOR THE HOSPICE

• Donor Database

Our donor database helps us to keep in touch with our supporters. If you join our database we can provide you with news about our services and progress with our developments, and alert you to our latest fundraising initiatives. Your details can be added or removed from our database if you contact our Fundraising Department on 01 8327535.

• Email Address

If you are supporting hospice, to save on postage please provide us with your email address.

• Make a donation

You can donate to the hospice directly at either of our hospices or online at www.sfh.ie. Donations may also be made through our Remembrance Book online www.sfh.ie. Donations of €250 or more can be eligible for a tax refund to the hospice, once the donation is made from PAYE income only. Application forms are available to download in the donate section of the website www.sfh.ie or directly from the hospice.

• Facebook Twitter

To keep up with all that is happening in fundraising, you can "like our Facebook page" and follow us on Twitter.

• Become a member of our Hospice Monthly Draw

€7 per month or €84 per year. Prize Fund per month:

1st Prize €1,400 2nd Prize €700 3rd Prize €500 4th Prize €250

A Hospice Monthly Draw application form is on pages 9/10 of this booklet.

- ## Walk or Run in the

  Raheny Five Mile Race - January.

  Women's Mini Marathon - June Bank Holiday Monday.

  Dublin City Marathon - October.

- ## Become a Collector for our Annual Collections

  Help us with our collections which are held in shopping centres/areas throughout North Dublin City and County. Just two hours of your time would help us greatly.

  National Sunflower Day - June.

  Christmas Collection - November.

  Church Gate Collections - All year round.

- ## Become a Collection Box Co-Ordinator

  Manage the placement and collection of hospice boxes in your area or just place a collection box in your own workplace or home.

- ## Become a Host for Ireland's Biggest Coffee Morning together with Bewley's

  Every year friends, family, neighbours or work colleagues gather together to host a Coffee Morning for St. Francis Hospice in September. To help you organise your morning, a free pack containing Bewley's coffee, posters, collection boxes, invitations is supplied by the hospice once you are registered.

  Please take part in this great gathering of community.

- ## Hospice Merchandise/Gifts

  Purchase an item from our online shop www.sfh.ie or directly from the hospice main receptions.

  Items include: Candles, Christmas Cards/Decorations, Notelets, Pens, Trolley Discs and CDs. You can also help us by assisting with the sale of these items to family, friends and work colleagues.

• Wedding Favours

On your very special day you may choose to make a donation to St. Francis Hospice rather than provide wedding favours to your guests. A card is available advising your guests that you have made a donation to the hospice in lieu of wedding favours. Just advise us of the number of cards that you will require. The donation is entirely at the discretion of the couple and four to six cards are normally requested per table. Once the donation has been received cards may be collected from the Hospice or mailed to your address.

• Birthdays / Anniversary Donations

From time to time a family member, relative or friend may not wish to receive a gift on their day of celebration: e.g. birthday, anniversary etc. Celebrate their day by giving a gift to St. Francis Hospice on their behalf. A Gift Card advising that a donation has been made to the hospice is available. Your donation details by Credit Card or Laser may be taken by phone. The Gift Card can be forwarded to the recipient or directly to you.

• Sponsor Lights on the Hospice Christmas Tree/Tree Lighting Ceremonies

Sponsoring Lights on the Hospice Christmas Tree is so special. It is a wonderful way to remember loved ones while at the same time helping so many people in need of hospice services.
Light sponsorship begins in November and continues until the end of December.

To sponsor a light:

- Join our Christmas Appeal mailing list which includes details about light sponsorship – contact 01 8327535
- In November, go online to our Virtual Christmas Tree www.sfh.ie
- Telephone the hospice, 01 8327535 and sponsor your light over the telephone
- Call into either hospice, Raheny or Blanchardstown and sponsor your light(s) through main receptions.

Our Christmas Tree Outdoor Lighting Ceremonies "Tree of Life" are held in December

· St. Francis Hospice, Blanchardstown – the first Thursday in December at 8pm.

· St. Francis Hospice, Raheny – the second Thursday in December at 7.30pm

• Organise your own Event

Over the years supporters have organised events for the hospice in memory of their loved one or just for general support of our work. Events are only limited by our imaginations, so why not organise your own fundraising event.

Whatever ideas you have, we would love to hear from you and work with you to make them happen. We can provide advice, sponsorship cards, tailored posters, tee-shirts, buckets and if appropriate, merchandise to sell at your event.

• Schools and Transition Year Students

Every year Transition Year students from a number of schools help St. Francis Hospice through their fundraising projects. If students want to assist us to raise funds for the hospice please get in touch and we will help and guide you through your projects.

• Corporates/Business Community

We continue to receive great support from the Corporate/Business Community. Please become a Partner of St. Francis Hospice. Together, we will work with the staff of your organisation to raise funds and make a difference to the lives of our patients. At the same time, through partnership, your Brand is promoted.

Your organisation may also wish to make a philanthropic donation, sponsor a hospice event, purchase an item of equipment or support Payroll Giving amongst your staff.

• Wills/Legacies

Remember St. Francis Hospice when making your Will. Your gift to the hospice will help to secure our future.

See our website
www.sfh.ie
for specific dates of Campaigns/Events or contact the Fundraising Department

Tel: 01 832 7535
Raheny

Tel: 01 829 4000
Blanchardstown

Please do not hesitate to contact us if you need our assistance in any way.

Volunteering

Volunteers are an integral part of St Francis Hospice, and always have been. Every one of our volunteer roles enhances the quality of care that we give to our patients in North Dublin City & County. We believe in the unique contribution that volunteers make to our service.

• Volunteer Roles:

- Hospitality
- Administration
- Drivers
- Bus Escorts
- Coffee Shop
- Reception
- Fundraising
- Home Visits
- Gardening
- Library
- Florists

• Specialist Volunteer Roles:

- Hairdresser
- Artist
- Musicians/Singer
- Beautician
- Relaxation
- Dog Visits
- Bereavement Support
- Complementary Therapist
- Chiropodist
- Life stories

For a detailed description of the roles, please go to www.sfh.ie/volunteers

How do I sign up?

For more information please contact the Coordinator of Volunteer Services, St Francis Hospice on 01 832 7535 or 01 8294000 or email volunteers@sfh.ie to discuss current volunteer opportunities in both Raheny & Blanchardstown.

When you have completed the Hospice Monthly Draw Form please return directly to St. Francis Hospice and mark your envelope "FREEPOST".

DRAW MEMBERSHIP APPLICATION FORM

PLEASE USE BLOCK LETTERS

Received From:

First Name: Mr / Mrs / Ms .....

Surname:.....

Address:.....

.....

.....

Tel. (Home):.....

Tel. (Work):.....

Email:.....

I wish to enter the St. Francis Hospice Monthly Draw and I will make my payments by

- ❑ **Yearly by Standing Order (€84.00)**
- ❑ **Monthly by Standing Order (€7.00)**
- ❑ **Yearly by Cheque/Postal Order (€84.00)**
  Note: Please make cheques payable to St. Francis Hospice
- ❑ **Yearly by Credit Card (€84.00)**

CVV | | | |

Expiry Date _____ / _____ / _____

Type: **Visa** ❑ **Mastercard** ❑ **Laser** ❑

Signed:.....
(applicant)

Please Fill in Form, cut along dotted line and Return To St. Francis Hospice.

REQUEST FOR STANDING ORDER FOR MONTHLY DRAW

To: The Manager

Bank:.....

Branch:.....Date:.....

BIC:

Please charge to my Account:

IBAN:

A/C Holder's name:.....

And pay to:

Name of Account: St. Francis Hospice Draw Account

Bank: Bank of Ireland

Branch: Raheny, Dublin 5.

BIC.: **BOFIIE2D**

IBAN: **IE54 BOFI 9006 5835 9198 50**

Draw Membership No./Bank Reference: | | | | | |

BANK: PLEASE QUOTE REFERENCE

The amount stated below at the specified intervals:

Frequency:	**Monthly**	**Yearly**
Amount:	**€7.00**	**€84.00**

Please delete unused options

Day of month: (if appropriate).....

Commencing with the first payment on: DAY | MONTH | YEAR

Amount in words:.....

Signed:.....

Address:.....

.....

CHARITY: KINDLY WAIVE COMMISSION

Please Fill in Form, cut along dotted line and Return To St. Francis Hospice.

Feedback & Complaints

The Fundraising Department in St. Francis Hospice Dublin aims to comply with the Statement of Guiding Principles for Fundraising, as published by the Irish Charities Tax Reform Group (ICTR).
We are committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.
We welcome both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make complaints.
- We treat as a complaint any clear expression of dissatisfaction with our operations that calls for a response.
- We treat a complaint seriously, whether it is made by telephone, letter, fax, email or in person.
- We deal with complaints quickly and politely.
- We respond accordingly – for example, with an explanation or an apology when we have got things wrong, and with information on any action taken.
- We learn from complaints, use them to improve and monitor them for our Board.

If you have a complaint

If you have a complaint about any aspect of Fundraising, you can contact us, in writing or by telephone. Please let us know how you would like us to respond, providing relevant contact details. Write to:
Dee Kinane, Fundraising / Projects Manager,
St. Francis Hospice Dublin, Station Road, Raheny, Dublin 5, D05 E392.
Telephone Number: (01) 832 7535 E-mail Address: dkinane@sfh.ie
We are open five days a week, Monday - Friday, 9.00 am to 5.00 pm.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing, we will always acknowledge your complaint within seven days and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Chief Executive Officer, at the address above, who will ensure that your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

DONOR CHARTER

Since 1989 St. Francis Hospice has provided a service of specialist palliative care to people in North Dublin in advanced stages of cancer, motor neuron disease and HIV/AIDS, as well as support for their families and friends. There are no charges for services provided by St. Francis Hospice. The service is based on a Christian philosophy, which recognises the need to treat each person with dignity, respect and compassion, irrespective of their cultural or religious background.

- Our pledge is to treat all our donors with respect, care, honesty and openness, in accordance with our mission statement.
- We commit to being accountable and transparent in our fundraising activities.
- Our fundraisers and volunteers will observe the highest professional standards at all times.
- We will send a prompt acknowledgement of donations.
- We will inform our donors about the services and developments and the work of St. Francis Hospice that donations help to support.
- We undertake to utilize donations for the purpose for which they were given.
- We will respect the right to privacy of our donors and will comply with the laws relating to fundraising and the use of personal data.
- We will keep administration and fundraising costs to a minimum.
- Donations to St. Francis Hospice will be handled responsibly and to the greatest advantage of the beneficiary.
- Where applicable, tax relief on donations will be claimed.
- We will ensure that funds raised in response to an appeal will be used effectively to meet the critical needs of those they were raised for.
- We will prepare externally audited accounts. These accounts are available from our Finance Office at St. Francis Hospice Raheny, for inspection at any time. We will also prepare an annual report summarising our programme activities and financial results.
- We will seek to maximise the value of public donations by applying for funding from official funding bodies e.g. the Government, the European Union, as appropriate.
- Any queries and complaints will be dealt with courteously and as efficiently as possible.
- We will remove your name from our database on your request.
- Our database will not be shared with any other organisation.
- In our fundraising activities, we will endeavour to adhere to best industry practice.

A PATIENT'S WORDS

We were so moved at how a patient, despite their illness, wrote and shared their thoughts with us about hospice care. Now we share them with you.

Hospice Care

A place to live – a home from home.

A place where people are given every help to live well for as long as they can.

A place of hope, warmth and acceptance.

Staff and Volunteers who go far beyond the call of duty to assist and befriend patients in every possible way – total availability.

A place of friendship.

A building which is full of light, peace and which lends itself to a freedom of movement for which one is able.

One's room has the feel of an apartment- no way clinical.

Nursing staff assess patient needs and respond.

A family atmosphere where it's obvious that all staff work as a team and have a strong human ethos over and above their professional training.

If a patient can't be at home, then in my opinion this is the place to be, to receive excellent care and security of peace of mind.

"For it is in giving that we receive"

St. Francis of Assisi

For further information contact:

St. Francis Hospice,
Station Road, Raheny,
Dublin D05 E392
Tel: (01) 832 7535

St. Francis Hospice,
Blanchardstown
Dublin D15 DE 98
Tel: (01) 829 4000

E-mail: fundraising@sfh.ie
www.sfh.ie