

Ryder News

Issue 38 | April 2024



Introducing our VIPs!

Meet the winners of our Values in Practice Awards (pages 6 and 7)

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Keeping our network safe
Multi-Factor Authentication (MFA) will improve the security of our systems and data

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Let's Talk and Volunteer Voice
Find out the dates for our annual staff and volunteer surveys and why your feedback is so important

Sue Ryder

Because no one should face death or grief alone

Editor's word

Suzanne Molyneux
Senior Internal Communications Manager
email: internalcomms@sueryder.org

Hello and welcome to issue 38 of Ryder News – our first in our refreshed Sue Ryder brand! This edition may look slightly different, but inside you will still find lots of news and information across the organisation, as well as many of the usual features.

We are also running our 'spot the heart' competition again. Find the pink heart hidden somewhere in this edition of Ryder News, and you will be entered into our prize draw to win a £20 Amazon e-gift card. Full competition details are on the back page.

The cover story for this edition is dedicated to our incredible Values in Practice (VIP) Award winners. Head to pages 6 and 7 to find out who took home awards from the ceremony, including our overall Sue Ryder VIP.

Also in this edition, we are shining a spotlight on some of our fantastic Sue Ryder volunteers (pages 10 and 11), sharing an update on our Let's Talk and Volunteer Voice surveys for 2024 (page 12), and updating you on all things Equity, Diversity and Inclusion (pages 14 and 15).

On page 8, there's an update on our Grief Kind campaign, and on page 13, you can read more about our exciting Chelsea Flower Show news. Colleagues in care services should head to page 16 to learn about more about PSIRF and performance reviews on PeopleHub. And don't miss our spotlight on the People Advisors (pages 18 and 19), who share more about what they do and how they support colleagues across Sue Ryder.

We hope you enjoy reading this edition of Ryder News. We are always keen to hear your thoughts on how we could improve the magazine, so if you have any comments or suggestions, please email

**Best wishes,
Suzanne**

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The best of Viva Engage

Join the conversation today

7,011

The number of posts on our Online Bereavement Community in December 2023 – a huge increase from 3,911 in December 2022!



9.22m

The number of potential listeners we reached during our Grief Kind campaign radio day in January 2024



1,310

The number of staff and volunteers who have completed the Sue Ryder Rainbow Badge training since it launched in May 2023



79p

The amount in every pound that goes towards our patient care



£118,982

The amazing total raised by our Treecycle scheme in January 2024



70

The number of volunteers who moved into paid roles at Sue Ryder in 2023



Inspirational volunteer Alan Craig shared his story (image shared by Hywel Sedgwick)



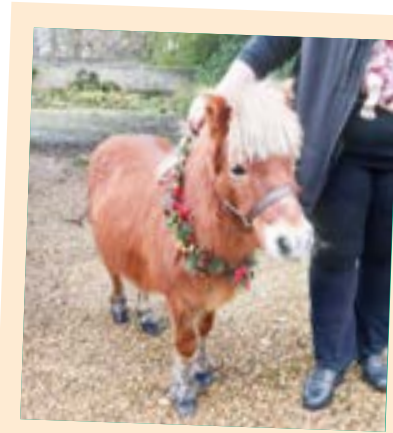
The team at our Ludlow shop started 2024 with a colourful display (image shared by Alison Reynolds)



Shop Manager Tammy Perugi shared the Valentine's Day display at our Aylesbury shop.



A watch donated to our Henley shop raised £8,500 at auction! (image shared by Jane Bullen)



Our newest hospice volunteer – Harry the therapy pony! (image shared by Bluebell Valentine)



Our Viva Engage community has over 3,000 members!

Join the conversation and sign up to Viva Engage for all the latest news from across Sue Ryder. Visit www.yammer.com/sueryder.org

Hello

Another fantastic VIP Awards ceremony



Heidi Travis,
Chief Executive

The Values in Practice (VIP) Awards is an event in my diary that I look forward to every year. Having read the nominations, I always look forward to meeting nominees in person and to me, everyone nominated is a winner. Hearing about so many inspiring achievements makes it an incredibly uplifting day. I chose Belinda Marks as our Overall Sue Ryder VIP for 2024; and you can find out all our deserving winners on pages 6 and 7.

As we continue building a truly inclusive organisation, I would like everyone to get behind our Race Equity Programme. Every edition of Ryder News that is going out to staff members includes a poster about our upcoming away days for Global Majority colleagues and allies. Please do read these carefully, display them where you can, and consider how you and your teams can get involved and drive forward this very important programme of work.

Also look out for the launch of our annual Let's Talk and Volunteer Voice surveys. These will be open from Monday 29th April until Friday 17th May, and you can read more on page 12. I would encourage everyone to complete these surveys, as your feedback really does make a difference to how we move forward as an organisation.

The Executive Leadership Team (ELT) is very busy with our strategic programme, which launches in April. This is a key step in beginning to move forward with our long-term vision and strategy, as it will help us deliver our aims and ultimately, move us closer to achieving our vision of a society that supports everyone through dying and grief.

The initial focus will be on the key workstreams that will put us in the best place possible to achieve our goals, including income growth, brand, culture, and digital transformation. We will also be building on activity that is already underway or planned; and scoping and planning new projects that will significantly grow our impact over the coming years.

Thank you as always for your vital contribution to Sue Ryder. Please remember that our wellbeing support is there for you if you need it, from qualified Mental Health First Aiders and wellbeing guidance to employee assistance programmes offering free and confidential counselling and financial guidance. Visit the Sue Ryder Wellbeing Resource Page on RyderNet to find out more.

**With my very best wishes,
Heidi**



Our vision and strategy

A better approach to dying and grief

Jo Lee
Executive Strategic Programme Director

Our long-term vision of a society that supports everyone through dying and grief launched in September and our focus since then has been ensuring that we have the right foundations to build on, to put us in the best position to spearhead this movement for change.

In April we plan to launch our new strategic programme which will underpin our vision and will include key workstreams that will support the delivery of our three goals:

- Better grief support for everyone
- Helping people who are dying to live well
- Speaking up for people who are dying or grieving

The new strategic programme will also include the workstreams that will put the organisation in the best place possible to achieve these goals, including income growth, brand, culture enrichment and digital transformation. The initial focus will be on these enabling workstreams, building on activity that is already underway or planned. Alongside this, we will also be scoping and planning new projects that will significantly grow our impact over the coming years.

As well as supporting more people through our services, information and resources, a vital part of our work will be our focus on equity of access, and breaking down barriers so that people from all communities can access high-quality, culturally relevant palliative care and grief support. And key to building a more supportive society will be enabling people to have open and honest conversations about dying and death so that they feel prepared and can reach out for support from friends, family and the local community.

It is an exciting time for Sue Ryder and every one of us will play a vital part in delivering our strategy and helping to create a society where people can support one another and access a range of services and advice when they need it. Look out for more information about our new strategic work programme in our internal communications.

You can read our vision and strategy on RyderNet and on our website, www.sueryder.org

Celebrating our Sue Ryder VIPs

In March, staff and volunteers were recognised at the Values in Practice (VIP) Awards

Kate Horne
Head of Learning and Organisational Development

Our Values in Practice (VIP) Awards for 2024 were held at Birmingham Botanical Gardens in March. It was wonderful to come together and celebrate the hard work and incredible achievements of our colleagues.

Our categories were split into three groups once again, each aligned with our Sue Ryder values: Supportive, Connected and Impactful. We received

506 nominations from across the organisation, which is testament to the dedication, passion and care that our colleagues display day-in and day-out.

Our 71 judges had a tough job to narrow the shortlist down to just 36 inspirational individuals and teams, who were invited to our glittering awards ceremony. Hosted by our Chief Executive Heidi Travis, the event was a real celebration of our fantastic Sue Ryder staff and volunteers.

Our Overall Sue Ryder VIP for 2024 was Belinda Marks, Advanced Clinical Practitioner at Sue Ryder Manorlands

Hospice. Belinda was unable to attend the ceremony but said afterwards: "What an honour to receive this award. I am so passionate about patient care and ensuring I provide great care to patients and their families. I would like to thank all my colleagues at Manorlands for being such an amazing team and supporting me."

Congratulations to our winners and thank you to everyone who made a nomination – we couldn't be there when it matters without you.



The Supportive group of awards




Supportive Colleague – Bedford shop staff and volunteers




Equity, Diversity and Inclusion Champion – Josie Blackwell, Senior Healthcare Assistant, Sue Ryder Manorlands Hospice

The Impactful group of awards



Rising Star – Rhea Nicholson, Specialty Doctor at Sue Ryder Manorlands Hospice



Project of the Year – Sustainable Fashion Show 2023, led by Lou Addison, Corporate Partnerships Manager



Innovation and Change – Belinda Marks, Advanced Clinical Practitioner at Sue Ryder Manorlands Hospice

The Connected group of awards



Everyday Hero – John Clayton, Fundraising volunteer at Sue Ryder Leckhampton Court Hospice



Team of the Year – Sue Ryder Leckhampton Court Hospice Befriending Team

The overall awards



Outstanding Contribution to Sue Ryder – Sue Ryder St John's Hospice Supporter Group



Leader of the Year – Fiona Harland, formerly Therapy Team Manager and now Therapy Specialist at Sue Ryder Duchess of Kent Hospice



Overall Sue Ryder VIP – Belinda Marks, Advanced Clinical Practitioner at Sue Ryder Manorlands Hospice

Grief Kind campaign update



Grief Kind Spaces

In 2023, we launched 13 Sue Ryder Grief Kind Spaces across England. These are drop-in sessions in local communities, providing welcoming and supportive places for people who have been bereaved to share their experiences.

In January, a new Grief Kind Space launched in Cheltenham, which alongside other newly opened spaces takes the current total of Grief Kind Spaces to 15. Colleagues continue to work on opening more spaces to support people.

January also saw a record number of 16 attendees at our first Milton Ernest Grief Kind space. We couldn't provide these spaces without our more than 110 amazing volunteers, thank you for all your support and helping us to create a society where no one faces grief alone.

Angela Cummings
Director of Marketing and Communications

Our second national Grief Kind campaign burst launched in early January with TV advertising running across ITV, Channel 4 and Channel 4 digital channels from 4th – 26th January. The Grief Kind ad was shown more than 700 times with an estimated reach of 44% of our target audience.

Radio advertising launched on 8th January and ran until the end of March, on GOLD, Smooth, Scale, Greatest Hits, BOOM radio and Heart 70. Digital advertising on Meta (Facebook), YouTube and on digital news sites has helped to amplify the campaign.

Our Grief Kind PR activity secured coverage across national, regional and broadcast media with a reach of over 20 million and our celebrity ambassador, Lisa Riley showed support for the campaign by posting on her Instagram and asking her followers to be Grief Kind.

We shared resources with 651 MPs on how our bereavement support services can help their constituents and information about our bereavement services is available in leaflets at GP surgeries until the end of April.

The campaign has had a noticeable impact on the number of people using our online bereavement services and strong improvements in people associating Sue Ryder with bereavement support. ■

Keeping our network safe

The next step in our programme to improve the security of our systems is Multi-Factor Authentication (MFA)

Rob Romaine
Director of IT

The world of cyber-security and compliance is fast-moving, and as an organisation we need to improve the security of our information and our data.

To support this, we have several security projects happening over the coming months, including Multi-Factor Authentication (MFA). MFA is an additional way of checking that it is really you logging into your account.

It means that as well as your username and password, there will be a second security check where you will need to use an app on another device, receive a text message or answer a phone call to a mobile or landline to confirm it is you logging in. This second layer of security is designed to prevent anyone but you from accessing your account.

You may have come across MFA before, for example in online banking and when paying for items bought online. MFA achieves compliance and enhances security, as it means we are not reliant solely on passwords to prevent cyber attacks. Cybercriminals are becoming increasingly clever and sophisticated; and a password on its own is no longer enough to guarantee protection of our systems and data.

All colleagues need to register for MFA by the end of June – after this date, if you haven't signed up, you won't be able to log in and will need to set up MFA to do this. Support and instructions are available on RyderNet. Please sign up for MFA as soon as possible – once it's done, you won't have to worry about missing the deadline.

Another focus is updating software on our computers and systems through a process called patching. This means colleagues will be asked to restart their devices more often. Please follow the prompts and restart your computer when asked. You can defer up to three times before your computer will automatically restart. We understand this might not always be convenient, but patching is an important part of keeping our systems secure.

For more information about Multi-Factor Authentication (MFA), please visit RyderNet or the Microsoft 365 homepage ■



Making an impact

Celebrating our fantastic volunteers, who go above and beyond to support Sue Ryder

Sarah Peacock
Internal Communications Officer

At Sue Ryder, we're lucky to have the support of over 7,000 dedicated volunteers who generously donate their time to help us be there when it matters. Volunteers play vital roles throughout the organisation, and we simply couldn't provide our expert care without their passion, commitment and support.

Our volunteers have done so much since the last edition of Ryder News, and here we are shining a spotlight on just a handful of their highlights.



January saw the return of our annual Treecycling scheme, which involves teams of local volunteers collecting real Christmas trees in return for a suggested donation to Sue Ryder. This year, we received the support of 308 brilliant volunteers. Together, they collected 7,196 Christmas trees from people's homes and helped us to raise £118,982.



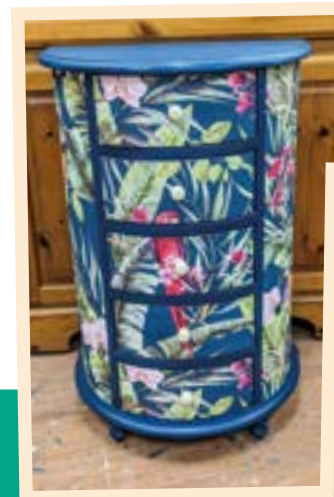
Our team of volunteer gardeners at Sue Ryder Duchess of Kent Hospice have scooped the gold prize at the Reading in Bloom awards, for the second year running! The talented team were commended for the beautiful space they created, which gives patients a relaxing place to spend time with friends and family or just to take a moment for themselves.



At Sue Ryder St John's Hospice, we're lucky to have a wonderful team of volunteer Pets as Therapy (PAT) dog handlers and their dogs who regularly donate their time to support our patients. The specially trained dogs and their compassionate and caring handlers bring so much joy and interest to our patients, their families, and our colleagues at the hospice.



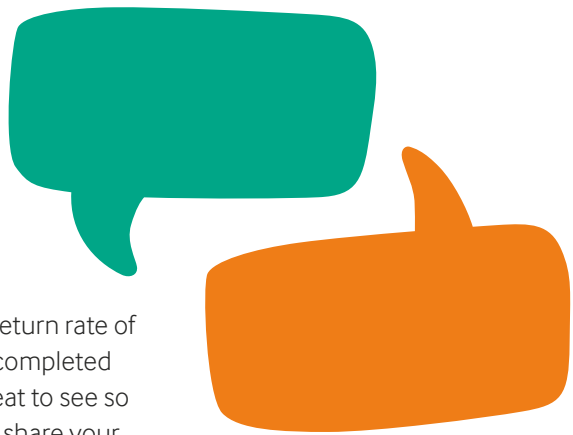
Our Starlight Hikes invite people to walk 5k or 10k in memory of a loved one to raise funds. A total of 407 volunteers gave 1,544 hours of their time to help ensure our latest events ran smoothly, and with their support, we raised over £329,000.



Retail volunteers at our Maidstone upcycling and repair workshop are continuing to go above and beyond to create eye-catching, one-of-a-kind items to raise vital funds. The workshop brings to life our Retail 2025 vision, by innovating and collaborating on ways to reduce, reuse and recycle. At Maidstone, the talented team of volunteers work to upcycle donated items. Here are just a couple of those wonderful creations.

Your voice matters

The feedback you provide helps to create real change at Sue Ryder.



Abigail Iyaho
Organisational Development Business Partner

It will soon be time for the 2024 Let's Talk and Volunteer Voice surveys. These annual surveys give staff and volunteers the opportunity to provide feedback, which helps us understand how we are doing as an organisation.

The Let's Talk survey is for our paid staff and the Volunteer Voice survey is tailored to all our volunteers. Both surveys are anonymous and take less than 10 minutes to complete.

We want Sue Ryder to be a great place to work and volunteer, and the feedback you share as part of these surveys helps us to learn what we are doing well, and where we can take steps to improve.

Since the surveys started, we have been able to make many impactful changes thanks to the feedback you provided. Some of these changes include launching a new induction process to help make colleagues feel supported after joining Sue Ryder, and introducing a new online Volunteer Hub so volunteers have easy access to resources which enhance their volunteering experience.

Last year, Let's Talk received a return rate of 61%, and Volunteer Voice was completed by 916 volunteers. While it's great to see so many of you taking the time to share your opinions, we would love to see a higher completion rate this year. Don't miss your chance to help make Sue Ryder a fantastic place to work and volunteer by taking part in the 2024 Let's Talk and Volunteer Voice surveys, which will be emailed to you soon.

Read more by searching for 'Let's Talk' or 'Volunteer Voice' on RyderNet, or by visiting the Volunteer Hub. ■

Let's Talk survey dates

Our Let's Talk survey for staff will be open from Monday 29th April until Friday 17th May. Look out for the link in your inbox and reminders on PeopleHub!

Volunteer Voice survey dates

Volunteer Voice will be open at the same time as Let's Talk, from Monday 29th April until Friday 17th May. The link will be shared in volunteer communications and by email.

Our Grief Kind Garden

At the 2024 RHS Chelsea Flower Show in May, Sue Ryder will explore the theme of grief with a sensory garden designed by award-winning designer, Katherine Holland.

Bex Thomas
Senior Communications Planning Manager

The Sue Ryder Grief Kind Garden will be in the All About Plants category, and is sponsored by Project Giving Back, the unique charity that funds gardens for good causes. Providing a peaceful sanctuary in the beauty of nature, the garden will encourage visitors to share their experiences of grief. Katherine worked with Sue Ryder at the RHS Hampton Court Garden Festival and will continue her work around bereavement for the Grief Kind Garden.

Designing the garden

Following the show, the garden will be relocated to Sue Ryder St John's Hospice to provide a beautiful space for our patients and their families. As the garden's forever home will be in Bedford, the planting borders are inspired by the area's lace production history, using shapes from the Midlands 'Bud' lace. For year-round interest, Katherine has selected sensory perennial plants and unusual trees.

The garden will be a welcoming meeting space, with chairs around a coffee table, showing the importance of talking about loss. During show week, the table will display personal objects from Katherine and the Sue Ryder community, symbolising loved ones who have died.

Relocating the garden highlights the importance of sustainability, with actions we are taking including:

1. Repurposing the steel framework around the garden into raised beds for the hospice kitchen garden.
2. Lifting and re-laying the Yorkshire limestone as paving at the hospice.
3. Using CemFree concrete – Cemfree products offer carbon savings of up to 85%.
4. Sourcing plants from How Green Nursery in Kent – a family-run nursery who only use peat-free compost. Harvesting peat releases stored carbon dioxide; peat-free compost is more environmentally friendly.

With 86% of people who have been bereaved saying they felt alone in their grief, we hope that visitors to the garden will meet grief with warmth and compassion.

If you have any questions about the Grief Kind Garden, please email bex.thomas@sueryder.org. ■





The latest on Equity, Diversity and Inclusion

We are striving to build a more inclusive, diverse and empowering culture for everyone who works or volunteers at Sue Ryder. Keep reading to learn more about the latest activity, our plans for the future and how you can get involved.

Sabrina Shadie
Equity, Diversity and Inclusion Lead

Race Equity Programme

In 2023, we launched our Race Equity Programme, which aims to shine a light on the inequalities faced by Global Majority colleagues and develop a plan for change. We are now developing our Race Equity Action plan, based on feedback colleagues shared with New Ways. As part of this process, we are hosting two away days in Birmingham in April:

Thursday 18th April: for Global Majority colleagues only
Global Majority staff will be invited to share feedback on the draft Race Equity Action Plan, identify areas of development and engage with the ED&E network to drive change.

Friday 19th April: for Allies
This will be a day of skills sharing and will focus on ways to positively impact, support and connect with our Global Majority colleagues.

Search 'Race Equity' on RyderNet to learn more and book your place. Virtual attendance available.

Reasonable Adjustments guidance

In December 2023, we launched the Reasonable Adjustments guidance, to ensure that colleagues with a disability, health condition or specific support needs at work are treated fairly and have access to the same opportunities as everyone else.

Colleagues should still make use of the Inclusion Passport to start a conversation about any reasonable adjustments you request and to record any agreed reasonable adjustments. Find out more on RyderNet.

Although these resources are for staff members only, colleagues are considering how these can be adapted to support volunteers too.

Get involved in our ED&I networks

We have four ED&I networks who support colleagues and ensure that Sue Ryder is a welcoming and inclusive place to work and volunteer. You can find out more about our networks on RyderNet, the Volunteer Hub and Viva Engage.

The contact details for each network are:

LGBTQ+ network:
LGBTQnetwork@sueryder.org

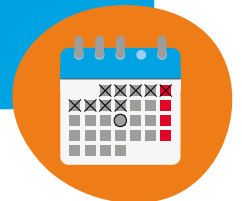
Network for Ethnic Diversity and Equity:
saamir.ansari@sueryder.org

People with Disabilities network:
disability.network@sueryder.org

Women and Non-Binary Individuals network:
rebecca.wilson@sueryder.org

Key ED&I dates

1. May 10th – 17th: Mental Health Awareness Week
2. May 20th: Global Accessibility Awareness Day
3. June: LGBTQ+ Pride Month
4. June 22nd: Windrush Day



Improving quality, driving performance

Key changes represent cultural shift for our care services

Mark Heath
Clinical Quality and Safety Manager

Caroline Sharnock
Organisational Development Business Partner

March 2024 saw two significant milestones for colleagues in our care services: the launch of PSIRF and performance reviews on PeopleHub.

PSIRF stands for Patient Safety Incident Response Framework and is a key pillar of the NHS England Patient Safety Strategy, replacing the Serious Incident Framework (SIF).

It aims to support the NHS and other care providers to share learning and drive quality improvement from patient safety incidents.

PSIRF aligns perfectly with our vision and strategy, which puts people who are living with a life-limiting condition or grieving at the heart of our work. We need to listen and learn from people who have been affected by dying and grief, and PSIRF is going to play a major part in this. Training has started, and colleagues are being supported to learn and develop different ways of managing incidents and interacting with people.

Performance reviews on PeopleHub have also gone live to all our care services for 2024–25. Colleagues in palliative services had the opportunity to use PeopleHub for their mid-year reviews, and colleagues at Sue Ryder Neurological Care Centre Dee

View Court are using it for the very first time from April 2024. Regardless, all colleagues must use PeopleHub for their performance reviews from their start of year review in 2024–25 onwards.

There are many benefits of performance reviews being held and stored on PeopleHub, including making it easier to record ratings and apply annual pay uplifts.

You can find out more about PSIRF and PeopleHub performance reviews on RyderNet. ■

“
PSIRF aligns perfectly with our vision and strategy, which puts people who are living with a life-limiting condition or grieving at the heart of our work.
”

Our new look and feel

Our brand refresh started last year and is well underway

Vicki Minchener
Senior Brand and Creative Manager

We publicly launched our new brand identity last November and have begun the gradual process of introducing our new look to our printed and digital materials. This is a lengthy process, and you will see old and new brand co-exist whilst we make this transition.

The Brand Refresh Working Group is made up of colleagues from across the organisation. They have completed an audit of all our branded assets and agreed a priority order for rebranding these materials. These materials are being rebranded on a schedule according to organisational priorities, budget and capacity.

Items updated so far include:

- websites and social media channels
- flags, bunting and other materials for events like the London Marathon
- clothing, uniform and lanyards
- Microsoft Word, PowerPoint and RightMarket (formerly Markit) templates
- and lots more!

And areas being looked at very soon include:

- signage across our sites, including our hospices and office locations
- point of sale materials at our shops
- our healthcare literature
- a new look for our Sue Ryder Lottery
- and lots more!

Visit the Brand and Marcomms page on RyderNet to:

- view our brand guidelines, house style guide and key messages
- download logos, illustrations and other brand assets
- download branded templates for Microsoft PowerPoint and Word.
- get access to RightMarket (formerly Markit), our template system which allows you to create your own simple posters and flyers.



Spotlight on...

Sarah Peacock
Internal Communications Officer

The People team, led by Kate Reich, Associate Director of People, are vital in helping Sue Ryder perform effectively as an organisation.

Some key areas of responsibility for our People Advisors are:

- Developing and implementing the charity's People strategy.
- Advising on a wide range of organisational/development issues.

- Helping to attract and recruit the best people to join Sue Ryder and supporting the joining process.
- Developing plans to ensure the delivery of all People systems, policies and procedures.

Every member of the team is also a trained Mental Health First Aider, and they are keen to support wellbeing throughout the organisation. Sara Hyett, who is the Senior People Advisor at Sue Ryder Duchess of Kent Hospice, said: "I visit the hospice two days per week,



Our People Advisors

In the latest instalment of our 'Spotlight on...' series, which focuses on different teams from across Sue Ryder, we'll be learning more about our People Advisors

- Giving advice and guidance on People issues to the Trustees, Chief Executive and Executive Leadership Team.

Put simply, People Advisors are there to help with anything employment related, including recruitment and retention, engagement, wellbeing, change and employee relations. While much of their time is spent supporting managers, the People Advisors are available to speak to any colleagues who have employment queries or concerns.

so I can talk to staff and try to get an understanding of how they are feeling. My colleagues do the same, we like to make ourselves available in case people want to chat to us about any concerns, including health and wellbeing."

To find out more about our People Advisors and the support they offer, visit the People site on RyderNet. ■

Your People Advisors are:

Rachel McHugh
Retail regions 1 and 2 (areas 9100, 9150, 9175), Doncaster office, Northampton office and warehouse, People with Disabilities network

Jemma McHugh
Retail region 2 (areas 9200, 9250, 9275), London office

Lucy Lambert
Retail region 3 (areas 9300, 9350, 9375), Sudbury office

Samantha Bell
Retail regions 1 and 3 (areas 9400, 9450 and 9475)

Tracy Donaldson
Sue Ryder Wheatfields Hospice

Sara Hyett
Sue Ryder Duchess of Kent Hospice, Sue Ryder Palliative Care Hub South Oxfordshire

Caroline Head
Sue Ryder Leckhampton Court Hospice, Fundraising, LGBTQ+ Network

Sarah Wheeler
Sue Ryder St John's Hospice, Quality and Governance, Bereavement team

Jas Sanghera
Sue Ryder Manorlands Hospice

Lynn Atkins
Sue Ryder Thorpe Hall Hospice

Julia Smith
Sue Ryder Neurological Care Centre Dee View Court, Network for Ethnic Diversity and Equity

Wordsearch

Q M H I K E M Z O P I N I O N S P I
J E C H E L S E A L A P O N Y W J D
T R E E C Y C L I N G I F I U L H X
V O L U N T E E R S L P A N C K W I
H O T F A D J U S T M E N T S M D X
S C V C A M P A I G N R Z U K V B G
V A I W O S U R V E Y F C Q T Z E S
L D S V Q U A L I T Y O B R K D Q A
I V I S R U A A D V E R T S U V U N
S I O T B E R E A V E M E N T X I C
T S N R E F R E S H Z A Y N A V T T
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E S U E H P H E A R T E V K I N D R
R O R G S P O T L I G H T K Y V T Y
S W X Y E M I L E S T O N E O I X M
P P P J X R A I N B O W S I J P O L
O M J C O M M U N I T I E S Q S I Z

List of words to find

1. Bereavement
2. Listeners
3. Treecycling
4. Rainbow
5. Volunteers
6. Equity
7. Campaign
8. Spotlight
9. Upcycling
10. Survey
11. Chelsea
12. Kind
13. Performance
14. Brand
15. Milestone
16. Advisors
17. Heart
18. Hike
19. Refresh
20. Quality
21. Adjustments
22. Sanctuary
23. Opinions
24. Adverts
25. Communities
26. Vision
27. Strategy
28. Pony
29. VIP

The rules

Find the words by looking from left to right, backwards, top to bottom and diagonally. You may find more than one word in the same group of letters. Once you've completed it, take a photo and share it on Viva Engage. Use the hashtag **#rydernews**.

 /SueRyderNational

 @SueRyderCharity

(cut out and keep)

Cut out and keep: grief support

If someone is looking for grief support, please tell them to visit our website at sueryder.org/support or by searching for 'Sue Ryder Grief Kind'.

We don't offer a grief support phone line. Our website provides expert grief support information and resources which are available for anyone to access for free.

Sue Ryder's Bereavement Support includes:

- an Online Bereavement Community where people can share their experiences and get support from others
- an online Grief Guide with helpful advice
- a free Online Bereavement Counselling Service via video
- Grief Coach, a personalised grief support text messaging service
- our Grief Kind Spaces, which are in-person bereavement groups for people to share their experiences with others (selected locations only).



Get involved in our competition

All you need to do is find the pink heart hidden in this edition of Ryder News. You can see an example of this heart on this page. Simply email us at internalcomms@sueryder.org to tell us which page the heart is hidden on before the competition closes at **5pm on Friday 10th May 2024**. Look carefully! Everyone who enters before the deadline and gets the answer right will go into a draw to select the lucky winner of a £20 Amazon e-gift card.