

# Quay Times



Merchants Quay Ireland  
Homeless & Drugs Services

The Newsletter for Supporters of Merchants Quay Ireland

WINTER 2023

## Without you, we'd never be able to provide what we do... Our MQI family: A chat with CEO, Paula Byrne

*As the new year begins, we sat down to chat with Merchants Quay Ireland's CEO, Paula Byrne, to reflect on what your kindness makes possible here.*

"**E**veryone knows the number of people experiencing homelessness is at a record high," Paula says. "I know the challenge can sometimes seem too big but I can put my hand on my heart and say that your support makes a world of difference to someone sleeping on the streets. It's a lifeline that transforms despair into hope. And while we may not be able to end the crisis, your help means that anyone who needs MQI's support will receive it. For as long as it takes – offering a kind word, a hot meal, support to find accommodation and hope. Because together, through this MQI family, that's what we do."

### Helping keep doors open

Your generosity and compassion are in my thoughts every day. It's just amazing...

the miracles you make happen. In the face of such strong demand for homeless day-services, you help to keep MQI's doors open. For people arriving to our door in crisis, not knowing where they'll find a secure bed for the night -- you ensure a hot meal and a warm welcome. And it's over cups of tea that clients open-up and we can begin to help."

She continues "At MQI, everybody is valued and treated with dignity: older men, entrenched in homelessness from decades lost, vulnerable young people finding their way here for help and women carrying emotional and physical scars. We work hard to ensure everyone who passes our door feels welcome, loved, and respected just like family. And you are the heart of that family. You protect

*continued on page 2*



## The Miracles You Made on Christmas Week...

**Over 600** visits to MQI by men and women who are homeless

**57** hot showers to warm weary bones

**964** nutritious meals for people who mightn't have eaten at all

**104** Christmas presents for those who wouldn't have gotten one this year

For helping hope to shine this past year, thank you.



*Your grace and generosity are shelter in the storm. Thank you for being part of our MQI family...*



**Lizzie, Project Worker**

"I'm in a really healthy, women-only bubble. I'm still not comfortable around men, which is why Jane's Place is so important for me. We have that sense of unity and support with each other, it feels really safe."  
Molly, MQI Client, Jane's Place



**Ryan, Harm Reduction Worker**

"I want people to be able to have the same thing that I have today, and that's absolute freedom from drug addiction and the trauma of it. I want to give them a bit of hope that there is a way out of that horrible hell that you've been living in for years. You can come out of it and you can be successful."  
Jill, former Rehab client



**Lords - Project Worker**

"When I first started coming to MQI, it was great. It was amazing to see that being homeless there are people that are willing to help. And to talk nicely to you and help, try to help you. Even like a good word for me, it's you know, a lot."  
Alice, MQI Client, Riverbank

"I got the Bronze An Gaisce Award with the young people's programme that I am on. That is the Award from the President. The course has benefited me because it is making me realise that I can actually achieve something."  
Patrick, MQI Client, Youth Services



**Will, Family Support Worker**



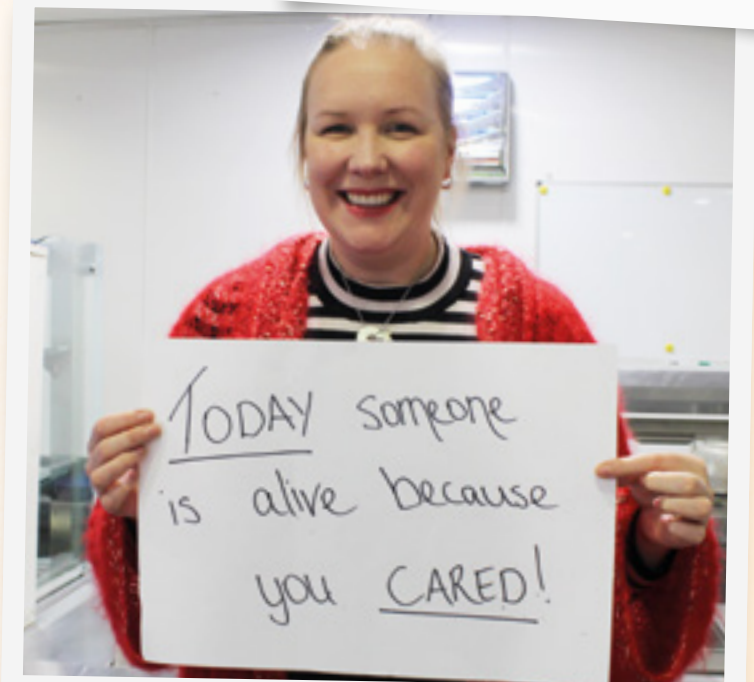
"It doesn't matter what you've been through, MQI are really there, at the frontline. If there's anybody in my situation, I hope and pray they come to Merchants Quay Ireland."  
Robert, MQI Client, Riverbank



**Ryan, Project Worker Riverbank**



**Brenda - Project Worker**



**Amy, Project Worker**

*With love for all you do this year and every year, from your Merchants Quay Ireland family.*



# For each new beginning, thank you.

*continued from page 1*

the most forgotten with shelter and kindness. You help keep the doors open and the kettle warm."

## Stand out moments

When I asked Paula about the clients that stood out to her in 2022, it reminded her of Patrick. Barely out of his teens and struggling to heal his chaotic childhood and cope with the harsh reality of homelessness.

"When I first met him, Patrick was hurting, shy and completely lost – but full of potential." says Paula. "Your kindness meant he

could access our Young Persons Support Programme. At the darkest time of his life, we were able to be there to support him. And although he is still in emergency accommodation, he is actively building a new future for himself. I've no doubt his future will be bright, and we'll be with him every step of the way – as will you. Because that's what family is – a constant support system when you need it most. If you could see him now... see your donations at work, you'd be so proud.

## Rebuilding lives

"Patrick is rebuilding his life

again because of your support. And through our MQI family, just like any loving family, you are there beside them the whole way."

Paula wants you to know how much that means.

"Just thank you. If you've been with us for years or are just new to supporting our work – please know you are the warm embrace that is our MQI family. Every penny you give makes a difference here. Because you're giving the men and women who come to our door the chance to heal and start over. That's a priceless gift. Thank you." ■



*Emma Murphy, MQI's  
Donor Relations Manager*



## Emma & the Winter Wish List



If you've Winter Wish List items to donate and live in Dublin city, our own Emma Murphy will come round to collect them from you... For details, ring **01 524 0965**.

Items can also be dropped off in person to MQI at **24 Merchants Quay** (just past our Riverbank centre) from 10:00am to 3:00pm Monday to Friday.

- **Waterproof rain pants, so leg wounds can keep dry enough to heal**
- **Runners and boots, for frozen feet that have none**
- **New socks and jocks, sports bras, and underwear to restore dignity**
- **Feminine hygiene, toiletries, and shaving gear**
- **Hats, gloves, and scarves for warmth**
- **Bath towels (second hand is absolutely fine!) for people needing a hot shower**

## Big Wish

**€2,500 for heart-monitor in the health centre at Riverbank – this special equipment can save lives. If you can help, please ring Emma at 01 524 0965. Any additional donations will cover the cost of equipment needs we might have in the future.**



**Merchants Quay Ireland**  
Homeless & Drugs Services

24 Merchants Quay,  
P.O. Box 11958,  
Dublin 8

**To make your gift by phone: please ring us on 01 524 0139.**

- ☎ **Telephone:** 01 524 0139
- 👤 **Volunteering:** 01 524 0128
- ✉ **Email:** supportercare@mqi.ie
- 🌐 **Website:** www.mqi.ie
- 📘 **Facebook:** Merchants Quay Ireland
- 🐦 **Twitter:** @MerchantsQuayIR

At MQI we respect everyone who turns to us for help – and many are just beginning their fresh start in life. So while client stories are genuine and true, names are changed and stock photographs of models are used for illustrative purposes and to protect client privacy. Thank you for your understanding.