



Newsletter - Spring 2020

Keeping you informed

Dear Members, Volunteers and Friends of Madrugada,

Welcome to our Spring 2020 Newsletter!

In spite of the extraordinary times in which we find ourselves, much has been keeping us busy over the past few months. Although our retail operations are in suspension, I am pleased to advise you that notwithstanding the national emergency, our Clinical Services continue to be delivered for both Hibiscus and Madrugada patients.

I hope very much that all of you are taking the necessary precautions to avoid the risk of infection and that very soon, we will be back to normal here in the Algarve.

Wishing you all a very safe and Happy Easter.

John Hough

Presidente de Direção

A Huge Thank You TO OUR NURSES AND CARERS!

On behalf of the Board, our members, and all our patients, I would like to express our deep gratitude to the Madrugada nurses and carers who continue to support our patients under very difficult circumstances. The Covid-19 pandemic has created a challenging time for all, but those that continue to work on the front line are at the greatest risk. Without our nurses and carers, we would not be able to provide Madrugada care services. A special thanks to **Tanja Himming**, our Clinical Manager, who has continued to support, reassure and coordinate with the clinical team to provide continuing care to our patients.

MADRUGADA AND HIBISCUS TO CONTINUE PROVIDING SERVICES

We will continue to provide services to existing patients, and any new patients as long as the government does not impose additional restrictions and we have the staff available for additional requests for our services. **For any enquiries, please call our main number on 282-761 375 or 925 664 235 from 10:00 to 16:00, Monday through Friday.**

ANOTHER HUGE THANKS...

to Blevins Franks Foundation, and to Bobbie Waters and Sue Baguley

We are very grateful to the **Blevins Franks Foundation** for their generous donation to help purchase 24 additional uniforms for our clinical staff.

Due to the pandemic, all clinical staff must have a change of uniform each time they see a different patient. This has presented considerable difficulty for staff as the norm is for them to have two sets of work attire. Attempting to launder work clothes in the time frame between seeing different patients where there are more than two calls a day is not feasible, so the call went out for support. The extra sets of uniforms are a very welcome addition and will alleviate a little of the stress on the clinical team, permitting them to focus on the important task of caring for as many patients as possible.

In addition, a very warm thank you to our volunteers **Bobbie Waters** and **Sue Baguley**, who nominated Madrugada to the Blevins Franks Foundation for an award. We are very fortunate that the efforts of Bobbie and Sue have generated this donation at such a critical time in care provision.

AND A FINAL BIG THANK YOU TO ALL OUR VOLUNTEERS AND MEMBERS

Thank you, thank you, thank you to all our volunteers, members, and donors. It is thanks to the dedication and hard work of our volunteers and the continued support of our members and donors that Madrugada is able to provide end of life care as well as support to those affected by the loss of their loved one. **Because You continue to Care, We Can!**



IS IT SPRING? HOW ABOUT SOME SPRING CLEANING?

Perhaps spring cleaning is on your list of things to do during this period of lockdown. If so, please keep us in mind as we will need lots of support once we re-open our stores. Donations of unwanted items, clothing, and of course all those up-cycled gems, will be very gratefully received once the stores are "back in business". If you have big items that will need to be collected, please contact our retail manager, **Judith Sullivan**, on 961 648 695 to coordinate a pickup with our Madrugada van.



KERRY BURR RETURNS FROM VOLUNTEER ROLES IN VIETNAM & THAILAND

The start of 2020 saw **Kerry Burr**, Vice-President de Direção, spend over a month in Vietnam and Thailand volunteering for two very different aid programmes. In addition to her Madrugada role, Kerry is a long-term volunteer at the Mustard Seed in Lagos, so this was an ideal opportunity to spread her wings and talents a bit further afield. The following is her account of time spent with two unique projects...

My partner and I chose to have a 'holiday with a purpose' in January when we participated in two very different volunteering projects in Vietnam and Thailand. We are so fortunate to live in the sunny Algarve, and literally have a beautiful beach as our 'back garden', so rather than jetting off to bask in the sun for a few weeks, we thought it would be an enriching experience to immerse ourselves in another culture.

Our first destination was in Ho Chi Minh City in Vietnam where we volunteered with The Green Lion. They support numerous projects such as Kindergarten Assistants, Medical Programs, Special Needs Children, Food Outreach Programs and they also work closely with the homeless and needy in their community. We had applied for the Food Outreach program where we would be helping prepare and serve food to around 300 people each day at a local 'soup kitchen'. However, because our trip coincided with the Chinese New Year, many of the programs had been cancelled or altered. Instead we were placed in a Special Needs programme

to help take care of children at a day care centre in the local hospital. Our role involved playing and interacting with them, dancing and singing, helping to feed them lunch and settle them down for a nap afterwards. The children suffered from various conditions such as cerebral palsy, down syndrome and autism, but live with their families and spend the day at the centre while their parents are working.

Another part of the program involved volunteering at an orphanage joined to a Buddhist Temple where firstly, we helped prepare lunch: a lot of dicing and slicing with blunt knives on tiny wooden chopping boards, and cooking typical Vietnamese dishes. We then assisted the carers in feeding meals to the Special Needs children housed there who suffer from severe physical and mental disabilities and birth defects caused by Agent Orange. The orphanage is home to 240 children aged between 3 months and 18 years. A lively, boisterous home where the children are well cared for with extremely limited resources. To say it was an emotionally challenging experience is a huge understatement, children abandoned because of their disabilities or simply because the parents can't afford to look after them, and the feeling that we were abandoning them all over again when it was time for us to leave.

We left with a much greater knowledge about Vietnam as a country and their culture; sensitive to their customs and traditions, and with a deeper appreciation of how fortunate we are to live here where it is too easy to take blue skies and clean air for granted.

Our second project was at The Wildlife Friends Foundation in Petchaburi Province, Thailand.

Founded in 2001, their aim is to rescue wild animals from captivity where they have been exploited, maltreated and neglected, and to provide the ones that cannot be returned to the wild, a sanctuary where they can live as close to their natural environment as possible. They rely on volunteers like us to be involved in all aspects of the animals' care: preparing and distributing food, cleaning

enclosures, making daily enrichments, harvesting food and taking care of the centre. Over 500 animals are cared for including many species of primates, Asian elephants, bears, felines and reptiles, many of which are threatened and endangered species.

This experience was a complete contrast to the crazy, chaotic order of Ho Chi Minh city, where instead of 8 million mopeds'-horns-a-beeping, our days began with the lively chatter of gibbons and macaques calling out for breakfast! We left the sanctuary having seen firsthand how cruel man can still be towards animals, but also how incredible that a one limbed (arm with only 2 fingers!) macaque is now living happily with her 7 'adopted' babies, free to rest and play and with an abundance of fresh food. Just one of many success stories!

We are fortunate to have experienced first-hand how other countries' aid programmes operate. Seeing how these charities struggle to maintain their support and services makes us even more determined to ensure that here in the Algarve, **Madrugada** continues to grow and expand its coverage, with the help of our many dedicated volunteers and friends.



ORQUESTRA LIGEIRA DE LAGOS DONATE TO MADRUGADA

The Orquestra Ligeira de Lagos held a concert at the Centro Cultural de Lagos on the 7th March in celebration of the International Women's Day. Entitled "Respect!", the event showcased both young and older female vocal talent, alongside the accomplished light orchestra. Part of the proceeds from the concert have been donated to Madrugada.

John Hough, President de Direção, represented Madrugada at the event. In

thanking the organisers and hosts, he stated that Madrugada was both delighted and honoured to have been nominated by the orchestra as one of the charities they wish to support this year.



Madrugada

Care and support for people facing life limiting illness

Calling all Volunteers

If you have just a few hours a week to spare why not join the Madrugada team of Volunteers. We are currently in need of help in our retail stores, donation collection service and various other activities.

Please contact admin@madrugada-portugal.com for more information or visit our website www.madrugada-portugal.com

AGM AND IPSS UPDATE

Many of you will be aware that Madrugada is endeavouring to secure IPSS status for the Association. This designation is provided by the Social Security Office, ISS (Instituto de Segurança Social). This will classify Madrugada as an organisation for public benefit. With that comes a range of tax benefits, and hopefully, the opportunity to secure funding from government and charitable bodies. **Chris Rhodes**, (Treasurer) and **John Hough**, (President) visited ISS Faro in early March to check on the progress of Madrugada's application.

As a result of the meeting, a lengthy set of recommendations and a suggested re-wording of the Association's Statutes were received. Chris took it upon herself (**thank you Chris!**) to work through the required changes and in addition, to translate the proposed new statutes into English for review and approval at the next General Assembly. This had been scheduled for March 28th but has been postponed until we are given the all clear to convene again. We hope to reschedule as soon as possible, and to move our IPSS application forward with this important step.

HYGIENE, HYGIENE, HYGIENE...

As a new hygiene safety measure and permanent fixture, all Madrugada shops will have sanitising gel located at both the store entrance and at the till, once we re-open. We believe it will be important for us to dispel ideas that because items are second-hand, they are more likely to carry germs.

With greater emphasis on customer and staff protection, we would like the public to know that we have their best interests at heart.



CAPITAL APPEAL – MEDICAL EQUIPMENT STORAGE FACILITY

At present, Madrugada's medical equipment is being stored in a cramped storeroom at our Homestore in Lagos. Access to the space is problematic as there is only one entrance at the store. When required to move or demonstrate medical equipment, staff have to navigate the length of the Homestore, through large amounts of stock and customers. The problem is compounded by the fact that there is nowhere appropriate to clean returned equipment after use.

With this in mind, the Direção has decided to alleviate this situation. Clinical Services require a fit-for-purpose storage and sanitation unit for Madrugada care equipment (circa 120 M2) which will ensure that all of the Associação's medical equipment such as articulated beds; ripple mattresses; hoists; commodes; wheelchairs etc., and care consumables are located in a secure space that can be accessed easily by care staff and the Madrugada delivery van. Most importantly, the unit will offer appropriate cleaning facilities so that equipment can be sanitised for re-use once returned from a patient booking.

We have made this a major goal for 2020: to acquire an appropriate medical equipment storage facility, ideally located in the Lagos/Portimão area, that will serve our current and future needs and to raise funds to cover the cost of purchasing this unit.

Looking to the future, with an appropriately sized unit, Madrugada will be able to expand its activities and plan for developing its vital service to a greater number of people across the Algarve.

All offers of support will be gratefully received. Please do contact us with suggestions about possible units that may be available to buy and of course all your fundraising ideas and initiatives will be most welcome!

PAST EVENT UPDATES

COFFEE MORNING & ROLL OF HONOUR – FEBRUARY 22, 2020

Madrugada held its first Coffee Morning of the year and launched the “Madrugada Roll of Honour” to acknowledge outstanding volunteers and supporters who have made a significant and lasting contribution to the Association.



In the photo Left to Right... New Roll of Honour members inducted at the Madrugada Coffee Morning standing with the current President, John Hough, were **Carol Whittamore; Alison Blair; Dorothy Jacques; Peter Seville** and **Jamie Lowe**.

Also, inducted in absentia were **Dr. Jonas Miller; Mo Miller; Cynthia Sheppard** and **Barry Sadler**. They join **Linda Hardy**, one of Madrugada’s earliest volunteers, who has returned to live in the UK after 9 years as a highly valued volunteer in our Homestore.



Cupcakes and many other fabulous delicacies made and donated by **Janie's Cakes** in Lagoa and many other dedicated volunteers were enjoyed by all that stopped by. A warm thank you to those that contributed goodies and to the Coffee Morning!

FUTURE EVENT UPDATES

Although it is not possible to schedule any future events with any certainty at present, once we can, we are looking forward to holding the Annual Madrugada Spring Fair towards the end of spring or early summer. BLiP is still scheduled for the autumn, and we hope to have a sprinkling of other events in between. Stay tuned for more on upcoming events by visiting our website and Facebook pages.

TEAM MADRUGADA UPDATES

A WARM WELCOME TO OUR NEW SENIOR OPERATIONS SUPERVISOR

We are pleased to announce that the role has been filled by **Henrica Vanderaa**



effective the beginning of March. Henrica is excited to be part of the Madrugada Team. She has many years of work experience both in Portugal and in the United States and is fluent in English, Portuguese and Dutch. Henrica can be reached by email operations@madrugada-portugal.com or by mobile on 964 781 477. Expect to see and hear more from Henrica as she gets more involved with volunteer engagement, fundraising and administrative effectiveness.

MATERNITY LEAVE

Sara Calazans Harman, our therapist, is on maternity leave and anticipated to return early October. The Clinical Team can be contacted if any support or questions arise during a difficult time.

FOND FAREWELLS TO ADMIN ASSISTANT, KATE GURNETT; RETAIL ASSISTANT, MO STANLEY, & VOLUNTEER DRIVER, RON COLEMAN

Many of you know **Kate** as she has been part of the Madrugada Team since 2016. She left the team in March to dedicate time to her family and hobbies. A farewell get together was organized on her last day in the office where members of the board, staff and volunteers were able to show their appreciation to her. We are very fortunate that she will continue to support Madrugada as a volunteer by assisting the Clinical Manager, Tanja, with the transport and set up of medical equipment when possible. **Thank you, Kate!**

With Kate's departure, we now have a vacancy for Administrative Assistant. Please see Employment Opportunities for details on the position.

In April we said au revoir, not goodbye, to our colleague and good friend **Maureen Stanley**, AKA **Mo**. Mo has been with Madrugada for over 8 years and has in fact spent more time as a volunteer than retail assistant. Not only did Mo contribute greatly to the shops, she could always be found donating her time at fundraising events such as the Christmas and Easter Fairs and Coffee Mornings. Always upbeat, friendly and ready for a challenge, Mo made many friends of our loyal Madrugada customers, as she did her fellow volunteers and colleagues. I am certain that each and every one would love to give Mo a big hug and wish her well.... but it will have to be a virtual one for now. Mo will eventually head back to the UK to spend more time with her family, especially her grandchildren. **Au revoir Mo!**

The Homestore Lagos also said goodbye in April to volunteer **Ron Coleman**. Affectionately known as '**The Jag Man**' after a life-long career working with

Jaguar cars, Ron was an amazing helper/driver delivery chap. Nothing was any trouble for him; always willing to take on extra work with a smile and usually with a 'no problem Babe!' Because of his generous efforts, along with the other loyal van drivers and helpers, the Homestore Lagos continues to be busy and full to the brim with amazing furniture. Ron has returned to the UK with his trusty camper van. Needless to say, we are looking to replace him quickly to keep our donations coming in on a regular basis.

EMPLOYMENT OPPORTUNITIES

RETAIL SUPERVISOR – LAGOS HOMESTORE



Madrugada is a not-for-profit association that offers support through illness and beyond to people in the Algarve who are affected by a life limiting illness. Madrugada relies entirely on donations and surplus from its retail and fundraising initiatives to offer its free of charge, end of life care and support services.

We have a vacancy for a Part-Time (30 hours per week)

Retail Supervisor

The position of **Retail Supervisor** is based in our busy Lagos Homestore. Reporting to the Retail Manager, the Retail Supervisor helps oversee and train a team of highly committed volunteers who work in the store, and is responsible for generating store revenue.

Qualifications: Previous retail experience, preferably a minimum of 2 years and with proven supervisory skills. The role requires exceptional communication and customer service skills, excellent organisational skills, flexibility along with a “can do” attitude. ***The ability to communicate in both English and Portuguese are essential to this role.***

We offer an initial fixed-term contract of 30 hours per week on a flexible rota, possibly including Saturdays.

If you enjoy working in retail environment with a diverse team, the challenge of a constantly changing environment, and want to become part of a dedicated and caring retail team, this job is for you! Please request an Employment Application Form by email to: hr@madrugada-portugal.com, or download the form from our website: www.madrugada-portugal.com.

Interviews will be held on a rolling basis until the position has been filled.

This is an excellent opportunity for a dynamic retail professional!

ADMINISTRATIVE ASSISTANT – OPERATIONS & CLINICAL



Madrugada is a not-for-profit association that offers support through illness and beyond to people in the Algarve who are affected by a life limiting illness. Madrugada relies entirely on donations and surplus from its retail and fundraising initiatives to offer its free of charge, end of life care and support services.

We have a vacancy for a Part-Time (25 hours per week)

Administration Assistant

The position of **Administration Assistant – Operations and Clinical** provides day-to-day support at the Madrugada Centre in Luz. The role is client facing, requiring excellent customer service skills and confidence in dealing with the public. **The ability to communicate fluently in both English and Portuguese is essential.**

The position requires competency in financial procedures, credit control and bookkeeping along with experience in handling routine administrative tasks. Multi-tasking, organizational skills and a solid knowledge of Microsoft Word and Excel is essential to the position.

The Administrative Assistant role also supports the Clinical Manager as required. Responsibilities include coordinating the provision and delivery of medical equipment to patients, maintaining the medical equipment database, as well as invoicing and credit control for equipment and carer services.

The role will report to the Senior Operations Supervisor and work closely with the Administrative Assistant – Operations and Retail.

Candidates with a 'can do' attitude will have the opportunity to engage in Fundraising Activities and Special Events.

We offer an initial fixed-term contract of 25 hours per week on a flexible rota.

If you would like to join our dedicated team, please request an Employment Application Form by email to: hr@madrugada-portugal.com, or download the form from our website: www.madrugada-portugal.com.

This is an excellent opportunity for a keen administration professional!

Members

Our membership continues to grow.

Members contribute through an annual fee of €30 euros (Single) or €50 euros (Joint). Why not join the Madrugada family?

Contact us: office@madrugada-portugal.com

Membros

A nossa associação continua a crescer.

Os membros contribuem com uma taxa anual de €30 euros ou €50 (em conjunto). Porque não se juntar à família Madrugada?

Contacte nos: office@madrugada-portugal.com



*Become
a
Member*



Madrugada gives patients and their loved ones the choice to spend their final days in their own home. Since it was founded in 2009 our nurses, carers and counsellors have supported 176 patients and their loved ones. There is a need for our end of life palliative care services in Portugal and we hope that we are helping the community in the Algarve.

Since November 2017 we have also supported the loved ones of patients with bereavement counselling both in English and Portuguese. (Our nurses speak Portuguese, German & English).

If you would like to know more contact us at our Luz Support Centre admin@madrugada-portugal.com or call in for a coffee between 10h - 16h Monday - Friday.

