HELLENIC SOCIAL SERVICES OF QUEBEC HSSQ

SERVICES SOCIAUX HELLÉNIQUES DU QUÉBEC
HELLENIC SOCIAL SERVICES OF QUEBEC
ΚΟΙΝΩΝΙΚΕΣ ΥΠΗΡΕΣΙΕΣ

Founded in 1972, Obtained Charter in 1992

Activity Report, July 1, 2012 to June 30, 2013

By Eleni Fakotakis, Director
Services Sociaux Helléniques du Québec

Montreal, July, 2013

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President's and Director's Message

"IT IS NOT ONLY FOR WHAT WE DO THAT WE ARE HELD RESPONSIBLE BUT ALSO FOR WHAT WE DO NOT DO"

Moliere Jean-Baptiste Poquelin (1622-1673)

ELENI TSINALIS
PRESIDENT, HSSQ

ELENI FAKOTAKIS – KOLAITIS
DIRECTOR, HSSQ

Dear Friends (Community, partners, clients, volunteers and employees):

As you know, with very little financial support, the volunteers and employees of Hellenic Social Services of the Hellenic Community of Greater Montreal help to put smiles on people's faces as through our services they help many hundreds of people a year! We provide information, referral, accompaniment and a variety of support services. Our weekly food bank alone, distributed approximately 6000 grocery bags of food this year to the poor and we greatly improved the operations of it. More specifically, our employees inform, explain, facilitate, refer, they help the client obtain the services that they deserve and require. Our workers do so much with very little and there is still much more that we must do.

I assure you that our efforts are being tracked and measured, therefore we can see our results, and we are doing well in terms of service quality. Our employees know that we expect nothing but their best efforts.

Our Vision: *Our vision which is represented by our logo, is inspired by and based on the* ***personalization principal****. It means putting the individual at the center of the process of identifying their needs and making informed choices, in other words putting the individual first. We enable them to access universal services such as adapted transport, leisure, education, affordable housing, health and opportunities for employment regardless of age, origin, or ability. ITS ABOUT OFFERING A CLIENT FOCUSED, COURTEOUS, CARING SERVICE.*

President's and Director's Message cont.

One of our major commitments is to help eliminate SENIOR MISTREATMENT and to increasingly improve quality of life as age increases. Our elderly are in need of more services in their homes so they can be in their familiar surroundings for as long as possible. We also have to look at alternative living arrangements for the elderly such as group homes near stores, churches and to be in an attractive, safe neighborhood with access to green spaces or neighborhood parks.

We would like the community's support in building a residence with services to help the elderly in their day to day functioning. We are presently looking into making this dream a reality because our elderly deserve to grow old with dignity and to be exposed mostly to their culture and to the food and language that they are used to. This will no doubt add to their sense of security and maintain their dignity.

Finally, we have to organize DAY CENTERS within our buildings, our churches so that our elderly and people with special needs can continue to learn in a social, secure and familiar environment.

It is no secret though, and quite unfortunate that we receive way below the average of most other groups funded by the government and we have been a partner organization for many years. This year again, we managed to maintain most of our regular activities in spite of the unfortunate cut backs to our personnel. We were able to hire new people with the help of Emploi Québec. The training and re-training of these new people set the service back on a large scale with respect to seeking out new funding and new activities. Also the fact that our salaries are not competitive, we risk hiring people with insufficient expertise, who therefore require greater consultation and supervision from the Director. APPLYING FOR PROJECTS ALONE WILL NOT GUARNATEE THAT OUR EMPLOYEES WILL BE PAID DECENT SALARIES, OR THAT WE WILL MAKE THEIR POSITIONS PERMANENT ONES. WE NEED SUBSTANTIAL AND RECURRING OPERATIONAL FUNDING !!

Efforts are still being made on a regular basis to acquire and secure a higher annual funding for our operations, from the three Agences, Centraide, CSSS de la Montagne and the various relevant ministries, such as Ministère de la Santé. However we are still being told that there is no money. We have joined forces with other community groups who are part of regroupements who have similar problems with respect to lack of operational funding hoping this will help to unblock funding faster. We have participated in manifestations urging the government for more money. What is promising is that our SAB support (Soutien au bénévolat) from the local politician discretionary funds has increased from an average of 2000$ yearly to approximately 7000$ annually. An indication that our efforts are being noticed and appreciated. However, I hope that this amount of support increases and does not decrease in the next fiscal year because of the new provincial government, more follow up is required here.

We are continuing with the priorities that we outlined in 2010 and putting more effort in the above mentioned funding efforts: In addition we have put much more time into developing and applying for funding for a residence for the elderly with three hours of care daily (RI). We are also applying for home care support in the form of natural care giver support. We must continue also with our private fundraising, one on one soliciation as it is the most cost effective method of fundraising.

More support is needed from individuals, Greek organizations & associations to collaborate with us on these upcoming important projects. As they help public institutions, they can also hold a fundraiser for SSHQ, since we primarily help the members and the elderly of our own ethnic community. In summary, our service remains in desperate need of financial aid in order to continue to appropriately serve all the clients that require our help IN ORDER TO REALISE ALL THE PROJECTS DESCRIBED EARLIER, FOR OUR *PARIKIA*, WE NEED TO RAISE AT LEAST 5000$ WEEKLY . PLEASE CONSIDER MAKING A DONATION AT LEAST ONCE A YEAR, AND HELP US TO FIND OTHERS FROM YOUR CONTACTS WHO CAN ALSO SUPPORT OUR PROJECTS . **THANK- YOU !**

OUR FOUR OFFICES AND EMPLOYEES

HEAD OFFICE

DISTRICTS, CÔTE-DES-NEIGES AND 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 Interventionists:
Telephone: (514) 738-2421, #121 or 135

Chrysoula T. Beletsiotis, 21 hours, grant, Emploi Québec
cbeletsiotis@hcgm.org

Constantina Mouzaki, 7 hours, grant, Emploi Québec
cmouzaki@hcgm.org

E. Panagiotopoulos (20 hours/wk. Left, August 2012)

Argiro Palioudakis, (35 hours, End of contract, April 2013)
Grant, Emploi Québec

Martine Rouleau , (28 hours/wk. Left May 2013)
Coordinator of existing programs (PIED, Computers, CREP) and
Coordinator of Volunteers

Kinesiologist for Programme PIED
Argi Papagiannaki, (Part-time - 5 hours/wk. PIED)
is also the instructor for the computer classes 12 hours/week.

PARC EXTENSION

Chalet Ogilvy, 821 Ogilvy Avenue
Montréal (Québec) H3N 1N9
Telephone: (514) 906-0784
Community Interventionist
Constantina Mouzaki, 28 hours, grant, Emploi Québec
cmouzaki@hcgm.org

Residence Hutchison, 7040 Hutchison
Argi Papagiannaki, (Part-time – computer courses
6 heures/ sem.)

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, 14 heures
cbeletsiotis@hcgm.org

Argi Papagiannaki, (Part-time – computer courses, 6 hours/wk.)

Day Center (one half day per week) Timios Stavros Church
4865 du Souvenir;
Eleni Tsinalis, President, etsinalis@hcgm.org

EMPLOYEES OF HELLENIC SOCIAL SERVICES OF QUÉBEC, JULY 1ST 2012 TO JUNE 30TH 2013

ELENI FAKOTAKIS-KOLAITIS
DIRECTOR

MARTINE ROULEAU
COORDINATOR, PROGRAMS

CONSTANTINA MOUZAKI & ARGIRO PALIOUDAKIS
INTERVENTIONISTS

SOPHIE CAMPAGNA
TEACHER, CREP PROGRAM

CHRISOULA BELETSIOTIS
INTERVENTIONIST

ARGI PAPAGIANAKI
KINESIOLOGIST PROG. PIED &
COMPUTER TEACHER

HELLENIC SOCIAL SERVICES OF QUÉBEC (HSSQ)

Founded in 1972, obtained our own charter in 1992

Vision

Caring, courteous service, client focused. Service excellence and 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;

4. To lobby the government so that employees and Board of Directors in public establishments represent the general population proportionately.

ANNUAL SERVICE STATISTICS

(Statistics collected from the four offices)

I . Total interventions

Approximate number of calls, treated in less than 5 mins. (total 4 offices)	3,700
• Interventions by telephone (lasting more than 5 minutes per call)	1,980
• Visits to our offices (with or without appointments)	927
• **Active dossiers after visits and regular activities (food bank clients not in this amount)**	**199**
◦ **60% or 120 of our regular clients (not including food bank) are elderly clients**	
◦ **5 clients living with permanent physical and intellectual challenges**	
• Participants in non-regular activities and Events (9)	770
• **Number of total interventions excluding weekly food distribution)**	**6,615**
• **Number of food ''baskets/bags'' distributed during the year * to 163 families (394 ind)**	**7,800***
• **Total regular clients including total food bank clients**	**593**

II. Regular clients served by the weekly food distribution

- Of the 394 Food bank clients or 163 households to whom 7800 grocery bags were distributed
- 28% / 112 individuals / 91 separate homes of our food bank clients are adults with no children. Of these, 63% / 70 separate homes/ 70 individuals are alone. Of these 70 individuals, 46% are females and 54% males. The remaining 42 individuals are coupled.
- Of the 163 homes, 47% or 72 homes have children or dependants. The number of children per household ranges from 1 to 6. 39% of family households have two children, 24% have 3 children, 17% have one child. 15% have 4 children and 6% have 5 or 6 children or dependants. The total number of children benefiting from food bank is equal to 185. Most of the households with children are single parent homes, the vast majority being women.
- 25% of our clients come to the food bank every week
- 12% **of** clients are of Greek origin and 88% of the clients are people of diverse origins

For all other activities, services, and programs: 80% of the clients are of Greek origin and 20% are people of diverse origins

ANNUAL SERVICE STATISTICS

Interventions (visits with or without appointment), regular and non-regular activities, information, referral (including by telephone for the four offices):

Assistance with form filling for a variety of government assistance applications	2,065
Listening, referral, home support, calls to doctors offices, other	2,080
Supervision and intervention at the residence of the elderly	250
Information regarding the Rental Board , Rental supplement, Rent allocation	163
Accompaniment and interpretation	145
Courses (P.I.E.D., information technology-computers, French)	75
Clinics: Blood Drives, blood pressure clinic	35
Employment	110
Financial Aid	115
Questions and support concerning Long-term placement of elderly loosing their autonomy	850
Mental Health	135
Family Violence and the mis-treatment of elderly	40
Legal problems	22
Questions and support Immigration, information, support	210
Recreational activités	75
Information sessions	175***
Adapted Transport, disability pensions	45
Toxic substance abuse (drug abuse, over medicating, alcoholism, smoking, etc)	8
Evictions	2
Translations of documents for partner organizations	15
Total	**6,615**

***This statistic does not include people that we reach through the media (TV-radio-newspapers), approx. Min. 15,000 which is a conservative estimate.

EVENTS & ACTIVITIES, July 1st 2012 - June 30th 2013

August and September, Recruitment period, looking for Community Interventionist

Septembre: Annual General Assembly of HSSQ for the fiscal year July 1st 2012 to June 30th 2013

Σώμα υγιές μετά τα 60

"Αυτό το πρόγραμμα είναι προσαρμοσμένο για αρχάριους ...
Δεν απαιτείται προηγούμενη εμπειρία άσκησης!"
Πρόγραμμα LAVAL

CREP centre de **resources** éducatives et pédagogiques

SERVICES SOCIAUX HELLÉNIQUES DU QUÉBEC
HELLENIC SOCIAL SERVICES OF QUEBEC
ΚΟΙΝΩΝΙΚΕΣ ΥΠΗΡΕΣΙΕΣ

FREE

FRENCH COURSES FOR
BEGINNERS
FALL 2012
EGISTRATION

Free French Language courses
EGISTRATION is starting now! Places are limited.
ase contact the **Hellenic Social Services** for more information and registration.

514-738-2421 ext. 135 and 514-906-0784

ΧΡΙΣΤΟΥΓΕΝΝΙΑΤΙΚΟ ΔΕΙΠΝΟ
ΠΡΟΣΚΛΗΣΗ ΓΙΑ ΤΟΥΣ ΗΛΙΚΙΩΜΕΝΟΥΣ
ΤΗΣ ΕΛΛΗΝΙΚΗΣ ΣΤΕΓΗΣ

Η κα Ελένη Φωτοπούλου, Σύμβουλος της περιοχής CDN σε συνεργασία με τις Κοινωνικές Υπηρεσίες , σας προσκαλούν σε ένα χριστουγεννιάτικο γεύμα που θα πραγματοποιηθεί

Την Τετάρτη, 19 Δεκεμβρίου, 2012 στις 11: 30 π.μ.
Στη "Σάλα" της Στέγης
5775 Wilderton, Montréal

Απαντήστε μας πριν από τις 12 Δεκεμβρίου, στην Martine Rouleau
514-738-2421, # 135

CHRISTMAS LUNCHEON
INVITATION TO SENIOR RESIDENTS
OF FOYER HELLÉNIQUE

Ms. Helen Fotopulos, CDN District Councillor, in collaboration with the Hellenic Social Services of Québec invite you to a Christmas Luncheon:

Wednesday, December 19, 2012 at 11:30 AM
At the community room of the Foyer
5775 Wilderton, Montréal

RSVP: before December 12 to Martine Rouleau
514-738-2421, ext. 135

REPAS DE NOËL
INVITATION AUX AÎNÉS
DU FOYER HELLÉNIQUE

Madame Helen Fotopulos, conseillère du district CDN, en collaboration avec les Services Sociaux Helléniques du Québec vous invitent à un repas de Noël:

Mercredi 19 décembre 2012 à 11 h 30
À la salle communautaire du Foyer Hellénique
5775 Wilderton, Montréal

RSVP: avant le 12 décembre à Martine Rouleau
514-738-2421, poste 135

ΩΡΕ
ΙΜΑΤΑ Γ
Α ΑΡΧΑΡ
ΙΝΟΠΩΡ
ΕΓΓΡΑΦ

Δωρεε
ΑΦΕΣ αρχί
Παρα
ληνικές Κο
π
514-738

Ευελιξία και ισορροπία μετά τα 60

"Αυτό το πρόγραμμα είναι προσαρμοσμένο για αρχάριους
.... δεν χρειάζεται προηγούμενη εμπειρία άσκησης!"
Πρόγραμμα στο Μοντρεαλ

CLINIQUE DU SEIN – SÉANCE D'INFORMATION

JEUDI LE 29 NOVEMBRE 2012 À 13 H
Salle de réception « FOYER » - CHGM
5757 Wilderton, Montréal

Dans le cadre du Programme Québécois de Dépistage du Cancer du sein, le CSSS de la Montagne offre un service d'accompagnement aux femmes du territoire, âgées de 50 à 69 ans.

Le CSSS de la Montagne, en collaboration avec les **Services sociaux helléniques du Québec,** présentera une séance d'information sur ce sujet, le 29 novembre prochain à 13 h.

Bienvenue à toutes les femmes de 50 à 69 ans ou à toute personne intéressée à en connaître davantage à ce sujet.

ΕΝΗΜΕΡΩΤΙΚΗ ΣΥΝΑΝΤΗΣΗ - ΓΙΑ ΤΟΝ ΚΑΡΚΙΝΟ ΤΟΥ ΜΑΣΤΟΥ

ΠΕΜΠΤΗ, 29 ΝΟΕΜΒΡΙΟΥ 2012, 1:00 μ.μ.
στο «FOYER» του Κοινοτικού Κέντρου
5757 Wilderton, Montréal

Στα πλαίσια του Προγράμματος του Κεμπέκ για την προσυμπτωματική εξέταση του μαστού, το Κέντρο Υγείας και Κοινωνικών Υπηρεσιών de la Montagne (Centre de santé et des services sociaux de la Montagne) προσφέρει μια υπηρεσία υποστήριξης για γυναίκες ηλικίας από 50 έως 69 ετών.

Το Κέντρο αυτό, σε συνεργασία με τις **Ελληνικές Κοινωνικές Υπηρεσίες του Κεμπέκ**, θα έχει μια ενημερωτική συνάντηση στις 29 Νοεμβρίου, ώρα 1:00 μ.μ., για να γίνει μια ομιλία σχετικά με αυτό το πρόγραμμα.

Όλες οι γυναίκες ηλικίας 50 έως 69 ετών, καθώς και κάθε άτομο που ενδιαφέρεται να μάθει περισσότερα γ'αυτό το πρόγραμμα, μπορούν να παρευρεθούν.

BREAST CLINIC – INFORMATION SESSION

THURSDAY, NOVEMBER 29, 2012 AT 1:00 PM
HCGM "FOYER" reception hall
5757 Wilderton, Montréal

As part of the Quebec Breast Cancer Screening Program, the CSSS offers a support service to women in the territory aged 50 to 69 years.

The CSSS de la Montagne, in collaboration with the **Hellenic Social Services of Quebec**, will have an information session on November 29th at 1:00 PM to talk about this program.

All women aged between 50 to 69 as well as any person interested to know more about this program are welcome.

EVENTS, ACTIVITIES of July 1st 2012 - June 30th 2013

la collecte

COMMUNIQUÉ DE P

Le 22 mai, donnez du sang, donnez la vie!

Montréal, le 23 avril 2013 – Mettez du soleil dans la vie de quelqu'un : donnez du sang! Aidez à tel des malades à retrouver la santé afin qu'ils puissent, eux aussi, profiter de l'all ressource des premiers rayons jaunes, printaniers!

H E L L E N I C S O C I A L S E R V I C E S

Le Service social hellénique du Québec, en collaboration avec les [illegible] vous invitent à la collecte de sang qui se tiendra le mercredi 22 mai, entre 15h et 20 h, complexe William Hingston, situé au [illegible], à Montréal. Les organisateurs [illegible] accueillir 60 donneurs.

Toutes les 60 secondes, une personne a besoin d'un don de sang au Québec. Le mauvais [illegible] collectif de sang repose entièrement sur la générosité de personnes qui donnent de [illegible] très grande richesse qu'est la santé, c'est un peu faire la différence.

Qui peut donner?

Toute personne en bonne santé, âgée de plus de 18 ans, peut généralement faire un don de sang.

Il est conseillé aux donneurs ayant consommé pour quelques jours au [illegible] Il est recommandé pour [illegible] Chaud de vérifier si leur destination soleil est contre-indiquée à risque pour la malaria : en consultant le site Web de Héma-Québec, au www.hema-quebec.qc.ca/userfiles/file/tout.pdf ou [illegible] erreurs, en communiquant avec le Service à la clientèle donneurs au 1 800 847 2323.

Γιορτή Αγίου Βαλεντίνου

Είσαστε καλεσμένοι, να γιορτάσουμε μαζί ! Θα έχουμε καφέ, τσάι και νόστιμα εδέσματα! Κλήρωση δώρων.

Σας περιμένουμε την Πέμπτη 14 Φεβρουαρίου

στις 14:30 *στην αίθουσα*

CREP centre de resources éducatives et pédagogiques

SERVICES SOCIAUX HELLÉNIQUES DU QUÉBEC
HELLENIC SOCIAL SERVICES OF QUEBEC
ΚΟΙΝΩΝΙΚΕΣ ΥΠΗΡΕΣΙΕΣ

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FALL 2012
REGISTRATION

Free French Language courses
REGISTRATION is starting now! Places are limited.
Please contact the **Hellenic Social Services** for more information and registration.
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ΔΩΡΕΑΝ

ΜΑΘΗΜΑΤΑ ΓΑΛΛΙΚΩΝ
ΓΙΑ ΑΡΧΑΡΙΟΥΣ
ΦΘΙΝΟΠΩΡΟ 2012
ΕΓΓΡΑΦΕΣ

Σώμα υγιές μετά τα 60

"Αυτό το πρόγραμμα είναι προσαρμοσμένο για αρχάριους ... Δεν απαιτείται προηγούμενη εμπειρία άσκησης!"

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Πρόγραμμα στο Μοντρεάλ

SÉANCE D'INFORMATION

"Démystifier le processus d'immigration"

Les Services sociaux helléniques du Québec de la Communauté hellénique du Grand Montréal, en collaboration avec des organismes spécialisés sur les questions d'immigration, vous invitent à une séance d'information qui portera sur la démystification du processus d'immigration :

MERCREDI le 17 AVRIL 2013
18 h 30 à 20 h

5777 Wilderton, Montréal
Salle de Assemblée Communautaire/Salles Kiliaris, « Mini Vouli »

Come celebrate **International Women's Day** with B'nai Brith Quebec and the Hellenic Social Services of the Hellenic Community of Greater Mo

2013: Reality Check will take place on the 7th of March from 6pm-8pm at the Hellenic Community Center located at 5757 Wilderton. This event will bring women together to focus on the treatment of women today, especially in regards to what has made the media recently. This year, International Women's Day falls on the 8th of March and the theme of the United Nations's is *A Promise is a promise: Time for action to end violence against women.*

As stated by the United Nations, International Women's day is a day when women are recognized for their achievements without regard to divisions, whether national, ethnic, linguistic, cultural, economic or political. It is an occasion for looking back on past struggles and accomplishments, and more importantly, for looking ahead to the untapped potential and opportunities that await future generations of women.

Chaired by Evelyn Schacter, co-fo of the Montreal Chapter ACT! for Canada and Board Member of B'n Quebec, moderated by Marlene J the first black woman from Queb elected to Parliament in the histo Confederation, with speakers inc Melpa Kamateros, executive dire founding director the Shield of A and Eleni Fakotakis Kolaitis, Dire the Hellenic Social Services of th Hellenic Community of Greater M

Let us all rejoice and celebrate our achievements, discuss the issues at hand, and most importantly, work towards finding solutions together.

B'NAI BRITH in CANADA
People Helping People

La Programme d'Ostéoporose du CSSS Cavendis
Hôpital Catherine Booth
en collaboration avec
les Services sociaux de la
Communauté hellénique du Grand Montréal
présente une

SÉANCE D'INFORMATION SUR L'OSTÉOPOR

Jeudi le 23 mai 2013 de 12 h 30 à 15 h 30
Centre communautaire hellénique Adrian Maris
5777 Wilderton, Montréal H3S 2Y7
514-738-2421, p 135, #120
(Coin Côte-Ste-Catherine)

Entrée gratuite. Inscrivez-vous tôt car les places sont limitées. Rafraîchissements
Pour vous inscrire, contactez Mercedes Mateo au 514-481-0431 p
m.mateo@ssss.gouv.qc.ca

The Osteoporosis Program of the CSSS Cavendis
Catherine Booth Hospital
in collaboration with
The Hellenic Social Services of the
Hellenic Community of Greater Montreal
present an

OSTEOPOROSIS CLINIC

Thursday, May 23, 2013 from 12:30 PM – 3:30 PM
Hellenic Community Center Adrian Maris
5777 Wilderton, Montreal H3S 2Y7
514-738-2421, #135, #120
(Corner Côte-Ste-Catherine)

Free Admission. Register early, space is limited. Refreshments will be pr
To register, contact Mercedes Mateo 514-481-0431 or
m.mateo@ssss.gouv.qc.ca

Agenda / Horaire

12:30 – 1:00 Registration / Inscription
Information Kiosks / Kiosques d'information
1:30 – 3:30 Presentations / Présentations*

Dr. G. Christopoulos, Endocrinologist, Jewish General Hospita
Dalia Ganor, Dietitian
Debbie Gershon, Physiotherapist
Nathalie Houle, Occupational Therapist

*Toutes les présentations seront en anglais.

INFORMATION SESSION

"Demystifying the immigration process"

The Hellenic Social Services of the Hellenic Community of Greater Montreal, in collaboration with organizations specializing in matters of immigration, invite you to an information session on demystifying the immigration process:

WEDNESDAY, APRIL 17, 2013
6:30 PM to 8:00 PM

5777 Wilderton, Montreal
Board Room/Salles Kiliaris, « Mini Vouli »

FUNDRAISING ACTIVITIES, July 1st 2012 - June 30th 2013

SERVICES SOCIAUX HELLÉNIQUES DU QUÉBEC
HELLENIC SOCIAL SERVICES OF QUEBEC
ΚΟΙΝΩΝΙΚΕΣ ΥΠΗΡΕΣΙΕΣ

YOUR DONATION WOULD BE GREATLY APPRECIATED

The Holiday Season is a time for giving to the less fortunate who deserve a little hope and generosity during this period. On behalf of the Hellenic Social Services of Québec, of the Hellenic Community of Greater Montreal, we kindly ask you to make a monetary donation that would allow us to purchase fresh food that we will distribute to people who are less fortunate.

Please send your CHEQUES to the following address: Hellenic Social Services, 5777 Wilderton, Montréal, Québec H3S 2V7. To make a donation, please make your cheque payable to Hellenic Social Service of Québec. A tax receipt will be issued for each donation of $20 or more. We can announce your contribution on our Website, media and Activity Report.

Please give generously!

Η ΔΩΡΕΑ ΣΑΣ ΘΑ ΕΚΤΙΜΗΘΕΙ ΠΑΡΑ ΠΟΛΥ

Η εποχή των εορτών είναι η ευκαιρία να προσφέρουμε στους λιγότερο τυχερούς, που αξίζουν λίγη ελπίδα και γενναιοφροσύνη κατά την περίοδο. Εκ μέρους των Ελληνικών Κοινωνικών Υπηρεσιών του Κεμπέκ, της Ελληνικής Κοινότητας Μεγάλου Μοντρεάλ, ευχαρίστως σας παρακαλούμε να κάνετε μια χρηματική δωρεά, που θα μας επιτρέψει να αγοράσουμε φρέσκα τρόφιμα, τα οποία θα μοιραστούν σε λιγότερο τυχερους συνανθρώπους μας.

Παρακαλούμε να στείλετε τις ΕΠΙΤΑΓΕΣ σας στην ακόλουθη διεύθυνση: Ελληνικές Κοινωνικές Υπηρεσίες, 5777 Wilderton, Montréal, Québec H3S 2V7. Για να κάνετε μια δωρεά, παρακαλούμε να κάνετε την επιταγή πληρωτέα στο όνομα Hellenic Social Services of Québec. Μια απόδειξη για τις φορολογικές σας δήλωση θα εκδοθεί για κάθε δωρεά πάνω από 20 δολάρια. Θα αναγνωρίσουμε τη συμβολή σας στην Ιστοσελίδα μας, στα μέσα μαζικής ενημέρωσης και στην Έκθεση Δραστηριοτήτων.

Παρακαλούμε να προσφέρετε με γενναιοδωρία!

VOS DONS SERAIENT GRANDEMENT APPRÉCIÉS

La période des Fêtes est le moment idéal pour donner un peu d'espoir et de réconfort aux gens plus démunis. Au nom des Services sociaux helléniques du Québec, de la Communauté hellénique du Grand Montréal, nous sollicitons une contribution monétaire qui nous permettra d'acheter des aliments frais pour compléter nos paniers de Noël.

Veuillez faire parvenir vos CHÈQUES à l'attention des Services sociaux helléniques, 5777 Wilderton, Montréal, Québec H3S 2V7. Un reçu sera émis pour tous les dons de 20 $ et plus. Nous pouvons annoncer votre contribution sur notre site Web, média et dans notre Rapport d'activités.

S.v.p. donnez généreusement!

SERVICES SOCIAUX HELLÉNIQUES DU QUÉBEC
HELLENIC SOCIAL SERVICES OF QUEBEC
ΚΟΙΝΩΝΙΚΕΣ ΥΠΗΡΕΣΙΕΣ

Venez célébrer avec nous
L'ANNIVERSAIRE
des Services sociaux helléniques de la Communauté hellénique du Grand Montréal
le 2 juin 2013 à 11 h 30

Durant l'événement, il y aura des tirages, de la musique et un encan silencieux.

Adultes 30 $ / Enfants 20 $

Centre communautaire hellénique Adrian Maris
5757 Wilderton, Montréal
Pour plus d'information et pour l'achat de billets:
514-738-2421, # 121

Ensemble nous pouvons faire une différence dans notre communauté.

COMMUNAUTÉ HELLÉNIQUE DU GRAND MONTRÉAL
ΕΛΛΗΝΙΚΗ ΚΟΙΝΟΤΗΤΑ ΜΕΙΖΟΝΟΣ ΜΟΝΤΡΕΑΛ

SERVICES SOCIAUX HELLÉNIQUES DU QUÉBEC
HELLENIC SOCIAL SERVICES OF QUEBEC
ΚΟΙΝΩΝΙΚΕΣ ΥΠΗΡΕΣΙΕΣ

Ελάτε να γιορτάσουμε μαζί
την ΕΠΕΤΕΙΟ των
Κοινωνικών Υπηρεσιών της
Ελληνικής Κοινότητας Μείζονος Μοντρεάλ
Στις 2 Ιουνίου 2013, 11:30 π.μ.

Η εκδήλωση θα περιλαμβάνει ένα πλούσιο γεύμα, κλήρωση δώρων, μουσική ψυχαγωγία και μια σιωπηλή δημοπρασία.

$30 Ενήλικοι / $20 Παιδιά

Ελληνικό Κοινοτικό Κέντρο Α.Ν. Μαρής
5757 Wilderton, Montreal
Για περισσότερες πληροφορίες
514-738-2421, # 121

Μαζί μπορούμε να πετύχουμε πιο πολλά για την κοινότητα μας.

COMMUNAUTÉ HELLÉNIQUE DU GRAND MONTRÉAL
ΕΛΛΗΝΙΚΗ ΚΟΙΝΟΤΗΤΑ ΜΕΙΖΟΝΟΣ ΜΟΝΤΡΕΑΛ

OUR SERVICES INCLUDE

- **INFORMATION, EDUCATION, SENSITIZATION**
- **REFERAL TO EXISTING RESOURCES**
- **LISTENING SERVICE**
- **SUPPORT SERVICES :**
  - A variety of programs depending on specific needs and grants;
  - FOOD BANK, Weekly food distribution, cost of 1$ to 3$ per household;
  - Blood drives in collaboration with Héma-Québec;
  - Recreational activities to break isolation (on an occasional basis)
  - Immigration counseling and information

- **WORKSHOPS, TRAINING AND COURSES**
  - Regular French-language courses , in collaboration with CREP;
  - Weekly computer courses ;
  - Dynamic Integration and Balance Program (PIED) two times, weekly

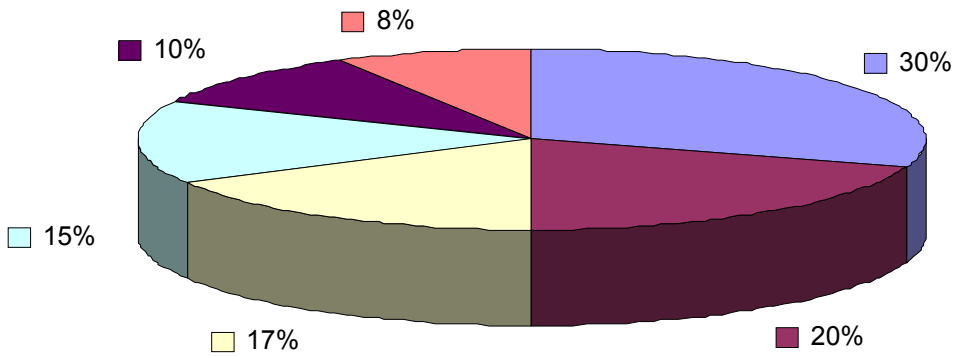
- **DEFENDING THE RIGHTS AND INTERESTS OF OUR CLIENTS AND PROMOTING HEALTH AND WELL-BEING**
- **ACCOMPANIMENT AND INTERPRETATION , TRANSLATION OF DOCUMENTS**
- **CONSULTATION TO PARTNER GROUPS AND PUBLIC ORGANIZATIONS**
- **OPPORTUNITIES FOR STUDENTS TO DO THEIR STAGES WITH HSSQ**

PICTURES OF OUR ACTIVITIES

TIME SPENT PER ACTIVITY

by employees and volunteers

(**Average of 170 total hrs / per week**)



- Information & References
- Help and listening Services
- Administration
- Workshop, training seminars and courses
- Accompaniment services, translation, interpretation
- Community liaison, consultations, partner cooperation CSSS, CLSC

OUR PRIORITIES 2013 - 2022

- To offer unique services that the other Greek groups within our community do not, such as:

1. **QUALITY LIVING FOR SENIORS**
   - Offer support services to natural care givers
   - Cluster group homes near conveniences, attractive grounds
   - Greek Senior's Residence (RI) with in house services, quality environment and green spaces

2. **GREEK LANGUAGE DAY CENTERS FOR VULNERABLE SENIORS, SPECIAL NEEDS, THE DEPRESSED**
   - Social and recreational daily activities in our church basements and community centers and sensitization against mistreatment)

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**

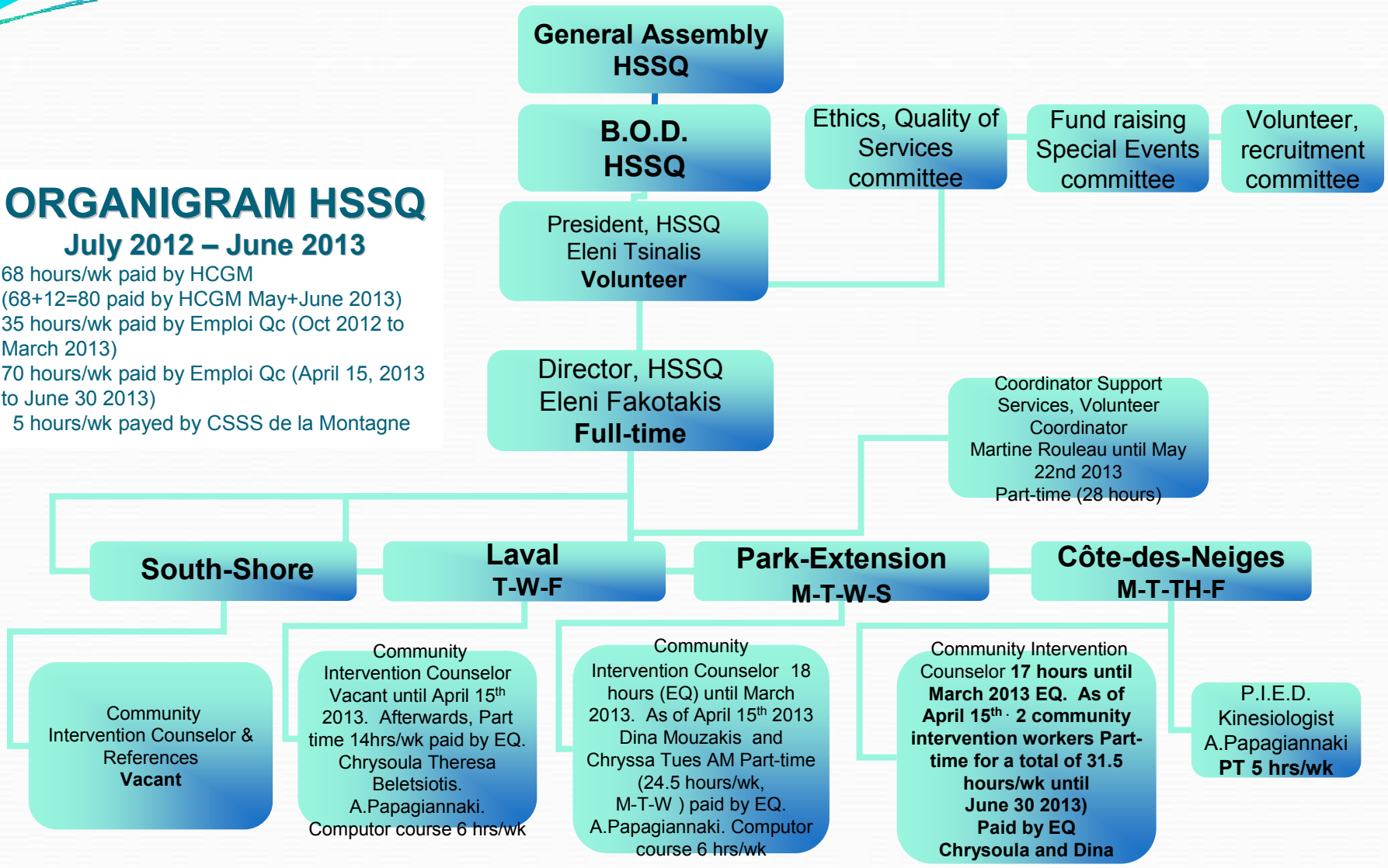
OUR SERVICE VALUES AND STRATEGIES

- To continue to coordinate our services with the public health and social services network;
- We will continue to 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 non-Greek origins as well.
- We will encourage our partner groups to attend our Annual General Assemblies;
- To assure a quality service, caring and courteous, with the client being at the center of our pre-occupation, in addition to the client participating actively in their treatment and in deciding the type of intervention that is necessary;
- To continually evaluate our effectiveness and to measure the level of client satisfaction.

ORGANIGRAM HSSQ

July 2012 – June 2013

68 hours/wk paid by HCGM
(68+12=80 paid by HCGM May+June 2013)
35 hours/wk paid by Emploi Qc (Oct 2012 to March 2013)
70 hours/wk paid by Emploi Qc (April 15, 2013 to June 30 2013)
5 hours/wk payed by CSSS de la Montagne



BOARD OF DIRECTORS, HSSQ

(July 1st, 2012 – June 30th, 2013)

- Eleni Tsinalis, President
- Harry Babaroutsis, Representative, Regional Council of Montreal
- Dr. Christos Karatzios, Pediatrician, Health Care Professional
- Helen Hatzitzanakis, Representative, Fundraising
- Angeliki Kritikos, Representative / user, Elderly, in non residential settings
- Tassia Spanos, Representative/user, Elderly, Residence Hutchison (Pater Salami) and Vice-President
- Apostolia Petropoulou, Representative, Youth Concerns and Secretary
- Anna Biro, Conseil des Montréalaises, Representative of Women's concerns
- Ninette Moise, CSSS de La Montagne, Representative, Mental Health and Home Care

<u>On BOD, with no right to vote</u>:
Nicholas Pagonis, HCGM, President ,
Nicholas Flouris, HCGM, Treasurer
Eleni Fakotakis Kolaitis, Director HSSQ

A BIG THANK YOU TO ALL OUR VOLUNTEERS

Oksana Andruchiw
Christian Beausoleil
Michaela Bleotou
Katerina Boudopoulos
Eleni Diamataris
Despina Dimitriou
Jérome Duffenais
Denise Fournier
Anastasia Georgiou
Patrice Kaplo
Theodora Karamalis
Dimitra Koutlakis
Stavroula Koukis
Haroula Koukoulis
Kamrul, Islam Mohammed
Ageliki Lalou
Alain Leonard
John Marshall
Kiki Mentonis
Michel Levis
Loukas Panagou
Phani Papachristou
Roula Pinteris
Sophia Roumeliotaki
Ahmmad Dawood Rashidi
Ricardo Shpori
Vasilios Silogistakis
Selvarajah Sinathuras
Vassiliki Stathopoulos
Ivan Velarde
Joanna Vlitas

Note: Everyone on the Board of Directors and on the committees is helping out on a volunteer basis.

IN MEMORY …

DURING THE SUMMER OF 2013, WE LOST TWO PRECIOUS VOLUNTEERS

D'OKSANA SHANIA ANDRUCHIW

ADRIANA MOSCHONAS

''You will always be in our hearts!''

Letter from Oksana Shania Andruchiw

March 15 2013

Eleni Fakotakis
Director, Hellenic Social Services

Hello Eleni,

I wanted to take the time to let you know how much benefit I have received in the past 2 years volunteering at the Hellenic Social Services of Quebec.

I first came as a client for the Food Bank that you run on Tuesdays and saw the good atmosphere and attitude of the people working here. I asked if you needed any volunteers and originally started working on Tuesday mornings at the food bank and then became a worker in the office. I am on Quebec disability pension and due to my illness could not work full time, and have limited mobility yet I did have a lot of free time on my hands and wanted to do something that would benefit other people.

Since working here I have not only benefited in doing good for people, but I have also felt useful and needed. I have dealt with many elderly people who have little or no family members to assist them. The gratitude they express for the help we can offer them is heartwarming. Living alone or with a disability can make a person feel depressed or of little use, but I have a positive attitude towards my illness and towards life in general and this is in a large part due to my work here at the Social Services.

As well I have learned of the many services that are offered by various organizations and the government to assist people in need. I have also felt a good deal of satisfaction in helping people who are financially in a difficult situation, people going through a personal crisis and in some cases just in need of someone to listen to them. The days I come in and work are some of my best days as i go home feeling useful and satisfied that I have been of service to others and have been able to help even in a small way.

Thank you for the privilege of working with you and I hope to be part of the Social Services team for a long time.

Sincerely,
Oksana Andruchiw
Volunteer, Hellenic Social Services of Québec

THANK YOU TO OUR PARTNERS

ACCESSS
Agence de la Santé et des services sociaux de Montréal
Alzheimer's society of Laval
Hellenic Medical Association of Quebec
Shield of Athena
Bureau des services fiscaux de Montréal
Cap Idéal
CSSS de la Montagne
CLSC Côte-Des-Neiges
CSSS de Laval
CLSC Ruisseau Papineau
Carrefour Inter cultures de Laval
Table de concertation pour des Aînés, CDN
CLSC Parc-Extension
Hellenic Community of Greater Montreal
Quebec Hellenic Congress
C.R.E.P.
Greek Schools, Socrates, Dimosthenes
GRASAPE - Table de concertation
Gouvernement du Québec, Emploi Québec
Gouvernement du Canada, New Horizons
Hellenic Ladies Benevolent Society
Héma-Québec
L'Autorité des marchés financiers
Moisson Montréal
Montreal Volunteer Bureau
Volunteer Bureau of Laval and Moisson Mtl
PEYO
Pharmacy, Spiro Koutsouris
Residence, Foyer Hellénique
Residence Hutchison (Pater Salamis)
Seniors Citizens Assoc. 'Evagelismos'
Ville de Montréal (Arrondissement, Villeray-St-Michel-Parc Extension)

THANK YOU FOR YOUR DONATIONS
July 2012 – June 30 2013

ASSOCIATIONS and FOUNDATIONS

- Hellenic Realtors Association, donated canned goods
- Hellenic Medical Association, 150$

COMPANIES

- Absolute Disco, music
- Amarrages sans frontières (Jean-Marc Descôteaux), 410$
- Aaron Funeral Services, Leo, 100$
- Baton Rouge Restaurant, 2 gift certificates
- Dormez-Vous?, BambooQueen size sheets and pillows
- Elmont Bakery (Nick Arcolakis), bread
- Estia Restaurant, Wine
- Mythos Restaurant (Galanis family)
- Panama Restaurant
- Jean Coutu, gift basket
- Celine Dion, gift basket
- Location de linge Olympique, tablecloths
- Le Voltigeur Restaurant
- Pilaros (Antypas family)
- Phillinos Restaurant, 3 gift certificates of 75$ each
- RBC- Dominion Securities (Helen Hatzitzanakis, Investment Advisor) 500$
- Rialto, tickets to events to raffle , June 2nd
- Spiros Koutsouris Pharmacy, 200
- Scapegoat Carnival 255$
- Venus Marché des Plantes (John Rodousakis)

INDIVIDUALS, contributing financial donations or donations of articles

- Annonymous, 1000$ in Feb 2013
- Annonymous 200$ brought by A. Kritikou
- Maria Athanasiadou, 30$
- Harry Barbaroutsis, use of car for food drive
- Eleni Bakopanos, 50$
- Zoi Batsis, 3 vases, canned goods
- Michaela Bleotu , 10$
- Sophia Coconas, painting value 200$
- Genny Govas, canned goods
- Athanasios Fakotakis, 300$
- Sophia Guzmas, 20$
- George and Dina Iatropoulos, 100$
- Louis Kalavritinos, 150$
- Lymperis Koziris, 500$
- Georgia Pagidas 20$
- Dr. Apostolos Papageorgiou, 110$
- Georgia Priniotakis, Painting value 200$
- Sofia Roumeliotakis, , food
- Sophia Sidhom, painting value 200$
- **Stratton Stevens, 5000$**
- Panagiotis Tzimas, 100$
- CONTINUED ON NEXT PAGE….

THANK YOU FOR YOUR DONATIONS…….continued

INDIVIDUALS CONTINUED

- S Henye, 50$
- Chrisoula K, 3 gifts
- Michael Tsoukas, 200$
- Helen Hatzitzanakis, flowers
- Erazmia Poulaki, jewelery
- Tasia Spanos, flowers
- Helen Tsinalis, President SSHQ, use of car for food drive
- Rikardo Shpori, use of car for food drive

GREEK MEDIA

- 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
- Montreal Greek News TV (Kostas Kalavriziotis)
- NEA – The Greek Canadian News (George Guzmas)
- Radio Centre Ville – 102.3 (Michael Kapellas)

ORGANIZATIONS, donations in kind (food)

- Moisson Montréal

GREEK SCHOOLS

(A big thank you to the students, parents and personnel of the following schools for toys and money collected at Christmas time)

- Aristotelis High School, Montreal
- Platon-Omiros School, Montreal & South Shore
- École Démosthène, 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
- HCGM, Head office Sports Center

CHURCHES and PHILOPTOXOS

CSSS DE LA MONTAGNE

- Programme PIED

FOR DISCRETIONARY FUNDS and SAB FUNDS GIVEN BY ELECTED OFFICIALS

REFER TO THE FOLLOWING FOUR PAGES

Human Resources and Skills Development Canada

We would like to thank the Government of Canada for contributing a $25,000 « New Horizons » grant to Hellenic Social Services of Québec, which is aimed at helping to develop day center activities for seniors . The program, « Intercultural, Creative and Recreational Center for Seniors » will operate during the 2012-2013 fiscal year.

Santé et Services sociaux Québec

We would like to thank the Agence de la santé et des services sociaux de Montréal for its annual contribution of $32,131 in support of our operations for the fiscal year 2012-2013.

Santé et Services sociaux Québec

We would like to thank Madame la Ministre Dominique Vien for her contribution of $1,000 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the 2012-2013 fiscal year in addition to $5,000. for fiscal year 2011 – 2012.

Immigration et Communautés culturelles Québec

We would like to thank Madame la Ministre Kathleen Weil for her contribution of $1,000 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the 2012-2013 fiscal year in addition to $ 2,500 for fiscal year 2011 – 2012.

Développement durable, Environnement et Parcs Québec

We would like to thank the Minister Pierre Arcand for his contribution of $2,500 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the new fiscal year July 2013 to June 2014 and for his contribution of $1,000 for the 2012-2013 fiscal year in addition to $500. for the fiscal year 2011- 2012.

Finances Québec

We would like to thank the Minister Raymond Bachand for his contribution of 300$ for « Soutien à l'Action Bénévole » towards the fiscal year July 2013 – June 30th 2014 and for the $1,000 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the 2012-2013 fiscal year.

We would like to thank Mr. Guy Ouellette for his contribution of $1,000 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the 2012-2013 fiscal year in addition to $1,000 for the fiscal year 2011- 2012.

We would like to thank Ms. Fatima Houda-Pépin for her contribution of $500 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the 2012-2013 fiscal year in addition to $500 for the fiscal year 2011-2012.

We would like to thank Madame la Ministre Julie Boulet for her contribution of $300 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the 2012-2013 fiscal year.

Famille et Aînés Québec

We would like to thank Madame la Ministre Ministre Marguerite Blais for her contribution of $250 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the 2012-2013 fiscal year.

Travail Québec

We would like to thank Madame la Ministre Lise Thériault for her contribution of $200 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the 2012-2013 fiscal year in addition to $250 for the fiscal year 2011- 2012.

Secrétariat du Conseil du trésor Québec

We would like to thank Mr. Sylvain Goudreault for his contribution of $ 500 for the « Soutien à l'Action Bénévole » program in support of volunteer activities taking place during the 2012-2013 fiscal year.

Montréal

We would like to thank the Mayor and City Councilor of the Côte-Des-Neiges, Notre-Dame-de-Grâce Borough, Mr. Lionel Perez and Madame Helen Fotopulos for two contribution of 300$ given in December 2012 and another one for 500$ given in June of 2013, to aid with activities for our seniors.