



A Positive Outlook

Annual Report 2009





Mission Statement

Open Heart House is a centre of warmth, welcome and acceptance, which actively embraces and supports people living with HIV and AIDS. The centre encourages a positive approach to living with HIV and AIDS through facilitating a supportive network of peers nationwide in an environment of confidentiality and safety.

Through a process of partnership, OHH involves members centrally in the running and development of the project. OHH provides a range of support services to people living with the virus regardless of race, religion, age, sexual orientation, gender or disability status.

OHH works and collaborates with members, other agencies and Health Boards to educate and disseminate knowledge about the illness so as to continually nurture and develop a climate of hope and acceptance for those living with and affected by HIV and AIDS.



A word from the Chair

As we commence our fourteenth year at Open Heart House I am keenly aware of the pain and the stress that the current economic downturn occasions for our members and, indeed, for all those involved in our organisation. While the primary focus of our efforts is ever and always our members (and the reason for our very existence) we are conscious that in order to provide the essential services to them we are dependent upon the resources, time and commitment of a range of stakeholders: donors, volunteers, staff, Government departments and agencies and Board members. This dependency on stakeholders will always be a defining feature of projects such as ours and a key factor in their survival during difficult economic times.

The survival of Open Heart House in this coming decade will come from a mixture of prudent management, with cost control a determining feature, coupled with energetic, creative ways of raising the necessary funds to continue and sustain the work. In confronting these challenges we are fortunate in having as our CEO Paula Gilmore, who magnificently combines these two requirements: strict focus on costs together with consistent focused fundraising from a range of sources. In this critical task she is supported by an excellent management team and staff.

I wish to thank those who support our work in a myriad number of ways, most of the time quietly and without desire for approval or notice. You are the underlying strength of the



community that is Open Heart House whether you are a member, a volunteer, a donor, staff, Board member, from a hospital, Government department or other agency. It is your support and efforts that will both bring our project through this severe economic crisis and be the guarantee for successful future development.

I applaud and thank Hagan Bolger for his excellent work in producing this report.

Patrick Nolan
Chairman

C.E.O.'s Report

2009 was a very difficult year from a financial point of view. Fortunately we were able to call upon our many loyal supporters who supported us as generously as they could. At the start of the year we received a very generous donation of 100 original pieces of art from Br. Con Hurley. We held an Art Exhibition in The Marino Institute and all 100 pictures were sold.

We also engaged in a Strategic Planning Process in 2009. This was a very detailed and inclusive process, enabling us to focus and direct our work in the coming years to ensure the best quality service for our ever increasing membership. This was a very rewarding process and I'd like to thank all those who got involved in any way.

As always we aim to provide a range of high quality services to meet individual needs. We continue to be

the largest HIV & AIDS support service, widely recognised, valued and respected. We aspire always to work with integrity, openness and honesty for the benefit of the HIV positive community.

Our range of services are supported by 245 volunteers we could not function without their dedication and commitment. Thank you to all our volunteers. Thank you also to our staff who are all highly professional and have achieved some truly amazing results. Thank you and well done to everyone for yet again helping us to meet our vision, mission and purpose. We are continuously indebted to the Religious Congregations, the business community, the HSE and the many Trusts and Foundations for their very practical and financial support.



Finally I would like to thank the Board of Directors for their ongoing support and vision and for sharing their talents and expertise with us during the past year.

Paula Gilmore
Chief Executive Officer

Operations Review

Faced with an ever changing economic landscape Open Heart House prescribed itself the duties of preparing the way ahead in order to meet the needs of our Membership into the future.

Strengthening our organisation was something we indeed aimed to do. In 2009 we found ourselves with a golden opportunity wherein through the Vodafone World of Difference Programme Hagan Bolger was successful in being awarded the opportunity to work for Open Heart House for a full year as our Communications Manager. To say that we were happy and excited with this opportunity is an understatement to say the least. From how we see our-

selves as an organisation through our brand, to how we portray ourselves through our image, Hagan commenced this vital work with vigour in 2009, which will benefit the organisation for years to come. Apart from our new identity, some of the most significant outcomes of this process include our new user-friendly website featuring an online peer-support forum, and compelling series of awareness campaign advertisements.

In April we had a very enjoyable outing to Fermanagh to the SHARE holiday village whereby our members, staff and volunteers

enjoyed a fun packed weekend. This was a great example of our Open Heart House community coming together and supporting each other and, more importantly, having fun.

From a day to day perspective both teams within Open Heart House worked flat out throughout 2009 to be ever



Operations Review

creative and innovative with our therapies and educational programmes which could be on offer. It was a year where many programmes and classes were provided. From yoga, literacy training for trainers to Juare our Membership enjoyed a variety of opportunities to develop and manage into the future. Our Counselling & Psychotherapy team were steadily kept going throughout the year. I am glad to say that during 2009 the waiting time for counselling was never too long and on average was about two weeks. By the end of 2009 we had 7 psychotherapists and counsellors devoting their free time to Open Heart House. As with all our services and teams Open Heart

House would not function as well as it does without the dedication and commitment of all our volunteers and for this I would like to say thank you to all our volunteers from 2009.

Through our working relations with other organisations we developed ways of meeting the needs of our members through partnership. Some notable projects commenced in 2009 working with the VEC through the Back To Education Initiative and also through working with NLN on vocational training for women.

It is with a note of sadness that we saw two of our staff move on from Open Heart House at the end of 2009. Both Tara Brown and

Lorraine Kerins were a great asset to Open Heart House. We wish them all the very best into their future.

Our message has never been less important and how we convey that message is vital. By the end of 2009 we had our new website up and running. To this end it shines as a fresh, vibrant beacon of hope, support and opportunity for all people living with HIV. I truly look forward to 2010 and am confident that together Open Heart House has an even stronger message and place in our society, a society that we all belong in and that we all belong to.

David O'Duffy
Operations Manager

Open Heart House at a Glance 2009				
	2007	2008	2009	Year % Increase
Membership	750	825	911	10.5%
Meals	15,500	17,500	18,000	3%
Therapies	6,000	7,500	7,000	-6%
Interventions	9,500	11,500	14,000	22%
Volunteers	164	197	245	24%
Staff Numbers	6 Part-time 8 Full-time	6 Part-time 7 Full-time	5 Part-time 8 Full-time	0%
Total Expenditure	£586,363	£677,480	£648,083	-4%

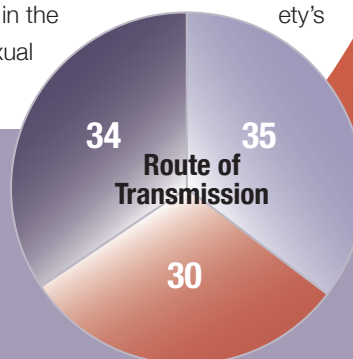
Membership Annual Report 2009

2009 was a key marker for Open Heart House, as it was when our 'Strategic Plan for Development' 2005 – 2009 was due to mature. The number one key recommendation of the strategy was to increase membership by 100% by end 2009. We surpassed this target. By the end of 2009 we had a total

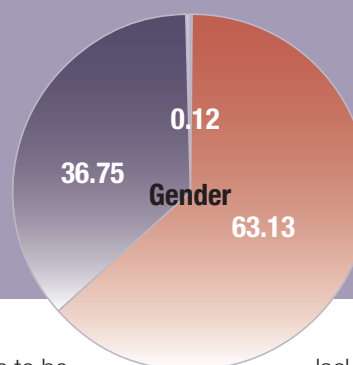
by extraordinary rates in recent years we are acutely aware that the social consequence of a HIV+ diagnosis has a lot to be desired.

The fact that the route of transmission of HIV is, in the main, through sexual mode, it means

both internalised self-stigma and societal stigma together with guilt and fear due to society's



Profile of Membership



% Intravenous Drug use
% Homosexual
% Heterosexual

% Males XX % Females XX

% Female
% Male
% Transsexual

membership of 911 people living with HIV, which is a 10.5% increase on 2008 with a total of 9,540 member visits throughout the year. Open Heart House challenges social isolation of HIV and AIDS through peer support. While we can argue that the medical management of HIV has improved

that HIV continues to be highly stigmatised by taboos, moral judgments, misinformation and blame. Our 911 members continue to live the daily challenge of such judgments and attitudes, which seriously impede each person's self confidence, self esteem and overall quality of life. Throughout the year, our members experienced varying degrees of HIV-related stigma,

lack of knowledge and awareness of how HIV can and, most important, how HIV cannot be transmitted. Those were some of the real issues that our members lived with and continue to live with on a daily basis and which continued to be the central aspect of the work of the Membership Department and its respective teams through 2009.

Membership Annual Report 2009

So while we can celebrate momentarily for reaching a particular strategic target; we will never truly celebrate until such time as when our members are viewed and accepted as equal participating members in mainstream society. It was with this continuing belief and conviction that we worked closely with our members and continued to provide an environment of warmth, welcome and acceptance throughout 2009.

Regions Represented Within the Minority Ethnic Membership

North America, Central America, South America, North, East, West and South Africa, Australia, The Philippines, China, Russia, Eastern and Western Europe.

Ethnic Profile of Membership	
Irish Nationals	72%
Non Irish Nationals	28%
Profile of Minority Ethnic Members	
Females	70%
Males	30%

The Membership Team

The support work of the Membership Team was often intense but equally rewarding as each member of the team worked closely with members throughout the year. Within the 14,000 interventions with members the support needs included one to one support with both esteem and self confidence issues together with a range of other support needs. Some support needs that were addressed were:

HIV support & information	Referrals
Safer sex & sexual health	Homelessness
AIDS support & information	Mental Health
Migration and HIV in Ireland	Education advice and support
Hep C support & information	Relationships & disclosure
Pre & post medication support	Drug & alcohol addictions

The team consisted of Tara Brown, Loraine Kearns both as Membership Officers and Alan Morgan as Membership Outreach Worker. James O'Connor worked as Membership Development Manager.

Unfortunately by December we were unable to renew the employment contracts for both Tara Brown and Loraine

Kearns due to recessionary cuts. We sincerely thank all team members for their unyielding commitment to our members throughout 2009.

We pay a special tribute to both Tara and Loraine who through their integrity and professionalism leave us with deep sadness but with the hope that both will secure rewarding positions within the social care area.

Membership Support Volunteers

Membership Support Volunteers continued to provide much needed support throughout the year. The Support Volunteer Team consisted of: Agota Vida, Toni Kavanagh, Shylet Mateu, Mary Brennan, Siobhan Corcoran and Louise Byrne.

The Gay Tuesday Club

The Gay Tuesday Club, which is now the longest and only HIV+ club in Ireland continued to meet monthly. The club continued to be self run by the Membership and facilitated a safe space for many lesbian, gay, bisexual, and

return to the centre on a daily or weekly basis.

The Open Heart House Outreach Programme reaches those members who are often most marginalised within society.

Our Outreach worker supports members who have difficulties in their lives, such as homelessness, mental health issues, addiction issues, including risk and harm reduction support. Support is also extended to those members within the refugee and asylum-seeking process. Other supports include the need for compliance with HIV medication, and for those who have a dual diagnosis of Hepatitis C (Hep C) and HIV and who may be still involved in drug misuse. Particular support is given on how to manage active addiction while maintaining compliance with HIV and Hep C combination treatment.

A key focus of the support programme is to encourage members to avail of, not only the services offered by Open Heart House but all other statutory and voluntary agencies.

During 2009 our Outreach Worker made in excess of 200 interventions during street outreach, which



2009 Nordic Conference, Croke Park, Dublin

Specialised Spaces

The Reid Ladies Club

The Reid Ladies Club met twice monthly in 2009 and commenced the year by drawing up an operational plan that would support and address the needs of the women. The group, met a total of twenty times in 2009. They addressed their needs under the headings of: Social – Spiritual – Emotional – Mental – and Physical.

transgendered (LGBT) members to meet in a safe and social environment over a relaxed dinner and reap the benefits of peer support and advice on issues specific to the HIV+ LGBT community.

The Open Heart House Outreach programme

The Open Heart House Outreach programme provides an invaluable support to our members who for various reasons are unable to

Membership Annual Report 2009

included Dublin 1, 2, 3 and 4 areas plus Dublin 8, 10, 12, and 24 areas. A further 125 interventions were made by visiting members at St James's Hospital, the Mater Hospital and the respite unit at Cherry Orchard Hospital.

Counselling & Psychotherapy Programme

The Psychotherapy and Counselling service is a vital service which aids and supports our members who are looking for support, advice and inner direction for what life may be throwing at them or has thrown at them before.

2009 saw the Psychotherapy team increase its numbers from five therapists to seven. The variety of skills at Open Heart House's disposal are shown within the training and disciplines practiced by our excellent team of Psychotherapists. Open Heart House provided a service whereby throughout our opening times (other than Sundays) the counselling service was available through appointment for our members. The waiting list time for members seeking counselling was on average down to a maximum of two weeks. This is an excellent development as it

has meant that if a member was in need of intervention through counselling support the member would not have long to wait at all. Overall in 2009 the psychotherapy team conducted over 650 counselling sessions.

The reasons for people attending counselling are wide and hugely varied as individual as the people themselves attending. To name a few reasons for a person seeking counselling would be issues such as disclosure, HIV, issues around relationships and family, depression and addiction; and in all these areas our Psychotherapy team were able to provide much needed support.

Once again I would like to thank all our psychotherapists and counsellors as they all give their time voluntarily and without them Open Heart House would be a much poorer service provider indeed.

Membership as a national network of People Living with HIV and AIDS

With a current membership of 911 members accessing various forms of support from Open Heart House, and the knowledge that each member knows at least one other person living with HIV, we have achieved involving approximately

30% of the Irish HIV+ community in a national network of People Living with HIV and AIDS.

Particular areas in which this network is strongest are:

- Southwest region through our members' involvement in the Positive – Positive Support group in Cork and other social networks in the region.
- Galway and the Western region
- South East region, particularly Waterford
- Midlands region, particularly Portlaoise
- Dublin and specific areas in the region

Members as Leaders

A number of our members continued to show strong leadership throughout 2009. We acknowledge and congratulate Jimmy Goulding for successfully taking a case through the Equality Tribunal, the result of which will see the law being changed so as people living with HIV or AIDS cannot be discriminated on the grounds of an HIV+ diagnosis. Joe Lynch and Sergio Moura spoke and highlighted the lack of awareness of HIV through different media through the year.

Our members continued to play their part in

addressing the health needs of people living with HIV and AIDS. Some worked at Government level on the National AIDS Strategy Committee's with a particular focus on the care and management of People living with HIV and AIDS. Others joined the Gay Health Network and many were centrally involved in producing the Network's newest publication: 'Living with HIV+ Sex'. Our members contin-

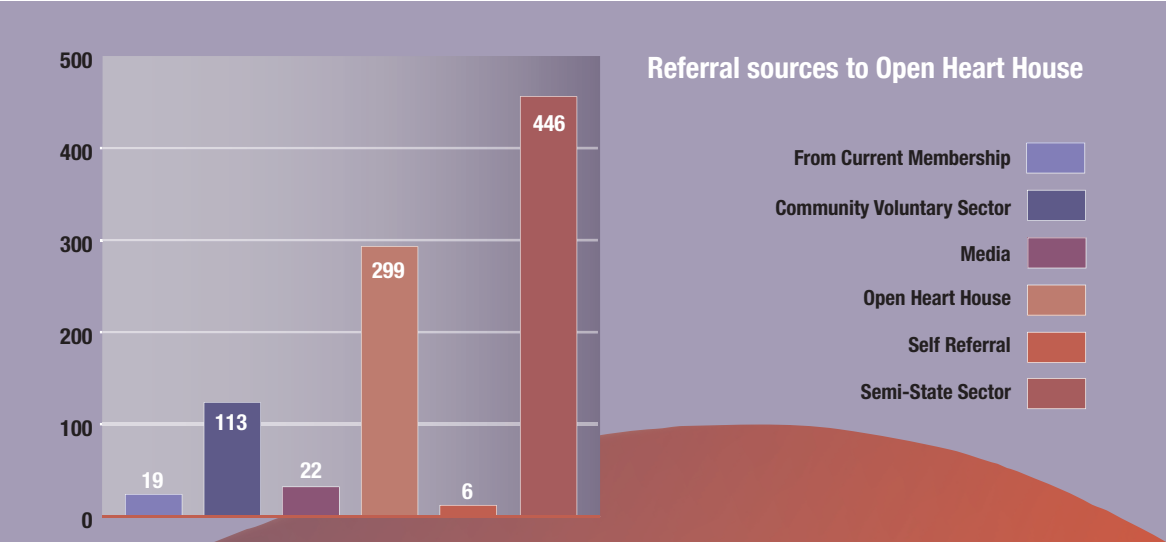
ued to work as part of HIV Services Network and the Stamp out Stigma sub-group throughout the year.

Collaboration

In line with our Mission Statement we actively continued to nurture current partnerships with a range of semi-state and community, business, religious, voluntary organisations nationally in achieving our common purpose to confront

the social reality of HIV and AIDS. This spirit of partnership was very much in evidence at the 2009 Nordic Conference in Dublin, which brings together all the agencies working on behalf of the HIV+ community in Ireland as well as several others from northern Europe.

James O'Connor
*Membership Development
Manager*



I am very grateful to all those who work in and go to Open Heart House. I feel good and realise that laughter is the remedy and love is the answer to most of our ills.

Open Heart House member

Services Department - Facilitating Peer Support

The range of services provided by Open Heart House is designed to facilitate peer support, encourage healthier nutritional practices, combat isolation and to facilitate the growth and personal development of our members on their life journey. Feeling isolated can be a source of great distress, so finding ways of interacting with other people that are safe, confidential, accepting and welcoming is important to the emotional wellbeing of many. Through our Education Programmes and Personal Growth and Wellness Programmes we aim to engage our members towards a better life-style and behavioral changes to optimize health and wellbeing.

We encourage our members to engage in educative, cultural, spiritual and relaxation activities which can help promote better self-esteem, raise confidence and progress through the challenges of life. These interventions can be important sources of comfort and stimulation whilst all of the time supporting our members to taking small and measurable steps to a

healthier lifestyle and lifestyle choices.

Over 48 volunteers give their time and energy to the project weekly. Volunteers play a vital role in ensuring continuity of all of our services by giving of their personal free time throughout the year. We would like to acknowledge all of our volunteers and guest speakers who worked with our members throughout 2009.

Our Service Range

Personal Growth and Wellness Programme.

Through our Personal Growth and Wellness Programme guest speakers are invited to come to Open Heart House to talk to our members, staff and volunteers on HIV related topics such as stress management, HIV/HepC co-infection, managing depression, multiculturalism, sexual health, living with addiction and positive living. During 2009 we also provided training classes and information sessions covering the following areas.

- Dental Hygiene
- Life Coaching
- Shakra Training
- Reiki Level 1 Training

- Baby Reflexology
- Acting & Writing Classes
- Colour Therapy Aurosoma
- Meditation

Holistic Therapies

During 2009 seven holistic therapists worked directly with our members. We wish to extend our sincere thanks to each therapist for providing our members with this vital intervention to ease fatigue and stress, common side effects of living with HIV and AIDS. Our treatments included:

- Acupuncture
- Angel Energy Healing
- Pilates
- Holistic Massage
- Indian Head Massage
- Polarity Therapy
- Reflexology
- Reiki
- Yoga
- Shiatsu
- Kinesiology
- Swedish Massage
- Jyorei Healing
- Chiropody
- Thai Massage

Meals Programme

From Monday through to Thursday, and also on Sunday, our chef provided three course meals using fresh ingredients, conscious of nutrition.

Members are provided with home-made soup, savoury traditional main courses and deserts in the dining room and homemade brown bread and scones in the coffee dock. In this way, our members also have an opportunity to spend time together in a warm and safe atmosphere.

Clothing Bank

In 2008 we opened our own clothes and household goods bank within the project. 24% of our members are homeless or are living in temporary accommodation. We have found over the last number of years this presented our members with basic life challenges such as sourcing clothes or shoes. With the kind help of donations from friends of Open Heart House, we can now provide clean clothes, shoes and household goods.

Fitness Studio

Fat distribution alterations and lipodystrophy (the accumulation of fat including both fat gain and fat loss as a result of taking older anti-HIV drugs) occur as part of a broad spectrum of body changes in people who live with HIV/AIDS. We provide a fully equipped gymnasium to assist our members to combat these physical challenges. Each year we source a volunteer fitness

instructor who will design a fitness programme tailored to our members individual needs and ability. This year we created a women's gym space to facilitate the specific needs of our female members.

Arts & Crafts

In 2009 our Arts & Crafts class group took part in many projects within Open Heart House under the direction of our art tutor Liz Walsh. Liz joined us on a student placement programme from the National College of Art & Design. On completion of her placement, Liz who struck up a genuine bond



Holistic Therapy

with our members very kindly came on board as a volunteer arts and crafts tutor. Adults and children produced cards, paintings, ceramic hearts for valentines day and posters. They also took part in crochet and sewing classes and a range of other creative activities.

We hope to encourage our members to explore their artistic creativity while also learning how to work with a variety of arts and crafts mediums.

Internet Service

In an effort to help our members to combat the isolation of living with HIV/AIDS we provide a public internet service which enables them to keep in touch with friends and family all around the globe. It is also a facility whereby our members can access information on all aspects of HIV/AIDS, treatment, medication, side effects and self-care.

Education and Training **Adult Literacy Tutor Training**

We were delighted to work with the City of Dublin Vocational Educational Committee (CDVEC) who placed an Adult Literacy Tutor Trainer with us to train 12 of our members and one volunteer

Services Department - Facilitating Peer Support

to become Literacy Trainers. We wish to thank the CDVEC and its exceptional staff for their unending support and advice throughout the year. Through work like this we endeavour to confer a sense of empowerment and a belief that each individual can make a difference not only to their own lives but to others also.

One-to-One Literacy Tuition

It was discovered last year that a significant number of our members had left school without having completed primary education. Thanks to the superbly skilled Literacy Tutors from the CDVEC, at present three of our members are attending one-to-one literacy training here at Open Heart House.

HIV/AIDS Information and Awareness Course

Each year Open Heart

House hosts a HIV/AIDS Information and Awareness Course as part of our volunteers and staff ongoing training and development. The course covers subjects such as HIV pathology, psycho-social issues, confidentiality & sexuality, psychotherapy and HIV/AIDS,



Open Heart House

needs of migrants & minority ethnic communities in Ireland, STIs, Hepatitis C and drugs awareness and addiction.

Back To Education Initiative

In conjunction with The National Learning Network (NLN), Open Heart House was awarded the Back to Education Initiative (B.T.E.I.) during 2009. The aim of B.T.E.I. is to increase the participation of flexible learning options

leading to national accreditation. It aims to reach the most marginalised groups and to offer a bridge between community-based and college-based education. Dublin City Vocational Educational Committee (CDVEC)

It has been great to have been given a chance to further my education. Each week I look forward to doing our learning. I can now read in front of my class mates. I wouldn't have done that a year ago. So yes I have achieved a lot.

Back to Education Initiative student

has responsibility for delivering the adult education modules to our members. This initiative is funded by Ireland's EU Structural Funds Programmes 2007–2013 Co-funded by the Irish Government and the European Union and the European Social Fund.

our members could access and benefit from attending educational and vocational programmes provided by the National Learning Network.

As a direct result of this in late 2009 an Employment Training and Preparation Programme

applications and work experience. To date the women attending the programme have found it extremely rewarding and useful. We are hoping that this programme will continue into the future as it is meeting a very clear need.



The coffee dock at Open Heart House

Open Heart House has developed a unique partnership with N.L.N. and CDVEC which has proven to be of immense developmental value to our members. Our members are presently undertaking pre-development courses and studying towards achieving FETAC certification.

National Womens Initiative

Open Heart House in conjunction with the National Learning Network in 2008 looked at developing a partnership whereby

commenced for women. This programme is a pilot programme to run over a period of six months. The programme was supported and funded by the European Social Fund (ESF) through the Human Capital Investment Programme 2007-2013 (HCI-OP); and also the Department of Justice, Equality and Law Reform through the Equality for Women Measure and the National Women's Strategy. Some of the areas that were focused upon within the programme were: Vocational Lifeskills, CV preparation and cover letter, Interview skills, job

To end the year our **Members Christmas Party** was yet again a wonderful evening full of seasonal goodwill and festive fun. Each Christmas we provide our members with an evening of food, music and song. Staff and volunteers help to make it a memorable celebration of each other and the year to come. The children of Open Heart House sang Christmas carols with members, volunteers and staff. Santa was back again this year handing out presents to Open Heart House children from his specially designed grotto within the project. We would like to extend our sincere thanks to everyone who contributed to the services provided by Open Heart House throughout the year and I look forward to working with the members to continually re-energise and redevelop our service range in the year to come.

Kate Considine

*Services Development
Manager*

New Volunteer Statistics - 2009



Therapists	5
Reed Women's Group	1
Outreach Support	1
Website & IT Support	2
Reception	3
Counselling	3
Maintenance	1
Sunday Service	4
Adult Literacy Tutors	3
Clothes Store	1
Meals Programme	19
Membership Support	5
Total	48

Gender of New 2009 Volunteers	
33	Female
15	Male

48 volunteers recruited in 2009 leading to a cumulative total of 245 volunteers at year end 2009. We have seen a 24% increase in the number of volunteers recruited since the previous year. 19% of volunteers recruited during 2009 applied from within our membership at Open Heart House.

2009 has been no exception in witnessing the continued passion, and commitment of an expanding team of volunteers who have displayed a sincere desire to be included in the drive to achieve the goals of Open Heart House. The welcome and solidarity extended by each member of the Open Heart House community towards the 48 newly recruited volunteers during this past year reflects powerfully our strong ethos of warmth welcome and acceptance.

Members who have made the commitment to volunteer during 2009 represent 19% of our new volunteers. Many members also contribute time and skills informally right throughout the year and in particular gave of their time generously for key fundraising events this past year including the 'Art Exhibition' held at the Marino institute on 9th May and the bucket collection held on World AIDS Day - 1st December. Volunteer involvement during 2009 has shown clearly that each individual endeavour makes a noteworthy difference in our goal to continue in changing attitudes and being co-educators as we strive to end the social stigma and isolation experienced by our members and many others living with HIV and AIDS.

Our records for 2009 reveal a significant increase in the number of enquiries concerning our Volunteer Programme and Student Placement Programme. In fact, by the end of September '09, the number of enquiries had surpassed the previous years' total figure. In our experience, changes in employment have inevitably led some new volunteers to our door while sadly leaving others with the difficult choice of leaving Ireland.

The overall increased levels of recruitment have allowed us to maintain a quality service to our members and to introduce new volunteers offering chiropody, kinesiology and adult literacy tutoring amongst others to our range of services. New support volunteers have also been recruited to work with our membership team providing one-to-one support for members during the week. Our outreach links to Cherry Orchard Hospital and Baleskin Reception Centre alongside the more local city based support networks have been sustained due to the continued commitments of our reliable weekly volunteer outreach team.

Working with tight budget constraints and ensuring building maintenance presents numerous chal-

allenges to any organization. During 2009 Open Heart House benefited from assistance in refurbishing key areas within the premises through the eager and welcome involvement of teams taking part in two cor-

During 2009 our student placement programme continued to provide experiential learning for students from the Milltown Institute, Liberties College, NCAD, PCI College, Trinity College and the PREDA Foundation



Con Hurley art exhibition, Marino Institute

porate volunteer events. Through Business in the Community's Cares initiative, 10 volunteers from Ulster Bank took up the first challenge of a make over of our meditation room. A second challenge was taken up in late 2009 by a team from Barclays Bank who refurbished much of our internal paint work, transforming the internal look of the building. These events provide us with a unique opportunity to share mutual benefits from collaborative links with the business community and also play a key role in facilitating the involvement of staff at a community level.

in the Philippines (people's Recovery, Empowerment and Development Assistance Foundation Inc.). Our annual HIV & AIDS awareness course also continued to provide an opportunity for group learning for many of our new volunteers.

Recognition of the social, economic and political impact of volunteer involvement is at the core of sustaining a motivated and strong volunteer team. Open Heart House was represented at the launch of the third Dublin City Volunteer Week

1st-7th June 2009 alongside a number of voluntary, community, business, education and public sector attendees. The new title holders of the Young Social Innovators Award performed on stage, setting in motion this year's theme "Innovation & Creativity in Volunteering". The range of city wide events raised the visible profile of volunteering and were testament to the diverse and exciting ways volunteers can and do get involved with numerous different organisations. On June 3rd, Open Heart House held its' 6th Annual Volunteer Appreciation Evening - an opportunity to simply say thanks. Volunteers came together, some meeting for the first time and with music in the background, enjoyed a delicious buffet prepared by our chef, Freda. It would be impossible to name each individual volunteer throughout 2009 that played a key role through their involvement with Open Heart House but we salute and sincerely thank each one of you!

Anne Hederman

Volunteer

Co-ordinator

Open Heart House would like to take this opportunity to acknowledge with gratitude the following organisations and individuals for their annual contribution.

Abbott Laboratories Ireland	Dublin North Central
Alternative Miss Ireland	HIV & Sexual Health Agencies in the
Archdiocese of Dublin	Community and Voluntary Sector
Bon Secours Hospital	Ireland Funds
Bon Secours Nurses	Jesuit Order
Sr. Catherine Carey	Little Company of Mary
Children's Chiva Trust	Loreto Foundation
Christian Brothers	MAC Cosmetics AIDS Fund
Church of Ireland Christ Church Cathedral	National Lottery
Community Foundation for Ireland	New Day Counselling Service
Courts Poor Box	POBAL Department of Rural and Gaeltacht Affairs
Department of Health and Children	Presentation Sisters
Department of Social and Family Affairs,	Savage Printers
Family Support Agency	Sick & Indigent Roomkeepers' Association
Dormant Accounts Fund	St. Patrick's Cathedral
Edmund Rice Trust	Sisters of Charity
ElectricAID Ireland	Sisters of Mercy
Friends for Friends	Sisters of the Good Shepherd
Gay Support Services	Statutory, Community and Voluntary Agencies
Gilead Sciences International	Trinity College LGBT Group
GlaxoSmithKline	Ulster Bank Group
Br. Con Hurley	Viiv Healthcare
HSE Executive Addiction Services North	Vodafone Foundation Ireland

Open Heart House would also like to acknowledge the contributions of our anonymous benefactors and local businesses to whom we are very grateful.

Finally, we acknowledge with sincere thanks the contribution of all our members, staff, volunteers, befrienders and members of our Board who willingly shared their time and their gifts with us throughout the past year.

References

Secretary: Michelle O'Kelly, Mercy Law Resource Centre, 25 Cork Street, Dublin 8

Address: Open Heart House, 2 St Mary's Place, Dublin 7

Registered Office: Open Heart House, 2 St Mary's Place, Dublin 7

Registered Company No: 249441

Bank: AIB, 69 Morehampton Road, Donnybrook, Dublin 4

Auditors: Williams Merrigan, Chartered Accountants, 22 Clanwilliam Square, Grand Canal Quay, Dublin 2

Solicitors: Eugene F Collins, Solicitors, Temple Chambers, 3 Burlington Road, Dublin 4

Charity No: CHY11860

Board of Directors:

Dr. Patrick Nolan, (Chairman), Michelle O'Kelly (Secretary), Sr. Trinita Laffan PBVM, Conor Hickey, John Nolan, Fr. Michael Cullen, Fr. Brian Grogan SJ, Deirdre Soffe, Sr. Anne Doyle, Br. David Gibson, Paula Gilmore, Celia Dunne

Chief Executive Officer: Paula Gilmore

Operations Manager: David O'Duffy

Administrator: Kathryn Reynolds

Membership Department:

Membership Development Mgr:

James O'Connor

Outreach Worker: Alan Morgan

Membership Officer: Lorraine Kerins

Membership Officer: Tara Brown

Services Department:

Services Development Manager: Kate Considine

Volunteer Co-Ordinator: Anne Hederman

Meals Co-ordinator: Freda McMahon

Meals Assistant: Sr. Loreto Ryan, Carmel Higginbotham

House Keeping: Margaret Rooney

Receptionists: Sandra King, & Margaret Rooney

Therapists: Mark Kinghan, Carmen McManus & Fiona O'Donoghue

We acknowledge the contribution of The Board of Directors who worked with us and guided us through 2009.

We also acknowledge the work of many volunteers who support the running of the project



Open Heart House,
2 St Mary's Place,
Dublin 7

Tel: (01) 830 5000

email: info@openhearthouse.ie

web: www.openhearthouse.ie