



COPE Galway

# Tribe Newsletter

Winter 2022



**Positive Ageing Week**

2022 campaign highlights

**Osterley Lodge – 20 Years**

**Christmas with COPE Galway**

Fun ways to get involved this Christmas

# COPE Galway Services

## Homeless Services

Teach Corrib Day Centre  
Supporting men and women  
**091 525 259**

## Family Support Service

Supporting families  
**091 527 571**

## Domestic Abuse Service

24-hour support helpline  
**091 565 985**

## Senior Support Service

Practical help and support  
for older people  
**085 876 7785**

## Meals4Health

Meal delivery service  
**091 354 000**

## COPE Galway

Calbro House  
Tuam Road  
Galway H91 XR97



☎ 091 778 750

✉ [info@copegalway.ie](mailto:info@copegalway.ie)

🌐 [copegalway.ie](http://copegalway.ie)

## The COPE Galway



## Newsletter

Did you spot the change to our supporter newsletter title?

The COPE Galway Tribe are a group of hundreds of incredibly generous people who regularly donate to and support COPE Galway. We thought it fitting that the newsletter, which shares stories and news of the impact they make possible, has the same name.

Thank you so much for believing in our work and in the families, women, men and children we support.

We would like to hear from you. Can you take five minutes to answer a few quick questions about the news and stories we share with you?

Please go to [copegalway.ie/newsletter](http://copegalway.ie/newsletter) or scan this QR code. THANK YOU.



COPE Galway is a registered charity in the Republic of Ireland.

Registered Office: Calbro House, Tuam Road, Galway.

Registered Charity No 20011314. Revenue No CHY6339. Company No 248134.

# Welcome to our Winter 2022 newsletter

I hope you enjoy reading about some of our recent projects, milestones and celebrations from across COPE Galway.

Recently, our teams in Fairgreen Hostel and Osterley Lodge celebrated significant milestones of service provision - 25 and 20 years respectively. We are immensely proud of their achievements in offering thousands of single men and women support at a vulnerable time in their lives. We thank them for their commitment to always putting the client at the centre of everything they do.

This newsletter is bursting with some phenomenal projects from right across our services, all of which enable us in doing the work our staff, volunteers and supporters do. Take a moment to read about our Community Catering team distributing 970 school packs to families in need, a hugely successful positive ageing week and an inspiring bake sale that helped raise funds for those less fortunate.

With Christmas just around the corner, you will see on page 18 and 19 ways to get involved, make a difference and bring hope to the families and individuals we support.

Finally, I want to say thank you to each one of our 400+ staff, volunteers and supporters. I am in awe of your tireless efforts to support our clients by empowering people, creating change and strengthening communities.



Míle buíochas,

A handwritten signature in black ink, reading "Michael Smyth".

Michael Smyth, CEO



Cover: Moran Family at the 2021 COPE Galway Christmas Swim

## Inside...

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## From Rebuilding Ireland to Housing for All

### International and Irish lessons for tackling homelessness

COPE Galway was one of six housing and homelessness organisations that commissioned and contributed to a new report reviewing Ireland's homeless strategies.

The report, launched last September, was authored by researchers from Ireland, Portugal, the UK and the USA who reviewed Ireland's 2016 Housing and Homelessness Action Plan and spoke to stakeholders who deliver homeless services as well as people who have experienced homelessness.

Since 2016 'Rebuilding Ireland' was central to Ireland's homeless crisis response until it was replaced with the Housing for All plan in 2021. Today homelessness is at an all time high.

Drawing on lessons from international practice, the report recommends considerations for homeless strategies, including a broader definition of homelessness in order to respond to the true nature of the homeless crisis.

Read more: [copegalway.ie/publications](https://copegalway.ie/publications)

## Fairgreen Hostel: 25 Years in the Building

Over 50 current and former staff and residents, as well as people from the community came to the Fairgreen Hostel on 19 October to mark 25 years since the service opened in the current building.

At the event Paudie Cunningham, the service team leader who also joined 25 years ago, praised the dedication and hard work of the staff over the years. Our CEO Michael Smyth thanked the team 'for constantly putting our clients at the centre of everything we do'.







## 970 Stationery Packs Delivered to Families

Last September our Community Catering team distributed over 970 stationery packs to families across Galway. The packs which include copy books, pens, pencils and other necessary school items are provided by the EU FEAD programme.

As a local FEAD partner, COPE Galway delivers these stationery packs to children supported through our own Family Services and Modh Eile House, as well as to families supported by Loughrea and Gort Family Resource Centres; No 4 Youth Service and Tusla services in Galway City, Athenry, Ballinasloe, Oughterard, Tuam and Loughrea.

## New Head of Domestic Abuse Service



We are delighted to welcome Gillian McNamee, the new Head of COPE Galway Domestic Abuse Service.

Gillian brings over 20 years' experience working in a wide range of human care services to the role. This includes more than 11 years' operational expertise in commissioning and managing innovative services and teams.

She is a guest lecturer in Psychology of Criminal Behaviour at University College Cork, and has been published in the Irish Journal of Applied Social Studies. Gillian is a strong advocate for the provision of appropriate systems and strategies in the Criminal Justice System to support people with disabilities.



## 2021 COPE Galway Annual Report

In our 2021 Annual Report we share stories that illustrate the resilience and strength of the people we work with, and reports of how we worked together with our community to respond to the needs of more people than ever before.

[annualreport.copegalway.ie](https://annualreport.copegalway.ie)

## Report Paints Stark Picture for Women and Girls

A Garda crime trends report published in September found that domestic violence was a factor in the majority of murders and unlawful killings of women and girls in 2021.

It is deeply depressing to learn from the report that most women and girls who were murdered or unlawfully killed met their deaths at the hands of someone, usually male, who they knew and within a domestic violence setting.

**The report gives an insight to the level of violence victims of domestic abuse are suffering and the ongoing need for available supports.**

Our domestic abuse service saw a marked increase in the number of women calling our service in 2021, with a 48% increase over 2020 in women accessing our 24-hour refuge and a 40% increase in women using our outreach supports.

**Under Operation Faoiseamh local Gardaí provide vital call back support to victims of domestic violence, ensuring women know they are believed and supported.**

However, we fear the headlines from the publication of the report will be all too quickly forgotten and the pervasive nature of domestic violence will continue to damage the lives of women and children.

There is a need for further and more wide-ranging research into domestic abuse. The new statutory Domestic, Sexual And Gender-Based Violence (DSGBV) Agency, which will lead consistent and ongoing research to inform DSGBV policy development, cannot start a day too soon.



**Violence against women is a crime.**  
If you are concerned for yourself or  
someone else, please call the:

**Gardaí Emergency Line. 999 / 112**

**COPE Galway 24/7 Helpline  
091 56 59 85**

## New art installation to allow people to pause and reflect on major societal issue - violence against women

Our Domestic Abuse Service in partnership with ATU Galway School of Design and Creative Arts commissioned an art project, supported by Medtronic, to mark 40 years of service which will give people in Galway an opportunity to pause and reflect on a grave societal issue - violence against women.

The theme of the art project was selected following conversations with staff and clients of the service, who were asked to consider what they thought the artwork should portray.

Both positive and negative words were repeated - words like silence, isolation, fear and humiliation, as well as words such as strength, hope, love, pride and resilience.

COPE Galway has operated a domestic abuse service for over 40 years, and we have done so with the generous support of our community. Together with our community, we can make Galway a safer place for women and girls. This art installation will contribute to this.

Read more about the project and see the viewing location and dates - [copegalway.ie/artinstallation](https://copegalway.ie/artinstallation).

### A WORK IN PROGRESS...

The completed artwork, by Maura Finnegan, a graduate of ATU Galway's MA in Creative Art Practice, will be available to view at various locations in Galway City and County from November 25th (International Day for the Elimination of Violence against Women) until the end of February 2023.





## Osterley Lodge marks 20 Years!

COPE Galway Osterley Lodge is a 24-hour emergency accommodation service for single adult women who are homeless.

**The service first opened in Ashley House, a B&B on Bishop O'Donnell Road in October 2022, before moving to its current location at Osterley Lodge in December 2003.**

As with all services, there have been challenges along the way, according to Elaine Power, Service Manager and Paula Nolan, Project Worker, who have both been with the service since it was set up.

However with hard work and the right approach they are really proud of what Osterley Lodge has achieved since 2003. "The flexibility and resilience of the Osterley Lodge staff over the years has kept the service going and shaped it into what it is today" says Elaine.

Lisa Silke, who worked in Osterley Lodge back in 2002 and is now Homeless Services' Quality and Best Practice Manager, said: "A lot has changed. I remember on Wednesday afternoons going to the kiosk in Eyre Square to get the property listings in the Advertiser to photocopy for the rest of the staff." "We've gotten a lot more innovative around how we work with people," Paula says, reflecting on how Osterley Lodge has progressed.

There has been a significant rise in demand for the service in recent years, and today, due to the homeless crisis, the service is nearly always at full occupancy and moving on is taking longer than in the earlier years.

Paula Nolan, Elaine Power  
and Lisa Silke.



## City hostel for homeless women opens

BY UNA SENNOTT

A NEW shelter for homeless women in Galway city was opened by crisis housing agency Cope this week. The hostel, which is housed temporarily on Bishop O'Donnell Road, will eventually be located in Osterley Lodge in Lower Salthill.

The Osterley Lodge service can house seven women in its temporary premises at Ashby House in Bishop O'Donnell Road. Once renovations are complete at Osterley Lodge, the service will accommodate 14 women in its permanent premises.

The Osterley Lodge service will provide crisis accommodation for homeless women in the city. The hostel is run by Cope and jointly funded by the Western Health Board and the Galway City Council.

Links are planned between the service and several statutory and voluntary bodies, in a bid to broaden the scope of Osterley Lodge.

Cope is the single largest provider of emergency accommodation for the homeless in Galway and the West of Ireland. The group also provides accommodation and services for families experiencing domestic violence, manages the Meals on Wheels service in the city, and runs day centres for the elderly in Francis St and Mervue.

The group constantly requires donations to bridge the gap between statutory funding and the actual cost of running its services. Anyone who wishes to make a donation to Cope or Osterley Lodge can do so by contacting the charity at (091) 778750.



“We are continuously developing our service approach to support women in an individualised way using strengths based and trauma informed approaches. The team continue to be adaptable to supporting the needs of women in our service.

“It is lovely to hear the impact the service and support of staff has had for individuals who have moved on. It gives us the motivation to continue to strive to provide a good service.”

Elaine Power  
Osterley Lodge Manager



COPE Galway Osterley Lodge is a 24-hour emergency accommodation service for single adult women who are homeless.

The service is for single women, aged 18 years and older, who are homeless and have registered with Galway City Housing Department.

Self-referrals and referrals from other agencies are also accepted.

We strive to provide quality accommodation and supports in a safe and friendly service for everyone who stays with us.

🏠 142 Lower Salthill Road  
Galway, H91 DR44  
📞 Open 24 hours  
✉ 091 521 301  
📧 [osterley@copegalway.ie](mailto:osterley@copegalway.ie)

26-30 SEPT 2022

# Positive Ageing Week



## Local Heroes Exhibition

We had the honour of sharing the inspiring stories of 22 Galway heroes in the 2022 Positive Ageing Local Heroes Exhibition. The exhibition was once again on display in Eyre Square Shopping Centre, and featured in the Galway Advertiser and on the COPE Galway Facebook page.

Hosted in partnership with:



[copegalway.ie/positiveageingaweek](https://copegalway.ie/positiveageingaweek)

## Colouring Notecards

Children across Galway coloured in one of the 2022 'colour me in' cards, added a message and gave the card to their grandparent or other special older person in their lives. Congratulations to Holly, Ella and Ava Hennessy with their Granddad Paddy whose entry won them a year's family membership to Galway Atlantaquaria Aquarium.

**Massive thanks to our card sponsors Galway Atlantaquaria, Charlie Byrnes Bookshop, Pale Blue Dot Recruitment and Meals4Health.**



# Embracing Ageing and Celebrating Galway's Older Heroes

Positive Ageing Week is a wonderful opportunity to shine a light on all the positive aspects of ageing and to acknowledge the amazing contribution of so many older people, who are quietly contributing all year round, making our lives and communities better places. THANK YOU to everyone involved.

**'Never Too Old to Rock & Roll'**  
by John Connolly. One of 12 art pieces from members of Galway Art Club who support Positive Ageing Week each year.



L-R: Prof. Kieran Walsh (Director, University of Galway Irish Centre for Social Gerontology), Jacquie Lynskey (Head of COPE Galway Senior Support Service) and Prof. Rose Anne Kenny (Head of Medical Gerontology, Trinity College Dublin).

## Age Proofing Your Life

De-stressing, a Mediterranean diet and good company are some of the ways you can improve your ageing journey, according to Professor Rose Anne Kenny, author of the international best-seller ***Age Proof: The new science of living a longer and healthier life.***

Speaking at a Positive Ageing Week event jointly hosted by COPE Galway and the University of Galway Irish Centre for Social Gerontology, Professor Kenny explained that genes contribute to 20-30% of lifespan and the rest is environmental factors.

"We can actually modify our lifespan. It's all in our own control. Just in case anyone's thinking it's too late for me - it's never too late. But the younger we start the better."

Professor Kenny also said good relationships are incredibly important, describing friendships as an anti-oxidant to stress, one of the factors that accelerates biological ageing. Research, she says, clearly shows that a Mediterranean diet (fruit, vegetables, olive oil, fish, whole grains, nuts) leads to longer, healthier lives.





## Meet Karen Fitzgerald

Community Support Worker, Senior Support Service

I joined COPE Galway in May 2022. I was doing a Masters in Ageing and Public Policy at the time when my lecturer asked me where I wanted to go with my degree.

**I didn't really know what was out there but I knew I wanted to work with older people or in something related to services for older people.**

My lecturer put me in contact with Jacquie (Head of COPE Galway Senior Support Service) who met with me and talked me through what the service does. We just got on really well and the work resonated with me.

I had to do a placement to complete my dissertation and I did it with the service. Later a job came up and I interviewed for the role and got it.

I am lucky to work with a great team, who are very supportive. I can ask them anything, check ideas with them, and I also get to work on my own initiative. It is a busy role.

One of the things I love most about the role is interacting with older people. I am very fortunate to have quite active and driven older people in my life. I was really close to my grandmother and a few other older ladies.

I also worked in disability services and I have seen people when they are struggling. I wanted to combine that, to make some part of someone's day a bit easier, or even a bit fun.

Could be simple things like helping someone fill out a form or helping with getting stuff done in their home.

My role really does change each day. Some days I can be working on simple things like helping someone fill out a form or getting a job done in their home. I might be playing bingo, organising group classes or social activities. On other days I am working on presentations or grant applications.

It can be challenging, but I want to make a difference in people's lives so I find it very rewarding too.

**“I just want the best for people and I am very fortunate that I am in a position to do some of that.”**

**Read Karen's full story at [copegalway.ie/stories](https://copegalway.ie/stories)**



# Investing in Volunteers

In October 2018, we were honoured to be the first charity in the west of Ireland to receive the Investing in Volunteers (liV) quality standard.

We are excited to be embarking on our renewal journey. The standard will assess our volunteer programme, against six quality areas including inclusion, support, development and valuing volunteers.

At COPE Galway, we rely on the generosity and hard work of our over 200 volunteers. From the people who prepare and deliver meals, to our homework club, charity shop, office, befriending and many other volunteers. Their contribution to our work and services is invaluable.



It is very important to us that our volunteers have the best possible experience when they join our team and through out their time with us. The liV quality standard is one of the ways we ensure this.

The assessment starts soon and we would love volunteers to take part in the process. If you would like to be involved or want more information on the liV standard, please email Lucia Canavan at [lcavanan@copegalway.ie](mailto:lcavanan@copegalway.ie).



Rory Coppinger, from our HR team and Chloe Corbett, Homeless Services, at TUS Athlone Careers Fair. Chloe is also a TUS Athlone graduate.

## ‘Spending time in college’

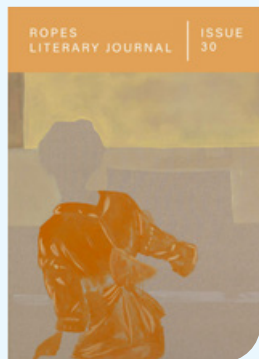
October was a busy month for our careers team who had the opportunity to visit colleges across the west of Ireland, speaking to many students about applying their training and passion to make a real difference in their communities. Our thanks to the University of Galway, ATU Galway City, University of Limerick, TUS Limerick and TUS Athlone for inviting us to their career fairs.

**Find out more about careers with COPE Galway: [copegalway.ie/careers](https://copegalway.ie/careers)**

## Neighbourhood Bake Sale

We had a visit from inspiring young entrepreneurs Shane Maloney (10), Mary Bermingham (11) and Niall Mitchell (9) who presented us with €100 from their summer fundraiser for COPE Galway.

The group said that after hearing stories from Ukrainian students who recently joined their school, they were compelled to help those less fortunate in some way and decided to fundraise for our homeless services. Their infectious enthusiasm and laughter brightened up our office as they regaled us with tales from their neighbourhood bake and crafts sale, raffle and homemade lemonade stand! Well done guys.



## ROPES Literary Journal

The 2022 ROPES Literary Journal team raised €2,899 for our services from their 30th edition. The journal is produced and published by University of Galway students who chose COPE Galway as the charity to support with proceeds from this issue. Thanks to all involved - the content contributors, fundraisers, donors and all who bought a copy of the journal. We wish the team the very best with wherever their literary journal take them next.

## Choral Tour

The Sanctuary Choir of First Presbyterian Church Iowa, pictured at The Cliffs of Moher, reached out to COPE Galway when planning a trip to Ireland as part of their music outreach tour. The choir who hosted a benefit concert in the US were impressed by the community aspect of COPE Galway's services, kindly chose us as one of their Irish charity beneficiaries and donated €690.





## Hitting the Streets of Galway

25 degrees heat, countless bottles of water and a few hurdles later, our fantastic Team COPE Galway crossed the finish line at the Streets of Galway 8km road race. Our team included volunteers, employees and community fundraisers, and together they raised over €1,000 to support our homeless, domestic abuse and senior support services.

A massive THANK YOU and well done to everyone who took on the challenge. A special mention for Cayla (11) the youngest member of our 2022 Streets of Galway running team!



## Galway International Arts Festival 2022

There were so many great things about the 2022 Galway International Arts Festival - having the festival back in person, great gigs and raising €2,845 for our services from ticket sales generously donated to COPE Galway. We are deeply grateful to the festival organisers for their generous support and to everyone who chose to buy their festival tickets from us. We hope you enjoyed the festival as much as we did.





## Funky Socks with a Difference

Irish Socksociety donated €2,723 to COPE Galway from their 'I'm perfect socks campaign'. The company has donated over €7,400 to organisations across Ireland who are supporting women. Their donation to COPE Galway will go towards supporting women through our Domestic Abuse Service in Modh Eile House.

This is a great, life-changing partnership with a trailblazing Galway company who also weave our funky #GiveltSOCKS' socks. We would like to congratulate them on marking five years in business.



## SiteMinder gives a helping hand

Volunteers from SiteMinder kindly took the time to bring new life into an older person's residential shared garden in Galway City.

The team painstakingly scraped old peeling paint off fences and benches, primed and repainted. They worked through heavy rain showers, cold and muck, all the while with smiles on their faces.

They did an outstanding job, brightening up the garden for the darker winter days. SiteMinder and PorterShed also contributed financially to this project to make it possible, and this was very much appreciated by the residents and our team. We are looking forward to having the PorterShed volunteer team come and put the finishing touches to the project in the coming weeks.





# COPE Galway Dinner Dance Returns

Michael Smyth (COPE Galway)  
Mike Maguire (SCCU)  
Minister Hildegard Naughton  
Paul Casserly, Ray Fogarty (SCCU)  
and Eileen Dunleavy (SCCU)



The COPE Galway Dinner Dance returned this year, taking place at the Galmont Hotel in September.

The event was generously supported by 39 Galway businesses and raised €22,560 through ticket sales, sponsorship and raffle. A heartfelt thank you to all who attended, danced the night away and supported in helping make the night such a great success. The funds raised will support COPE Galway's homeless, domestic abuse and senior support services in Galway.



Michelle Quinn, Jacqueline Greaney,  
and Judith Curran, HID Global.

## COPE Galway Business Leaders' Sleep Out 2022



On Friday 2nd December, Galway Business Leaders will spend the night on Shop Street to raise awareness and vital funds for homeless services. Funds raised make a real difference to families, men and women in Galway who are impacted by the homelessness crisis.

Donate or Sponsor a Sleep Out Participant  
[copegalwaysleepout.ie](https://copegalwaysleepout.ie)



# Christmas with COPE Galway

Winter is a particularly busy time for all of COPE Galway services, and at Christmas, many individuals and families need a little extra support. Christmas hampers, basic food items, gifts, treats and other festive items all help to make a difference to the children, families, individuals and older people we work with.

Every Christmas, we partner with individuals, businesses, schools and community groups to bring hope where it is needed most. Your generosity will help provide essential support to hundreds of children, families, single people and older adults.

Could you support COPE Galway's work in the community this Christmas?

[copegalway.ie/christmas](https://copegalway.ie/christmas)

## Make a donation this Christmas

Will you make a donation to support COPE Galway's work at Christmas time? Your kindness will help us be there for those who need us most.

Please give what you can today.

[copegalway.ie/donate](https://copegalway.ie/donate)





Give the gift of hope and make a real difference this Christmas. Buy a COPE Galway Christmas gift.

## Virtual Christmas Gifts

This Christmas, buy Christmas gifts that bring joy to your loved ones and also bring hope to the families, women, children and men we support across our services.

When you buy a COPE Galway virtual Christmas gift, you support someone in our services, and if you are buying on behalf of a loved one, you can send them an ecard letting them know you bought a life-changing Christmas gift in their name.

[copegalway.ie/shop](https://copegalway.ie/shop)

## Christmas Jumper Day

Get Festive for good! Throughout December, we are asking companies, schools and the local community to put on their Christmas jumpers and help raise funds for COPE Galway's services. Put on your fabulous, ugly, cute or crazy Christmas jumper and have some fun at work, at school or college, at your local club or community group, or with family and friends. It is a fun and easy way to support COPE Galway at Christmas. Host your Christmas jumper day any day that suits you. Don't forget to share your photos and tag COPE Galway!



Take part any day in December.

[Email fundraising@copegalway.ie](mailto:fundraising@copegalway.ie) for further information

[copegalway.ie/christmasjumper](https://copegalway.ie/christmasjumper)



**#BraveTheCold**  
so others don't have to

Join the COPE Galway Christmas Swim and bring hope to families, men and women in Galway who need our support this Christmas.

**20-26 December, 2022**

Swim where you are or join us  
in Salthill on Christmas morning.

**[copegalway.ie/swim](https://copegalway.ie/swim)**

COPE Galway is a local Galway charity. We work together with individuals, groups, schools, businesses and agencies in our community to support people in Galway who are homeless, women and children experiencing domestic abuse and older people who need social and nutritional support.

**[copegalway.ie](https://copegalway.ie)**

