

Quay Times



Merchants Quay Ireland
Homeless & Drugs Services

A glimpse at the lives touched by your kindness

You Gave Shane a Warm Place to Rest, Away from the Cold

Shane was used to living outdoors. But last winter, the storms, rain, and cold became too much to bear. "I can't spend another winter out," he said. Because of your kindness, he found warmth, food, and a warm place of refuge...



There's a world of difference between loving the outdoors and sleeping rough through an Irish winter.

Shane knew how to manage outside. He could cook what he had on a small camping stove. He carried his belongings on his back. And when there was nowhere else to shower, he went out to wash in the sea.

But last winter, something changed. The storms came hard, and the rain fell harder. His backpack felt heavier with each

mile. And even Shane, who'd always known how to get by outdoors, began to wear down.

He needed what every person needs in winter... A warm shower. Dry clothes. A hot meal, and a door to close against the cold.

Without those things, even ordinary days had become too hard to survive. That's when your kindness led Shane to the doors of Merchants Quay, where he was met with the "simple" things that mean

"I had to get away and the only place I had to go was the streets."



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You are a light in the darkness

(A Warm Place to Rest, Continued...)

everything when you're sleeping rough through an Irish winter.

"Simple" things like a place to rest, away from the rain and wind. A hot meal. A real shower. Because after months of washing in the cold sea, a hot shower meant more than getting clean... It meant warmth reaching his bones... Feeling human again.

"It was just great to sit down, have a bit of heat."

Because of you, Shane could come in from the cold and give his body what it needed to keep going... Nutrition. Heat. A bit of peace.

But the shelter you provided was only part of what Shane found.

"Living rough is isolating," Shane shared. Moving constantly, turned away from city doorways, spending long stretches alone on the road... that kind of loneliness weighs on a person.

But at Riverbank, Shane could sit with others, share a cuppa, have a chat, and be welcomed by staff who knew his name. That meant the world.

Thank you for being there when the cold become too much. Because of you, Riverbank's doors were open, warm, and ready.

For Shane, and for everyone who arrives cold, hungry, or alone, your kindness is what keeps the lights on and the door open. Thank you!



The Warmth of Your Kindness

Every day, people like Shane walk through MQI's doors. Some haven't slept. Others haven't eaten. Most are cold. Your kindness meets every one of them with what they need most. If you're in a place to help, would you send a gift today?

*Your kindness warms the heart,
the hands... the whole person.*



€25 Warm socks and underwear, dignity in a packet.



€50 Gloves and scarves for the cold nights ahead.



€250 A hot shower, meal, and clean clothes for 40 people this winter.



€1,000 A Burco Boiler for hot drinks, warm meals and a welcoming space.



If you can help with any amount, call our Donor Care team on 01 524 0139.

You gave Rachel a safe place to belong

You never know what's around the corner... "I went from playing County GAA to sleeping rough on the streets," Rachel shared. But when grief took everything, your kindness gave her a place to belong and a reason to keep going...



Rachel had everything going for her. At 21, she was a county GAA player, qualified in childcare, and part of a close, loving family. Life was good.... Until it wasn't.

Her mum, her best friend, was diagnosed with brain tumours and given four weeks to live. ...And she was gone exactly four weeks later.

"She was my best friend... I just watched her die right in front of my eyes."

The loss was too much to bear. Consumed by grief, Rachel began using drugs to numb the pain. The drugs took

their toll, and she suddenly found herself completely alone, terrified, sleeping rough in Dublin. "I sleep with one eye open... If I even sleep at all."

If not for your kindness, Rachel would have remained cold, exhausted, and in danger. Because of you, she found MQI.

"It is a safe place where I can laugh and feel human."

When she walked through Riverbank's doors, she was met with open arms, a hot meal, and clean clothes that reminded her of her mum. And people who truly cared. "They're my family," she says.

Because of you, Rachel has a team fighting in her corner, helping her tackle addiction, access healthcare, collect her social welfare, and take her first steps toward a safe, stable life. Thank you!

A reason to smile ... because of you.

A Sunday smile, because of you

All week, Jim looks forward to Sunday dinner. When you have nowhere safe to go, and nothing to eat, a hot meal among friends can mean everything...

For someone sleeping rough like Jim, Sunday can feel especially lonely. Families gather for dinner, the shops close, and the usual places to warm up are harder to find.

So, when Jim found MOI and Sunday dinner, it was as if a door opened onto somewhere altogether warmer...

Instead of facing another long, lonely Sunday outside, Jim comes in from the cold and sits down to a proper Sunday meal. He likes to wrap his cold hands around a cup of tea, hear his name spoken kindly, and share what he calls "a bit of a yap" with others who understand.

And for someone who has spent so long out on his own, that means everything.

Your compassion gives Jim more than food. It gives him a place to belong, a reason to smile, and the comfort of knowing he doesn't have to get through Sunday on his own.

Thank you for making sure Sunday Dinner is a place of real warmth, dignity and hope.



A warm welcome from Antoinette and Val, our Sunday Dinner staff

Your Kindness, Their Lifeline

A hot meal may bring someone to MOI. But life on the streets takes a brutal toll... Unhealed wounds, addiction, health problems that can't wait. Here's a snapshot of the care you make possible...



GP

Your gift brings healing and care



Nurse

You tend to wounds and restore dignity



Mental Health Team

Your kindness brings light to dark days



Dentist

You bring relief from pain, a reason to smile



Addiction Caseworkers

You're there when life feels impossible



Counselling

You make sure no one suffers alone

The First Step You Make Possible

David is a project worker at Riverbank. And he sees it all. The forgotten faces. The hunger. The surging queues. And... the daily victories your compassion brings to every person who walks through that door...

David would say it's the small acts of kindness that make room for someone to begin again.

Learning someone's name. Offering a meal. Helping them to a GP. Sitting with them long enough that trust begins to grow.

As a boy in the US, David spent time at the homeless coffee shop his parents helped run. He played cards, chatted, and listened to their stories. Long before he worked at Riverbank, he learned the heart of the work.

"It's all about building relationships with people."

Because often, the coffee... the remembered name... the listening ear offered at the right moment... becomes the first step toward a better life.

David recalls Greg who came back to MOI one day in a sharp suit, with a lapel pin on his jacket. At first, David didn't recognize him.

But Greg remembered him.

A year and a half earlier, this man's life had fallen apart. He didn't know where to

turn, how to register as homeless, or what steps to take next. David had helped him find his footing.

You could have called them small things. The paperwork. The kind words. The support. But they didn't stay small. Because today, Greg was managing a hotel. And after walking past MOI many times on his way to work, he finally came in to say thank you.

"Sometimes it's those really basic things... give people a little bit of dignity... it can make them feel good and be the difference."

That is the power of your care, your heart. You may never see where your kindness leads. Because of you, someone at their lowest can find the first step toward beginning again.



For being part of the MQI family - thank you.

A Celebration of You: The MQI Christmas Concert

Whether you bring a friend, gather with family, or simply join us in spirit, there's a seat for you this December as we say thank you for keeping vital care ready through the coldest months...

On Sunday, 6 December, from 3:30pm to 5pm, you're invited to gather with us at Adam and Eve's Franciscan Church on Merchants Quay for an afternoon of beautiful Christmas music performed by the Dublin Concert Band.



Because behind every meal, clean set of clothes, GP referral, and conversation, your compassion is there, making it all possible. Please, come as you are, bring family and friends, and let us thank you in the heart of Dublin, in the place where MQI's work began! RSVP to the Donor Care team on 01 524 0139.



Enduring Warmth, Because of You



Your generosity brings warmth to people facing homelessness and addiction.

It's only because of your faithful giving and care that support is ready the very moment someone reaches out: a warm meal, a safe place to rest, and the chance to begin again. It's your steadfast compassion that reminds people, even on the hardest day, that they are cared for.

If you'd like to join our special group of supporters by setting up a monthly gift today, we would be deeply honoured to welcome you. As the cold winter months set in, your ongoing kindness will make sure that warmth endures. Simply complete the enclosed reply form and return it.



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

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.