

ANNUAL REPORT

July 1st 2013 to June 30th 2014



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Eleni Tsinalis, President

Eleni Fakotakis, Director

PRESIDENT'S & DIRECTOR'S MESSAGE

"Good actions give strength to ourselves and inspire good actions in others." Plato 427-347 BC

It is a wonderful feeling knowing that we have helped thousands of people, of all ages since our social services took root 42 years ago! Our clients however, are also professionals in the public system who require our assistance with complementary intervention in the form of translation and advice on how best to approach individuals of Greek origin. Although, our clients are mainly people of Greek origin, it is important to note that we do serve clients of any origin who approach us and who live in the immediate vicinity of our offices.

With less than a handful of employees and a small group of volunteers, we offer quite the selection of services, such as providing information on a wide variety of issues and concerns, listening (allowing the client to "vent" their frustrations or concerns), referral to public services, helping with all types of form filling and accompaniment. We have seen a significant increase with respect to cases pertaining to job search, mental health, and immigration.

We also offer concrete services, thanks to Moisson Montréal our two food-banks for example, one in Montreal (in Parc-Extension) and the other in Laval, help hundreds of vulnerable people. The Montreal one has been in existence since 2005, operating every Tuesday in Chalet Ogilvy, a heritage building that the City allows us to share with other groups. The food-bank in Laval started its operations in the fall of 2013 and distributes food to poor and to isolated individuals every Thursday in the basement of Timios Stavros church. It is a miracle that in spite of the fact that we do not have our own SSHQ van, we have been lucky in finding a volunteer at a time, who makes a weekly commitment to load up their own van with food from Moisson Montréal and to bring the load back to us for distribution, over

CARING COURTEOUS

a period of several months at a time. It is easier to load up one van, than two or three cars. We must acquire our own van eventually in order to guarantee this important service that functions without any government funding.

We are thrilled to announce that the latest and most challenging addition to our service, is the natural caregiver's program which started in January 2014. We are pleased of our partnership with APPUI LAVAL who are funding us to offer information, referral to public services, media sensitization and moral support to natural caregivers who are taking care of an elderly loved one. We organized a caregiver's conference that was well attended and was successful due to quality content and interesting guest speakers, as was expressed to us by the participants who attended. A discussion followed that included feedback about the public system in this area. Our emphasis during the information session was on the subject of Alzheimer's disease and the services offered in Laval for natural caregivers. The challenge is in getting natural caregivers who take care of a elderly relative, to also ask for help for themselves. We are hoping to receive an APPUI Montreal grant for our natural caregiver clients who live in Montreal as they hear what we are doing in Laval and are also calling our service, some of these cases we have referred to APPUI Montréal or the CLSC in their neighborhood.

Finally, our other regular programs, are courses. A French language course offered in collaboration with CREP (Centre de ressources éducatives et pédagogiques), a PIED (Programme intégré d'équilibre dynamique) exercise course for the elderly that is funded by the CSSS de la Montagne and our computer courses for the elderly. There is nothing more pleasant than seeing an elderly person using Skype, email or Face Book! Our Laval courses are quite successful and there is always a waiting list for elderly wanting to learn how to use computers. In the last year however, we have not held computer classes in Montreal as we have not been able to find an appropriate space.

Our non regular activities involve the co-organization of a yearly blood drive and occasional outings and festive get-togethers for the elderly. During the winter of 2014, we found it more cost efficient to organize a one week income tax clinic for individuals on welfare in the districts of Parc-Extension, CDN and Laval instead of 28 hours a week for three months as we had done in previous years.

We are proud to represent SSHQ and to work with an exceptional team of employees, volunteers, colleagues, partner organizations/groups (both public and private) and a dedicated Board of directors. We would also like to thank all of our donors and the students of Socrates-Demostène and Platon-Omiros schools who donate toys and part of their allowance money at Christmas time so that we can buy food vouchers for our most needy clients and to add some extra cheer to those who have so little. We are also very grateful for the small grants we receive from the Quebec government and for all the friends of the service who make donations in support of our service. For all of you, our team and our donors, "THANK-YOU!"

EMPLOYEES OF HSSQ AS AT JUNE 30 2014

CHRYSSA T. BELETSIOTIS>>> COMMUNITY INTERVENTIONIST (To the left)



<<< MARY ARVANITAKI
COMMUNITY INTERVENTIONIST
 (To the right)</pre>

ELENI FAKOTAKIS-KOLAITIS
DIRECTOR
(In the centre)



SMILJANA PAVLOVIC
CREP - FRENCH LANGUAGE TEACHER



ARGI PAPAGIANNAKI KINESIOLOGIST, PIED PROGRAM COMPUTER INSTRUCTOR

OUR FOUR OFFICE LOCATIONS AND DETAILS OF EMPLOYEE HOURS PER WEEK IN EACH OFFICE

HEAD OFFICE

DISTRICTS, CÔTE-DES-NEIGES / OUTREMONT

5777 Wilderton Avenue
Montréal (Québec) H3S 2V7
Telephone: (514) 738-2421
Fax : (514) 738-5466

Director (Full-time), Eleni Fakotakis Kolaitis, efakotakis@hcgm.org

Téléphone: (514) 738-242, #120

Community Intervention counsellors time at head office:

Telephone: (514) 738-2421, #121 or 135

Mary Arvanitaki (17.5 hours/wk. in head office, mid March 2014 to June 30th 2014) Coordinator of existing programs in Montreal (PIED, Computers, CREP, Food-Bank) marvanitaki@hcgm.org

Chrysoula T. Beletsiotis (7 hours/wk at head office/wk, January 2014 to June 30th 2014) cbeletsiotis@hcgm.org
Coordinator of Existing programs in Montreal, 10.5 hours/wk in CDN (mid September 2013 to January 2014 21 hours/wk in CDN (July 2013 to mid September 2013)

Kinesiologist & Instructor for Programme PIED

Argi Papagiannaki, (Part-time - 5 hours/wk. x 24 weeks, PIED)

Constantina Mouzaki, 7 hours/wk in CDN, Emploi Québec (July 1st 2013 to mid Sept 2013)

OUR FOUR OFFICE LOCATIONS AND DETAILS OF EMPLOYEE HOURS PER WEEK IN EACH OFFICE, CONTINUED...

PARC-EXTENSION

Chalet Ogilvy, 821 Ogilvy Avenue Montréal (Québec) H3N 1N9 Telephone: (514) 906-0784

Community Intervention counsellors

Mary Arvanitaki, 17.5 hours at head office, mid March 2014 to June 30th 2014) marvanitaki@hcgm.org

Chrysoula T. Beletsiotis, 10.5 hours in Parc-Ex (mid September 2013 to January 2014) 7 hours/wk in Parc-Ex (January 2014 to mid March 2014)

Constantina Mouzaki, 28 hours/wk in Parc-Ex, Emploi Québec (July 1st 2013 to mid September 2013)

SOUTH SHORE

Pick up messages from a distance. By appointment only 5220 Grande-Allée
Saint-Hubert (Québec) J3Y 1A1
Telephone: (450) 443-8197

LAVAL

4236 Chemin du Souvenir

Chomedey (Québec) H7W 1B6 Telephone: (450) 688-2088

Fax: (450) 688-2084

Chrysoula T. Beletsiotis, 21 hours/wk in Laval Since Mid March 2014 cbeletsiotis@hcgm.org

14 hours/wk in Laval (January 2014 to mid March 2014) 7 hours/wk in Laval (mid September 2013 to January 2014) 14 hours/wk in Laval (July 2013 to mid September 2013)

Argi Papagiannaki, (Part-time - computer course instructor, 6 hours/wk.)

Timios Stavros Church, (4865 du Souvenir)

<u>Eleni Tsinalis</u>, President, (coordinates food-bank on a volunteer basis) one half day per week, 3.5 hours., etsinalis@hcgm.org

HELLENIC SOCIAL SERVICES OF QUÉBEC (HSSQ) Founded in 1972, obtained our own charter in 1992

Vision

Caring, courteous service, client focused. Service excellence.

To become an even more effective partner in the

Health and Social Services Network

Mission

- 1. To help our clients access the services to which they are entitled and to increase their understanding of the systems to which they are addressing;
- 2. To promote healthy living and to provide needed activities that complement or add to what is offered in the network, and that are sensitive to socio-economic and psycho-social needs;
- 3. To advocate on behalf of our clients for quality health and social services;
- To lobby the government so that employees and Board of Directors in public establishments represent the general population proportionately.

ANNUAL SERVICE STATISTICS FROM THE FOUR OFFICES BASED ON TYPE OF ACTIVITY

Caregiver Program Statistics

Profile of the Caregiver: Our Caregiver conference that was held in mid June 2014, was attended by 38 people. We are slowly building our caregiver clientele as they are too stressed even to ask for help for themselves. 53% of our caregivers are women. 67% are between the ages of 65 and 84. the rest are between 31 and 64 years of age. 50% of our caregiver clients are husband or wife taking care of their spouse and the other 50% of our clients are sons o daughters taking care of their mother or father. Most of our caregivers devote between 36 hours to 168 hours per week to do various things for their elderly loved one. None have young children. 26% offer 6 to 15 hours of help a week, while another 15% offer 1 to 5 hours per week. 47 % of our caregivers work full-time. 53% are very tired all the time. 26% are depressed. half our caregivers are totally alone in their caregiver role. 40% have one other person who helps out and 13% have two other people who can help. 67% complain that there simply is not enough help provided to their elderly loved one. 27% express the need to have someone Greek to come to the house to take care of their loved one.

Profile of the Elderly being taken care of: Again the person who is being taken care of, or the elderly in question is in most casks female and usually between 65 and 84 years of age. On average she has 1 to 7 medical complications. 44% of which are related to mobility issues, 40% are living with the alzheimer's disease, 25% have a heart condition, another 25% have arthritis, 19% are chronically depressed, another 19% are anxious or have anxiety disorders 6% have cancer.

Food bank Statistics

"Poverty is the worst form of violence" (Ghandi). Poverty is to be deprived of the resources, means, choices and power necessary to acquire and to maintain economic self-sufficiency and participation in Society. We do our best to contribute to the fight against poverty through our two weekly food banks one in Parc-Extension, the other in Laval. We serve approx. 240 individuals or 100 homes monthly. Roughly 37% of our food bank clients are children. 50% of our clients who live in poverty, live alone. Many are vulnerable, and are either individuals or immigrants with low-paying or unstable jobs, elderly who are isolated, people who suffer from psycho-social problems or intellectual limitations. 14% of our food bank clients in Montreal are elderly, while in Laval they represent 8% of our food bank clients. In Laval, 31% of our food bank clients are single-parent families, while in Montreal this category represents only 15% of our clients. In Laval we have a larger number of younger adults between 31 and 44 yrs, while in Montreal the largest age group we serve is between 45 and 64 years of age. Most of our food bank families are couples with children (26%), while in Laval couples with children represent only 11%. In Parc-Extesion, 11% of the food bank clientele are couples without children, while this group does not exist amongst our Laval clients.

Number of Interventions (visits with or without appointment), regular and non-regular activities, information, referral (including by telephone for the four office) & including same case or client:

•	Assistance with form filling for a variety of government assistance applications	2,000
•	Listening, referral	1800
•	home support, calls to doctors offices, other	300
•	Supervision and intervention at the residence of the elderly	150
	Information regarding the Rental Board , Rental supplement, Rent allocation	60
•	Accompaniment and interpretation	80
•	Courses (P.I.E.D., information technology-computers, French)	175
•	Employment, help with CV, volunteering,	150
•	Financial Aid, food bank, distribution of food	135
•	Residence Long-term placement of elderly loosing their autonomy	850
•	OGA & IKA	50
•	Income Tax	50
•	Mental Health, depression, Alzheiers, dementia, suicide	145
•	Family Violence and the mis-treatment of elderly	55
•	Legal problems	30
	Couple counselling	25
•	Partner , public services collaboration, including translation of documents	90
•	Immigration, information, support	200
	Recreational activités	100
•	Information sessions	65***
•	Adapted Transport, disability pensions	25
•	handicapped issues and support	35
•	Toxic substance abuse (drug abuse, over medicating, alcoholism, smoking, etc)	10
	Tatal	6,580
	Total	0,000

^{***}This statistic does not include people that we reach through the media (TV-radio-newspapers), approx. Min. which is a conservative estimate. For all other activities, services, and programs: 80% of the clients are of Greek origin and 20% are people of diverse origin

CARING

COURTEOUS

SPECIAL EVENTS & REGULAR PROGRAMS THAT TOOK PLACE



*SENIOR CHRISTMAS PARTY AND *SENIOR SPRING PARTY IN MAY, & ARTS & CRAFTS



***TWO WEEKLY FOOD BANKS** MONTREAL, LAVAL & *THE FOIRE ALIMENTAIRE IN P.E.



CAREGIVER'S CONFERENCE MID-JUNE 2014







*ANNUAL BLOOD DRIVE MAY 2014 *BLOOD PRESSURE CLINIC

*SENIOR CLASSICAL CONCERT





CREP. French language courses

COURTEOUS **CARING**

OUR SERVICES

- INFORMATION, EDUCATION, SENSITIZATION
- A LISTENING service to clients who want to "get things off their chest"
- SUPPORT SERVICES:
 - NATURAL CAREGIVER support and referral and information;
 - FOOD-BANK, Weekly food distribution;
 - MENTAL HEALTH & DEPRESSION referrals
 - MISTREATMENT of elderly prevention, awareness and information
 - YEARLY BLOOD DRIVE in collaboration with Héma-Québec;
 - WEEKLY TELEPHONE CALLS to elderly, isolated clients
 - IMMIGRATION information and referral to experts
 - ACCOMPANIMENT of primarily elderly clients to their appointments for the moral support and interpreter services. We also accompanied non elderly clients who experienced particular obstacles when asking for help from public services
 - A ONE WEEK INCOME TAX CLINIC to clients on welfare
 - JOB SEARCH readiness and advice, help with CVs
 - FORM FILLING, advice with a variety of applications (pension, adapted transport, etc)

WORKSHOPS, TRAINING AND COURSES

- A French-language course for a full year, in collaboration with CREP;
- Weekly computer courses in Laval
- Dynamic Integration and Balance Program (PIED) two times, weekly

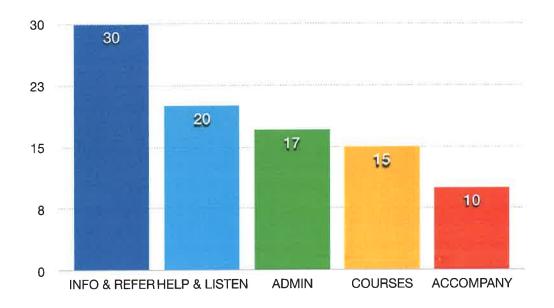
Events and Activities continued....

- DEFENDING THE RIGHTS AND INTERESTS OF OUR CLIENTS AND PROMOTING HEALTH AND WELL-BEING
- TRANSLATION OF DOCUMENTS for private and public resources
- CONSULTATION TO PARTNER GROUPS AND PUBLIC ORGANIZATIONS
- OPPORTUNITIES FOR STUDENTS TO DO THEIR STAGES WITH HSSQ

PERCENTAGE (%) OF TIME SPENT PER ACTIVITY BY EMPLOYEES, VOLUNTEERS & DIRECTOR AVERAGE OF 190 TOTAL WORK HOURS PER WEEK

PERCENTAGE OF TIME SPENT PER ACTIVITY

ACTIVITY	% OF TIME SPENT
INFO & REFERRAL	30
HELP & LISTENING	20
ADMINISTRATION	17
WORKSHOPS & COURSES	15
ACCOMPANIMENT	10
PUBLIC SERVICE COLLABORATION	8



PRIORITIES & PLAN OF ACTION 2014 TO 2024 & TO COVER THE SERVICES THAT OTHER GREEK RESOURCES DO NOT



Greek Senior's Residence (RI) with in house services, quality environment and green spaces. With Greek language Day Centers for vulnerable seniors

 Social, recreational daily activities in our church basements and community centres for the elderly and other vulnerable individuals

2. PREVENTION OF NATURAL CAREGIVERS BECOMING STRESSED, SICK OR ISOLATED BY OFFERING:

- Information, support groups
- Referral to public and partner resources

3. CONSULTATION ON IMMIGRATION

(Information, orientation, accompaniment)



4. RE-ESTABLISHING SUPPORT SERVICES TO OUR SCHOOLS



Regular social work and other professionals, nurses, orthophonist, etc.

5. WEEKLY FOOD BANK SERVICE IN MONTREAL AND LAVAL

- Need a van to help with the transportation of food



OUR SERVICE VALUES & STRATEGIES

- To continue to coordinate our services with the public health and social services network;
- We will continue to also help people of non-Greek origin who come to us from within the immediate vicinity of our offices;
- We will continue to have people on our Board who are from multi disciplinary health and social services professions and to include people of diverse origins as well.
- To assure a quality service, caring and courteous, with the client being at the center of our pre-occupation, as per the symbolism behind our logo. We will encourage the client to participate actively in their treatment;
- To continually evaluate our effectiveness and to measure the level of client satisfaction. To do this properly, we need to automate our records and statistics because we are keeping most records by opening mostly physical dossiers

BOARD OF DIRECTORS PERIOD OF JULY 1ST 2013 TO JUNE 30TH 2014

- Eleni Tsinalis, President
- Harry Babaroutsis, Representative, Regional Council of Montreal
- Anna Biro, Conseil des Montréalaises, Representative of Women's concerns
- Helen Hatzitzanakis, Representative, Fundraising
- Andreas Kalavriziotis, Representative of Laval Regional Board
- Dr. Christos Karatzios, Pediatrician, Health Care Professional
- Helen Kastanis, Social Worker
- Maria Kavvadias, Social Worker for youth concerns
- Angeliki Kritikos, Representative / user, Elderly, in non residential settings
- Ninette Moise, CSSS de La Montagne, Representative, Home Care
- Apostolia Petropoulou, Social Worker, Caregiver program and Secretary
- Lidia Scalcou.
- Tassia Spanos, Representative/user, Elderly, Residence Hutchison (Pater Salami) and Vice-President
- Maria Stamatelos, lawyer

On BOD, with no right to vote:

Nicholas Pagonis, HCGM, President, Nicholas Flouris, HCGM, Treasurer Eleni Fakotakis Kolaitis, Director HSSQ

A BIG THANK-YOU TO ALL OUR VOLUNTEERS

KOULA ANTYPAS

VASO ARVANITAKI

CHRISTIAN BEAUSOLEIL

KATHERINE BOUDOPOULOS

DENISE FOURNIER

ANASTASIA GEORGIOU

FERNANDO GIMENO

THEODORA KARAMANLIS

DIMITRA KOUTLAKIS

STAVROULA KOUKIS

ANGELIKI LALOU

CÉDRYKE LESSARD,

"LEFTERIS"

VICKY MADIS

JOHN MARSHALL

SPIROS MONSENIGOS

CHRISTOS PACHIS

LOUKAS PANAGOU

ERASMIA POULAKI

SOPHIA ROUMELIOTAKI

CATHERINE RYAN

TASIA SPANOS

THEODORE BETCHAVAS

ATHANASIA

DIATHESOPOULOU

ANDREAS KALAVRIZIOTIS

SMARAGDA KOTSARAS

GEORGIA LABRINOS

CHRISOULA MYTTAS

MANOLIS NICOLAINAS

LYDIA SCALCOS

IRENE SIKALIS

TASIA SPANOU

IN MEMORY ...

DURING THE SUMMER OF 2013, WE LOST TWO PRECIOUS VOLUNTEERS

ANNA MOSHONAS



OKSANA ANDRUCHIW



A BIG THANK-YOU TO OUR PARTNERS

A.C.C.E.S.S.S.

A.M.E.I.P.H.Q.

Agence de la Santé et des services sociaux de Montréal

Alzheimer's society of Laval

APPUI Laval

ALPA

Hellenic Medical Association of Quebec

Bureau des services fiscaux de Montréal

Cap Idéal-Phoenix

CSSS de la Montagne

CLSC Côte-Des-Neiges

CLSC Parc-Extension

CSSS de Laval

CSSS ue Lavai

CLSC Ruisseau Papineau

Carrefour Inter cultures de Laval

Table de concertation des Aînés, CDN

Table de concertation des Aînés, Parc-Extension

Hellenic Community of Greater Montreal

C.R.E.P.

Greek Schools, Socrates-Dimosthènes

Greek School, Platon-Omiros

GRASAPE - Table de concertation

Gouvernement du Québec, Emploi Québec

Hellenic Ladies Benevolent Society

Association Filia

Héma-Québec

Moisson Montréal

Montreal Volunteer Bureau

Volunteer Bureau of Laval and Moisson Mtl

PEYO

Pharmacy, Spiro Koutsouris

Residence, Foyer Hellénique

Seniors Citizens Assoc. 'Evagelismos'

Ville de Montréal (Arrondissement, Villeray-St-Michel-Parc Extension)



THANK-YOU FOR YOUR CONTRIBUTIONS

COMPANIES / ORGANIZATIONS / ASSOCIATIONS / FOUNDATIONS

- MOISSON MONTRÉAL, weekly food
- RBC- Dominion Securities (Helen Hatzitzanakis, Investment Advisor) 500\$
- Amarrages sans frontières (Jean-Marc Descôteaux)
- Elmont Bakery (Nick Arcolakis), bread
- Pilaros (Antypas family)
- Salamina & Defedis, Sotiri Antypas
- PA, Nicolas Kiriazis
- Mr. Puffs
- Hellenic Realtors Association, food

INDIVIDUALS, contributing financial donations or donations of articles or food

- •
- Louis Kalavritinos
- Antonia and Lymperis Koziris, 100\$
- Sofia Roumeliotakis, food
- Panagiotis Tzimas, 100\$
- Helen Tsinalis, President SSHQ, use of personal car for food drive
- Catherine Ryan, use of her van for food drive
- Mary Glenzos
- Ekaterini Koutsimani
- Rhéa Griegorieff
- Nitsa Tasselos
- Maria Menegas
- Dimitris Andrianakos 100\$
- Nicolas Ganas
- Tony and Niko Giannopoulos (Students of Socrates who gave 40\$)
- Mary Lissikatos and Nick Bramos
- Elias Vasilakos
- John and Kathy Charalambopoulos, food

GREEK MEDIA, thank-you for your community announcements

- BHMA- The Greek Canadian Tribune (Family Manikis)
- CFMB -1280 AM (Michael Tellides, Rena Papathanakou)
- Edo Montreal TV -103.3 FM. 90.Videotron (John Coconas)
- Mike FM CKDG- 105.1 FM (Mary Griffith)
- Montreal Greek News TV (Kostas Kalavriziotis)
- NEA The Greek Canadian News (George Guzmas)
- Radio Centre Ville 102.3 (Michael Kapellas)

GREEK SCHOOLS

A great big hug and THANK-YOU to the students, parents and personnel of the following schools for all the toys and money! Approximately \$700 was collected from all the campuses at Christmas time! We also collected so many toys that we gave to families of our food bank, we distributed toys during the President's family Christmas luncheon at the HCGM for the poor and had enough to also give to two Children's Hospitals (SteJustine's and the Montreal Children's) and to Sun Youth and to the Mile End Mission.

- Aristotelis High School, Montreal
- Platon-Omiros School, Montreal & South Shore
- Demosthènes School, Laval
- Socrates Elementary School, campus II, Montreal
- Socrates Elementary School, campus III. Roxboro
- Socrates Elementary School, campus IV, Saint-Hubert
- Socrates Elementary School, campus V, Laval

CSSS DE LA MONTAGNE

Programme PIED

GOVERNMENT FUNDING



We would like to thank the Agence de la santé et des services sociaux de Montréal for its annual contribution of \$32,645 in support of our operations for the fiscal year 2013-2014.



We would like to thank Emploi Québec who funded the salaries of two employees, for three months of the six month grant which was used up during the fiscal year July 2013 to June 2014, an amount of \$12,477



We would like to thank APPUI Laval for their grant of \$35,000 for a period January 2014 to Ma2015. We have already received approximately **\$28,500** of this amount during the fiscal year ended June 30th 2014.

FUNDS and SAB FUNDS GIVEN BY ELECTED OFFICIALS



We would also like to thank the following elected Québec officials for their contributions through the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the fiscal year July 2013 to June 2014 who together, sent us a total of \$6,550. :

- Monsieur Pierre Arcand (currently the Energy Minister & MNA for Mont-Royal) for his contribution of \$2,500
- Monsieur Réjean Hebert (former Health and Social Services Minister in the government of x Prime Minister, Madame Pauline Marois for his contribution of \$2,000
- Madame Diane De Courcy, former Minister for Immigration & Cultural communities in the government of Madame Pauline Marois for her contribution of \$1,000
- Madame Fatima Houda Pepin, former MNA for La Pinière for her contribution of \$500
- Monsieur Raymond Bachand, Former minister of finance for his contribution of \$300.
- Monsieur Guy Ouellette, MNA for Chomedey for his contribution of \$250

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