



HAIL

Housing Association for Integrated Living

HAIL HAPPENINGS



Welcome to the Spring Edition of HAIL Happenings. As we approach the end of the first quarter of 2021, it is hard to believe that we're more than 12 months into this pandemic. The most important thing is that we all continue to keep safe and well, and look after ourselves. We would like to sincerely thank you for your understanding and co-operation throughout the last year, which has been a challenging time. We are pleased that we have been able to continue the majority of our services, and we look forward to being able to meet more of our service users on a face-to-face basis as the vaccine roll-out continues. We encourage you to stay connected. Try and get online and take part in our Zoom social and group activities – it's a great way to connect.

We've included a guide on how to do this and your support worker can also help you on this. We hope you enjoy this edition of HAIL Happenings. If you have any comments or suggestions or would like to contribute to the next edition, please contact info@hail.ie or call head office.

Follow us on twitter



@HAILHousing

Thought for the Day

“Courage is not the absence of fear, but rather the assessment that something else is more important than fear.”

Franklin D. Roosevelt

HAIL Support Service expands to Co. Sligo



HAIL is delighted to announce that it has recently commenced an important project in county Sligo, after securing funding under the Housing Finance Agency (HFA) Social Investment Fund. The project sees HAIL work with clients with mental health difficulties that have experienced delayed discharge, due to on-going accommodation issues. This is a much needed partnership project with the Sligo Leitrim Mental Health Service, Sligo County Council, HAIL and the HFA. This funding has enabled us to recruit a part-time Tenancy & Housing Support Worker who is also based in the Sligo region.

Information on COVID-19 vaccine appointments

As the COVID-19 vaccination process continues, people who are most at risk from COVID-19 are still being vaccinated first. Vaccinations will be offered to other groups as soon as possible. Vaccinations are being carried out through vaccination centres, GP surgeries or community pharmacies. For more information on the vaccine roll out, or the latest groups currently being vaccinated, visit <https://www2.hse.ie/covid-19-vaccine>



Connecting in the *Community*

As a recent activity, members of the 'Hail, Rain or Shine Walkers' Peer Support Volunteer group went on a walk and picked up a stone, bringing it home. Each member of the group then had the chance to be creative, by drawing or painting the stone, and placing it somewhere in the community. In the hope that others may come across it and be encouraged to do the same. Picture above is a snippet of their creation.

HAIL Peer Support Service continues online

Our Peer Support Volunteers (PSVs) continue to run a series of regular online groups for HAIL tenants and clients. Although we can't always meet in person due to coronavirus restrictions, we can still stay in touch!

PSVs offer social, emotional and practical support to HAIL tenants and clients. Our PSVs are fully trained and complement our support services. They offer one-to-one support and help run our many social groups, including the HAIL United football team, a music group, book club, pool group, a walking group and a women's group. PSVs have gone through a process of recovery and wish to use this experience in a positive way to support other people with mental health difficulties as part of their recovery process.

- Our PSVs are available to connect with you on a one to one basis or within a group.
- Our PSVs are available 7 days a week during the day and in the evenings.
- Peer support is available to HAIL tenants and clients and is open to external clients through other organisations and mental health teams.

HAIL Online Peer Community Calendar 2021

Mondays

Music Group – 2-3.30pm

Our Music Group is about being creative and enjoying our love of music. We play songs together or individually, covers and original pieces. Novice or expert, all are welcome.

Let's Talk Mental Health – (Wellness, Recovery & Action Planning), 4pm-5pm

Drawing on the WRAP principles and CHIME model of recovery, we chat all things wellness, recovery and mental health. We support one another with practical ways to manage our mental health and recovery.

Tuesdays

Dream & Meditation Group – 10am-11.30am

Our sessions start with a relaxing grounding exercise and we move in to a chat about the dreams we have had over the course of the week and what we might learn from them. We close the group with a healing and relaxing meditation.

What's the Story? – 2-3pm

This is not a traditional book group but instead a space to read a story, listen to a story, share a story or chat about something you have read or we read together. It is a space for creative writers and an opportunity to broaden your perspective beyond your personal experience. This is an inclusive group and literacy is not required.

Wednesdays

Mindful Art – 3-4pm

Using mindful movement, we focus during this hour on processing challenging emotions. We begin with a grounding exercise and close with a gentle meditation.

Football – 4pm-5pm

HAIL United members and anyone interested in football is welcome along to this weekly catch up where during lockdown team members and friends meet up to stay active and chat all things football.

Fridays

Get Up to Catch Up (Recovery & Self Care) – 10.30am-2

Based on the CHIME model of recovery, we chat all things recovery, self-care and how our week has been as we get ready for the weekend. We chat about what steps we have taken to look after ourselves and how we have experienced our week.

HAIL, Rain or Shine Walkers – 1.15pm

If you know a walk makes you feel good but you are struggling with the motivation to get out this is for you. Join us at 1.15 for a check in before we head out for a walk. While we might be walking alone we are doing our walks together. Join us after your walk at 2.20 and let us know how you got on.

Social & Cultural Group – 4pm-5pm

Each week we take an hour to kick back and enjoy ourselves. We watch live clips of music, theatre and all kinds of performances and have a chat between each piece. We also use this hour for social events including quizzes and games nights.



'Get up to Catch up'

Each week, our 'Get up to Catch up' PSV group meet online to chat all things self-care and recovery. Members share a word connected with how they feel about their connection to the Get up to Catch up Group. Here are a selection of words that have been shared so far (above).

Technology and Smart Phone support is now available to tenants

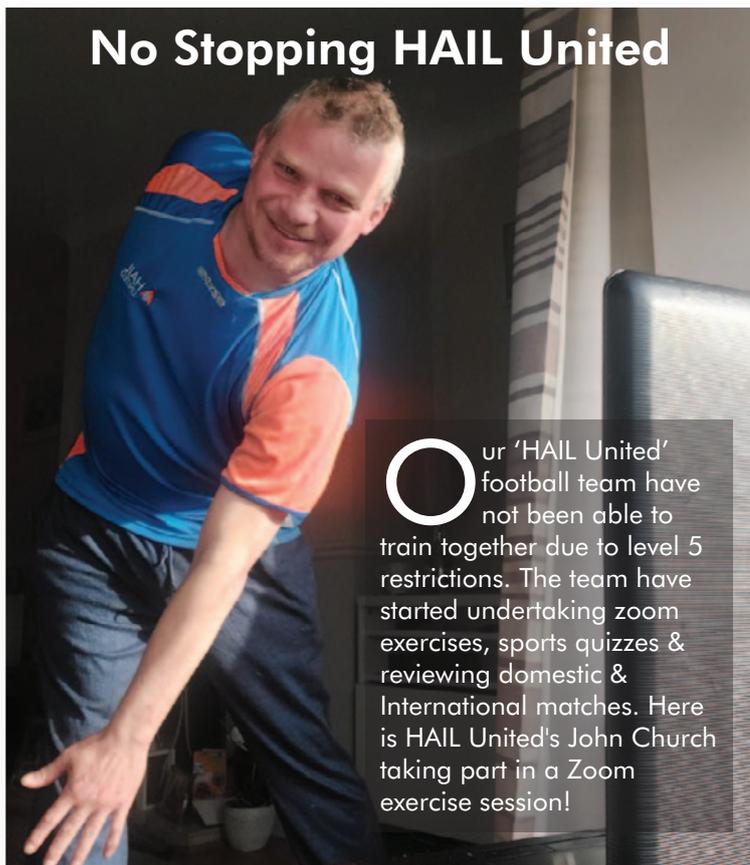
If you are interested in participating or you are already attending HAIL's online activities, but technology is an issue, then don't worry! HAIL can now provide technology/smart phone support through phone loans and phone credit to a limited amount of clients.

To find out more and to express your interest, contact: Naoise from Mon – Fri 9am-5pm – Tel: **087 096 9707** or Email: **naoise@hail.ie** as soon as possible and no later than **Friday 7th May**.

Our online community gives clients the possibility to receive ongoing individualised peer support, and to participate in social activities over Zoom and video calls. Entertainment, connection, a listening ear and a cup of tea and a chat are available individually and in small groups to promote wellbeing and combat loneliness, for everyone engaging with the service.

We understand that joining a group online might be initially uncomfortable for some people, so we understand that people may prefer to leave their cameras or microphones off. Listening is a gift too and people are welcome to connect with the online community in a way that is comfortable to them.

*If you would like to join a group or have suggestions for groups or events that you would like to see HAIL running, please feel free to contact our Mental Health Recovery Co-ordinator, Naoise Cunningham, at **naoise@hail.ie** or by phone on **(01) 671 8444**.*



No Stopping HAIL United

Our 'HAIL United' football team have not been able to train together due to level 5 restrictions. The team have started undertaking zoom exercises, sports quizzes & reviewing domestic & International matches. Here is HAIL United's John Church taking part in a Zoom exercise session!

HAIL Tenant's Forum

HAIL's Tenant Forum has entered its 2nd year with meetings now taking place monthly via Zoom. The forum is a great place to discuss various issues which affect tenants, and also how Hail can help improve its services. Members of the forum were particularly looking forward to visit a Housing Association in Northern Ireland, which is an organisation similar to that of HAIL. Unfortunately, because of COVID-19, this trip has now been postponed. The group are hopefully this can take place sometime in the near future as we slowly try and return to normal in 2021.

The Tenant's Forum would love to hear from you if you feel you would like to find out more about the Forum and indeed would like to join as a member? All are welcome.

You can contact **louise@hail.ie**, or **info@hail.ie** or your Housing Officer for more information.

Cormac Woods, HAIL's Tenants Forum

'IWD'**by Brid Fitzpatrick**

Into a graceful day,
flowers of femininity
are celebrated
in all our hearts.

The creativity of the soul,
like a whimsical craft of
the imagination, guides
like a lantern to the
essence of the feminine.

We sing our songs in
an elegance spell as
the global meeting
of the Midnight Court
is brought together
in the assembly of hearts.



Brid Fitzpatrick is a Wordsmith – Writer, Poet, Lyricist and Librarian. Her most recent book 'Poem Drops' is a collection of poems about spirituality and nature. It can be bought from www.kennys.ie.

**Don't forget your name when paying rent!**

Please remember to include your name when paying rent at the bank. If you don't, we won't be able to allocate the money correctly.

It's best to use a HAIL lodgment card when making rent payments. If you don't have one, just contact the head office and we'll post you one.

Are you on Email?

Would you prefer to receive HAIL Happenings by Email? Receiving news by email is better for the planet as it saves on paper, printing and postage. If you have an Email address and would like to receive HAIL Happenings electronically, please let us know by contacting info@hail.ie or calling **Head Office**.

**Out of Hours
Emergency Number**

To report an **emergency maintenance problem** please contact the **24-Hour Call Centre Emergency Number on (01) 536 9607.**

You must **ONLY** use this number in the case of a maintenance emergency, for example;

- Imminent threat of flooding
- Total failure of the electricity supply/ electrical fault
- Gas leak or boiler not working
- Serious risk to life or health as result of a fire

If the problem does not fall into any of the above categories, report the problem as soon as possible to the HAIL office on the next working day.

In the case of a personal emergency, please contact your Local Community Mental Health Team, your GP, sponsor or attend the emergency department of your local hospital.

Tenants and volunteers celebrate International Women's Day with online event

Volunteers, tenants and HAIL staff got together on March 8th for an online gathering to mark International Women's Day. A big thanks to Kim Gorey, a HAIL Peer Support Volunteer, who MC'd the occasion. The event included a number of guest speakers, music, poetry and a quiz. Invited speakers included Rita Lawlor, a former athlete and Global Ambassador for the Special Olympics. Ms Lawlor discussed the importance of positivity in the lives of women and how this positive mind-set is even more important during the current COVID-19 pandemic.



Rita Lawlor,
Global Ambassador for
Special Olympics

Another speaker included HAIL tenant Miriam Breen, who started her journey with HAIL 16 years ago. Being a member of the 'HAIL United' football team and a member of HAIL's Tenant's Forum, Miriam takes an active part in a number of very successful and sustainable social activities. Ms Breen discussed the importance of HAIL's social activities – and how these activities help people integrate into their communities and support mental wellbeing.



Kim Gorey,
HAIL Peer Support
Volunteer

Brid Fitzpatrick a writer, poet and librarian discussed creative writing and inspiring women in the arts. The HAIL Music group also performed their original piece, 'Set Sail with HAIL', with lyrics by Patrick Clifford and arrangement by Darren Cullen.

Speaking at the event, Martina Smith, CEO of HAIL, acknowledged female members of staff, peer support volunteers and members of the Tenant's Forum – and women taking up leadership roles in each of these areas.

For more information on HAIL's Women's Group and the peer online community, people can **Email: info@hail.ie**

Useful Numbers – Keep these handy

**HAIL Emergency (Out of Hours)
Maintenance Helpline**
01 536 9607

Bord Gáis
Emergency Tel: 1850 20 50 50
Customer Service Tel: 1850 632 632
www.bordgais.ie

Electric Ireland
Emergency Tel: 1850 372 999
Customer Service Tel: 1850 372 372
www.electricireland.ie

Irish Water
Tel: 1850 448 448
Emergency Tel: 1850 278 278
www.water.ie
Local Authorities:

Dublin City Council
Tel: 01 222 2222

www.dublincity.ie

**Dun Laoghaire/
Rathdown County Council**
Tel: 01 205 4700
www.dlrcoco.ie

Fingal County Council
Tel: 01 890 5000
www.fingal.ie

Kildare County Council
Tel: 045 980 200
Email: customercare@kildarecoco.ie
www.kildarecountycouncil.ie

South Dublin County Council
Tel: 01 414 9000
www.sdcc.ie

Opt Out?

If you would prefer not to receive future copies of HAIL Happenings, please let us know by contacting the head office on 01 671 8444 or **Email: info@hail.ie**

20 years & counting for Joan!



In February, HAIL's Tenancy Sustainment Settlement Worker Joan Bissett officially marked 20 years of service with HAIL.

CEO of HAIL, Martina Smith, noted how this was a great personal achievement for Joan and we all look forward to many more years with her at HAIL.

We also look forward to a proper celebration with Joan, once COVID-19 restrictions allow!

Providing Housing & Support Services during COVID-19



Vineta (pictured above) moved into her new home last February. After many years waiting for appropriate accommodation, Vineta says her new home is more spacious for both her and her children.



HAIL tenant Dervla (pictured left) also moved into her new home last February. Dervla says she is now looking forward to joining in with the social elements of being a HAIL tenant!



Repair Requests

As you all may be aware, HAIL has only been carrying out emergency repairs and maintenance repair requests since the beginning of 2021, however, due to recent government guidelines, please be advised that HAIL can now commence all categories of repairs. Please note, if you have reported a repair to HAIL over the past four months, we have logged this repair and will be issuing a works order to our contractors to carry out the same, you do not have to request the repair again.

If you have not logged a repair request or if you are experiencing a repair issue in your home, please contact HAIL with the details through one of the following methods:

Tel: 01 671 8444

Email: info@HAIL.ie

Online: <https://hail.tiltaffinity.com/report-a-maintenance-problem>

If you have already reported a repair issue and feel it has gotten worse or needs to be escalated please telephone **01 671 8444** with the details.



Housing Association for Integrated Living

Second Floor, Central Hotel Chambers, 7-9 Dame Court, Dublin 2.

Tel: **01 671 8444**

Email: **info@hail.ie**

Website: **www.hail.ie**

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Recipe Box



Lemon Chicken

Ingredients:

- 2 Chicken Fillets
- 2 lemons
- Clove of garlic
- 1 Teaspoon of basil
- 1 Teaspoon of Oregano
- 3 Tablespoons of Honey
- Fresh Rosemary (Optional)

Method:

- Firstly, wash your hands, raw chicken is something you have to be very careful with!
- Heat the oven to 200c
- In a pan, drizzle some oil (I like to use virgin olive oil) add the chicken fillets
- Keep in the pan till they brown on both sides (around 3 mins each side)
- In a jug or bowl, add the juice of one of your lemons with the honey, garlic and basil and Oregano, and then mix them all together
- Place the fillets on a baking tray and pour over the lemon sauce
- Cut the other lemon up and add the slices to the tray with the rosemary, if you are using this
- Place in the oven for 20-25 mins
- Every 10 mins open up and rebase the chicken with the sauce in the tray, using a spoon with seasoned asparagus and either rice or roasted potatoes

Enjoy!

Kindly supplied by our HAIL staff member, Carl Finlan

New staff join HAIL

A big welcome to five new staff members who have joined the HAIL team.



Michelle Lally

Michelle Lally

Michelle is our new Mental Health Tenancy Support Worker for Co. Sligo, marking HAIL's first Project within the county!



Cathal Maher

Cathal Maher

Cathal is our new Technical Officer joining the Housing and Property team. He is a Chartered Building Surveyor with a wealth of experience in property and construction. He will be based in the head office.



Julia Averina

Julia Averina

Julia is our new Finance Manager. Her role will include looking after our monthly & quarterly management accounts and being responsible for the provision of information and financial reports to external bodies.



Andrew Sexton

Andrew Sexton

Andrew is our new Mental Health Tenancy Sustainment worker for the Dublin City Council Region, and a proud Limerick native!



Paul Gallagher

Paul Gallagher

Paul is our new Communications Manager and is looking forward to meeting as many of you as possible in the coming weeks.