



2018

helping
to make

ANNUAL
REPORT

hospital
a
happier

place
for
children



Making hospital a happier place for children through play and advocacy

Welcome Note



For Children in Hospital Ireland 2018 saw a number of really important initiatives come to fruition. In addition to the volunteer-led play service, we also concentrated on developing new materials and supports for working with the 0-6 year age group through our Playful Project. We have now launched the resource materials from this project; these are now available on request or can be downloaded from our website.

In Our Lady's Children's Hospital, Crumlin, we have greatly increased our work in the *JustAsk* service so as to provide an enhanced welcoming and information service for parents, children and others as they arrive into the hospital. This is an innovative and valued service in the hospital.

Our play service continues to grow and we recruited many more volunteers this year to go into 13 hospitals across the country. Our volunteers are the public face of our organisation and provide a much needed and appreciated service in the hospitals. In addition, it is through the regular training and support of our volunteers that we remain up to date and aware of the needs and concerns of children and parents. I would like to take this opportunity to thank all the volunteers who give so generously of their time and make a real difference in their local hospital.

We have also been active in 2018 in the areas of education, information and advocacy. In March 2018 we had a successful annual lecture with consultant psychologist, Barbara Wren, who spoke about building and maintaining resilience in those who work with children who are in hospital.

This year Children in Hospital Ireland collaborated with some Dublin schools. Students generously devoted time and effort to putting together hundreds of isolation play packs and colouring packs, thus helping CHI in its efforts to ensure that every child in hospital – whether in wards, in isolation rooms or in emergency departments can receive a “create” pack. This is in line with one of our strategic priorities - enabling all children and young people to have access to facilitated play and recreation during their time in hospital.

In early 2018, the Board of Children in Hospital Ireland (CHI) made a commitment to develop a new Strategic Plan for the organisation, covering the period 2019 to 2021. Given the changing context and structure of paediatric healthcare in Ireland, the Board felt it was timely to reaffirm its commitment to providing services to support children in the healthcare system, and their families, through a plan specifying CHI's key objectives and priority actions for this three-year period.

We are happy to say our Strategic Plan has now been launched and copies are available from the CHI office and the plan can also be downloaded from the CHI website (www.childreninhospital.ie)

We look forward to the year ahead and to focusing on each of our strategic priorities as set out in the Strategic Plan. We will be actively working with other organisations, both statutory and voluntary, to promote the rights and wellbeing of children and young people in the healthcare system in Ireland.

Anna Gunning, CEO

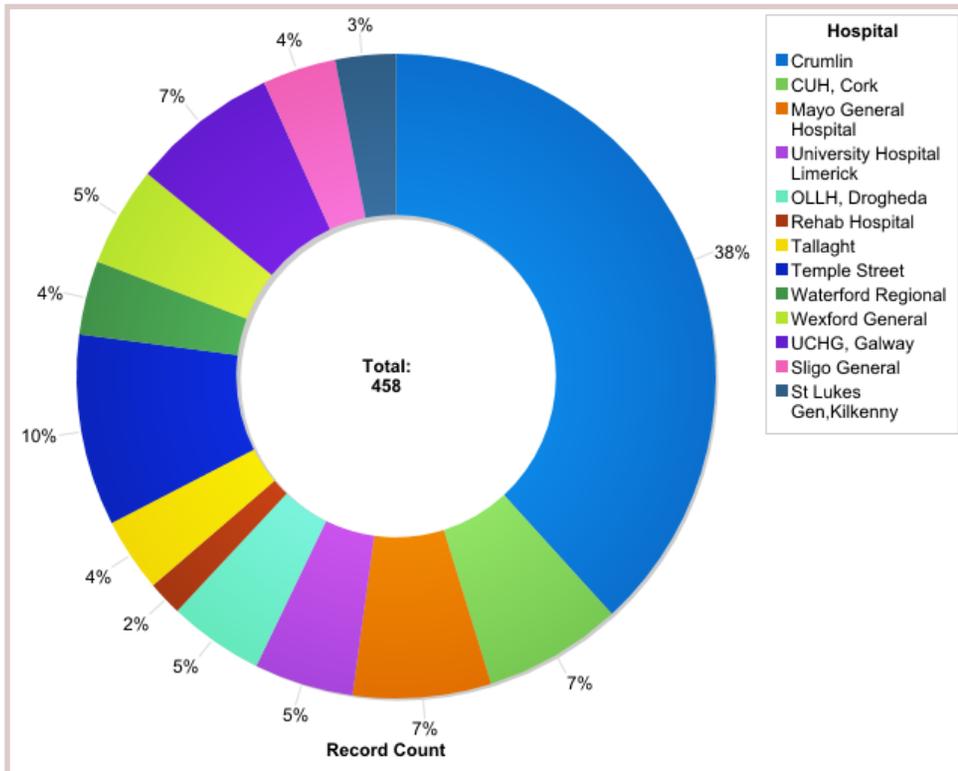
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164

New volunteers placed



We now have

458

active volunteers

254 volunteers completed the HSE Children First Training

Our 2018 volunteer survey revealed very encouraging results, with even more positive findings than in 2017, and shows that staff communication and support changes are resulting in a higher satisfaction level for volunteers. Peer-to-peer support is very important to volunteers, and CHI will continue to support the development of this with staff resources; it will work to strengthen team leadership, and to provide social team-building activities for volunteers.

Volunteer feedback from our 2018 Volunteer Survey

“Delighted to be part of such a worthwhile cause.”

“I’ve nothing but positive feedback to say about my experiences being a volunteer. I volunteer for two hours each week and sometimes those two hours are the highlight of my week”

“I feel wonderful as I leave the hospital each week. It’s lovely to be able to distract an anxious or worried child with a bit of silly play. Seeing a child laugh at your nonsense singing or card playing etc. is priceless. Thank you for making it all happen.”





Volunteer Appreciation Day

We were delighted to be able to host a volunteer appreciation day for all CHI volunteers on 30th June 2019; this initiative was supported by funding from the Lauritzson Foundation. Seventy volunteers gathered at the Richmond Barracks for a day of fun and interesting and enjoyable training workshop opportunities. Volunteers came from near and far, including people from all of the 13 hospitals in which CHI services are provided. To help with this, we were supported by the Dublin Bus Community Spirit Initiative who provided bus transportation between Heuston Station and Richmond Barracks.



Workshops on the day

Teambuilding with ReCreate

Interactive Play for Children with Complex Needs (Helium Arts Niamh Lawlor and Deirdre Rogers)

Our Wonderful Senses with Phillida Eves (Baboro)

Promoting Positive Infant Mental Health with Emma Byrne McNamee

Exploring Lego with Aoife Kelly

Creative Writing with Sara Bennett (Fighting Words)



Feedback: What did you enjoy most?

"Seeing the creativity people bring to their work. The passion is infectious! The people were very warm and welcoming. The food was excellent!"

"Learning new play ideas with simple objects."

"Interactive play for complex needs—Amazing"

"Meeting the other volunteers and hearing about their hospital"



New Funding Grants Awarded in 2018

Grant Awarded by:	Amount	Duration of Grant	Project Funded
Dublin Bus Community Fund	5,000	2018/2019	Teenage pilot project
Blossom Fund	2,000	2018/2019	Creation & distribution of isolation packs

We are grateful for all the continued funding received from Pobal -The Scheme to Support National Organisations through the Department of Rural and Community Development, the Lauritzon Foundation, Temple Street CUH and Our Lady's Children's Hospital, Crumlin.

Fundraising Highlights



Celine Byrne's Fundraising for CHI
€11,000



Cuppa & Cookie Events Nationwide
€2,600



Great Dublin Bike Ride
€6,000



Ladies who Lunch Fundraiser Sandford Park School Committee
€5,400





Delivery and Implementation of the Playful Project



The Playful Project officer consulted with volunteers, hospital play specialists and staff members in 13 hospitals across the country. Particular areas of need identified included facilitating play for children with additional needs, involving parents in play, providing play opportunities for babies and infants under two and providing play opportunities for children who had regular or long-term hospital stays.



Arising from the needs identified in the consultations, we developed the following resources:

- Playful Manual
- Playful Parent pack
- Sensory play toolkit and tips on sensory play
- Treasure basket and tips on using treasure basket
- Four craft kits and suggested activities
- 'My story' creative writing template in collaboration with Fighting Words
- Four training videos which can be downloaded at www.childreninhospital.ie/playful-videos
- Sensory play packs
- Sensory stories
- Simple crafts
- Treasure baskets
- Updated online resources for volunteers
- World Book Day suggested activities
- Handout on quick play ideas for waiting areas
- Workshops on 'Facilitating play in the wards' – delivered in Temple Street and Waterford
- Workshops on 'Inclusive Play' – delivered in Dublin, Kilkenny, Mayo, Drogheda and Limerick
- Workshops on 'Multisensory play', 'Infant mental health', 'Creative writing' and 'Lego as a therapeutic medium' – delivered at the Volunteer Appreciation Day



Projects

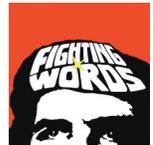


2018 was a great year for new and existing collaborations with other organisations in order to deliver different and exciting projects and workshops in hospitals around Ireland.

Collaboration with **Helium Arts** – Cruinniú na n-Óg in June 2018. Helium Arts in partnership with CHI brought multi-sensory, interactive play experiences to children with additional needs in Our Lady's Children's Hospital Crumlin and Temple Street Children's University Hospital.



World Book Day – CHI with **Fighting Words**, the creative writing centre, and author Sarah Webb hosted a Creative Story Writing Workshop in Our Lady's Children's Hospital Crumlin in April 2018



Support for the **Playful Project** - We received invaluable support and contributions from a wide range of organisations throughout the development of the Playful project and resource manual.

Pictured : Jake Carter, celebrating with Kate Doyle, winner of the CHI Cow Colouring Competition at Our Lady's Children's Hospital, Crumlin





Advocacy, Education and Planning

Advocacy and Education - Annual Lecture 2018

The theme of the CHI Annual Lecture 2018 was "Building & Maintaining Resilience when Working with Children in Hospital"

We were delighted to welcome Guest Speaker, Barbara Wren, psychologist and author of *True Tales of Organisational Life* (2016).

The event was well attended and garnered media interest with a feature in *The Irish Times* which you can read by visiting www.childreninhospital.ie/2018/04/



"CHI, Eilish Hardiman, CEO NCHG, Mary McCarron, Head of School, CHI, Barbara Wren, Consultant Psychologist"

Children's Health

CHI staff delivered a lecture to pre-nursing students in Dun Laoghaire

CHI wrote to *The Irish Times* in relation to the impact of poverty and inequality on children's health status and their access to healthcare; this letter was published on 22nd November 2018 and it can be read at www.childreninhospital.ie/child-poverty-poor-health-outcomes/

AGM 2018

Our AGM was very well attended by volunteers and members and our guest speaker was Dr. Lisha O'Sullivan of Mary Immaculate College in Limerick with an engaging presentation and discussion on Diversity and The Early Years.

New Children's Hospital Group

In 2018 we continued our work with the Children's Hospital Group and met with its staff on a number of occasions to keep up to date on developments and to plan for the future role of CHI within the new hospital and the two satellite Urgent Care Centres at Connolly Hospital, Blanchardstown and Tallaght University Hospital.

Strategic Planning

In early 2018, the Board of Children in Hospital Ireland (CHI) made a commitment to develop a new Strategic Plan for the organisation, covering the period 2019 to 2021. Given the changing context and structure of paediatric healthcare in Ireland, the Board felt it was timely to reaffirm its commitment to providing services to support children in the healthcare system, as well as their families, through a plan specifying CHI's key objectives and priority actions for this three-year period.



You can download a copy of our Strategic Plan from www.childreninhospital.ie or request a hard copy from the CHI office by emailing info@childreninhospital.ie

EACH

In September 2018, Anna Gunning, CEO, attended the committee meeting and conference of the European Association for Children in Hospital (EACH) of which CHI is a member. A resolution on pain management for children was adopted by the meeting.



Our Reach

Our **social media** followers liked, reacted, commented or shared our stories **33,062** times.



Our PR activity resulted in:

9 national & regional radio interviews in 2018



10 features in national & regional newspapers



Online Communications

Online communications continue to be our most valuable method of communicating with our volunteers, keeping our members engaged and enabling them to engage with us, reaching wider audiences, updating the general public with news from our sector and highlighting our ongoing work.

In 2018 we provided information via our social media platforms, our website (www.childreninhospital.ie), quarterly newsletters to our volunteers and bi-annual member updates.

Open rates for volunteer newsletter vs. industry average - **70% vs. 19.39%**

Open rates for member update vs. industry average – **60.9% vs. 19.4%**

Our website received **20,855** visits in 2018 which is an increase of **17.3%** on the previous year.

Helping children in hospital

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Governance and Finance

Governance

At the 2018 AGM, members of CHI approved amendments to the **Constitution of Children in Hospital Ireland**. these changes were made to ensure that the Constitution is in line with legislative developments in recent years and to better reflect the current needs of the organisation.

All child safeguarding policy and procedures have been updated in line with **Children's First**: National Guidance for the Protection and Welfare of Children (2017).

Staff and Board members attended **training on governance and the legal obligations** of voluntary organisations.

Data protection procedures and CHI's Data Protection Policy were reviewed and updated to take account of the requirements of the **GDPR** (General Directive on Data Protection) which came into force in May 2018

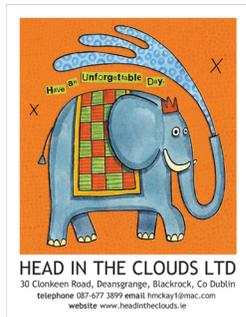
The Board and staff members are working towards ensuring that CHI is in full compliance with the **Charities Governance Code** issued by the Charity Regulator in November 2018

Finance

Summary Income and Expenditure for 2018

Income	€
Government / Public Grants	129,801
Other grants	99,880
Donations and fundraising	48,232
Membership	6,883
Total Income	284,796
Expenditure	
Cost of raising funds	4,029
Activities and programmes	55,949
Staff costs	177,763
Other staff costs	1,527
Office costs (rent, IT, Communications)	31,083
Professional fees (accounting and other)	10,470
Governance	6,703
Total Expenditure	287,524

Thank you for your continued support



Rialtas na hÉireann
Government of Ireland



government supporting communities



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