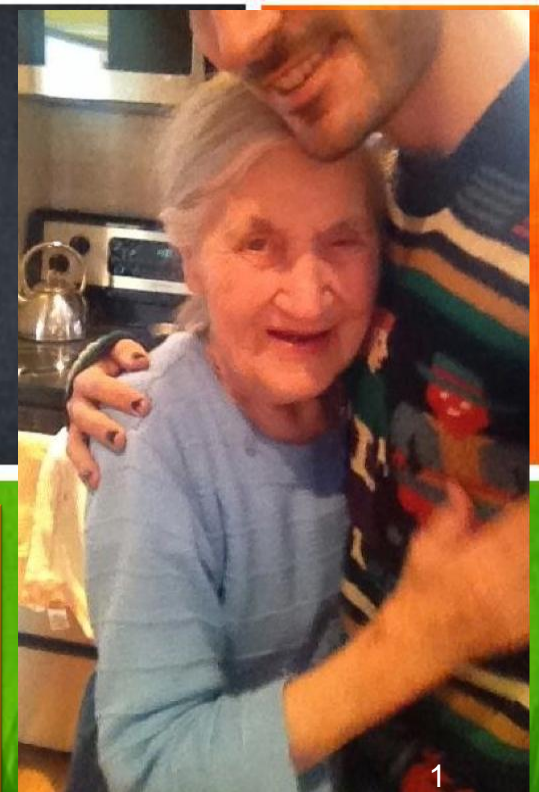




SSHQ ANNUAL REPORT

ending March 31st 2015

EXCELLENCE --- CLIENT FOCUSED --- TEAM WORK



SSHQ Annual Report

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**PRESIDENT'S &
DIRECTOR'S MESSAGE**

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EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

President's & Director's Message



Dear Members, friends and partners of SSHQ,

Our 43 years of experience is enabling our team to serve the beneficiaries of our service with greater efficiency and success. Our goal is to empower our clients as much as possible, including the elderly, so they can stay as long as possible in their homes and deal with their concerns in the best way possible.. We are thrilled to report that in the last year across all our services and activities, we served 472 individuals of all ages and origins, mostly in the Greater Montreal region! These individuals made over 6000 service requests in the last year. This was accomplished with a handful of employees and under 50 volunteers!

We offer a wide range of services, we have two food banks (in Parc-Extension and in Chomedey, Laval), multi-level computer and French courses, exercise courses for the elderly. Our services also include psycho-social support to natural caregivers of the elderly, information, referral (in person and over the phone), immigration information and support and accompaniment of the elderly. We could not do all this if it weren't for our strong team of dedicated employees, volunteers and Board members. We also value and work well with our partner organizations. Our team is like an extended family and we love to work together! For a few years now we have been striving for service excellence, focusing on the beneficiary (or client) and on our team work. It is important to empower the beneficiary and our employees on an ongoing basis. This is paying off! Our beneficiaries leave with their dignity and a smile!

"Everybody is a genius, but if you judge a fish by its ability to climb a tree, it will live its whole life believing that it is stupid."
- Albert Einstein

Going forward, we have decided to change our fiscal year end to March 31st in order to facilitate reporting to public establishments that fund us. Furthermore, our Directors have to focus more on fundraising and submitting more grant applications to support and further develop our services and web site. We thank you for your donations and support!

Eleni Tsinalis
President

Eleni Fakotakis-Kolaitis
Executive Director

EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

Our Board of Directors are responsible for the vision, mandate, leadership and fundraising. Most are professionals with experience in management and have full-time jobs. Thank you for your commitment and team work. Our BOD met 9 times in the last year. Certain members who are on committees meet more often as needed and also help out with our conferences and activities.



EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK



FROM LEFT TO RIGHT in photo: Eleni Tsinalis (President, SSHQ), Dr. Chris Karatzios (President of the Hellenic Medical Association of Qc), Apostolia Petropoulos (Social Worker), Denise Vourtzoumis (Management), Anna Biro (Artist), Eleni Fakotakis-Kolaitis (Executive Director, SSHQ), Angeliki Kritikou (Retired professional), Maria Stamatelos (Lawyer), Harry Babaroutsis (Designer, Photographer-Videographer).

ABSENT BOARD MEMBERS: Maria Kavvadias (Social worker), Poppy Maratos (Management), Emmanuel Nikolainas (Management), Peter Papadakis (Financial Advisor), Tassia Spanou (Retired professional), representative from the CIUSSS, **Ex officio members** (Nicolas T. Pagonis, accountant-management & President HCGM and Nicolaos Flouris, accountant-management & treasurer HCGM)

SSHQ EMPLOYEES

Full-time Community Intervention counselors



<<< Chryssa Beletsiotis
Coordinator of the Laval office
and activities in Laval
Coordinator of Caregiver Support
program

Chomedey, Laval SSHQ Office

4236 Chemin du Souvenir

Telephone: 450-688-2091

cbeletsiotis@hcgm.org

Mary Arvanitaki
Coordinator of Montreal activities and food bank

Montreal:

Parc-Extension Office

Chalet Ogilvy

821 Ogilvy Avenue

Telephone: 514-906-0784

Côte-Des-Neiges & Outremont Office

5777 Wilderton Avenue

Telephone: 514-738-2421 local 121

marvanitaki@hcgm.org



EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

SSHQ EMPLOYEES

Part-time professional instructors for courses



<<<Argi Papagiannakis, Kinesiologist

PIED program Instructor
Exercise Instructor
Computer Instructor
514-738-2421 Local 121
apapagiannaki@hcgm.org

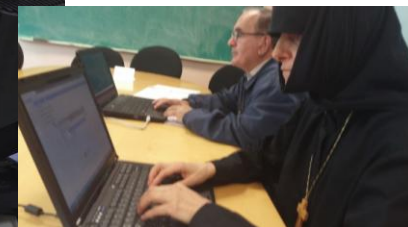
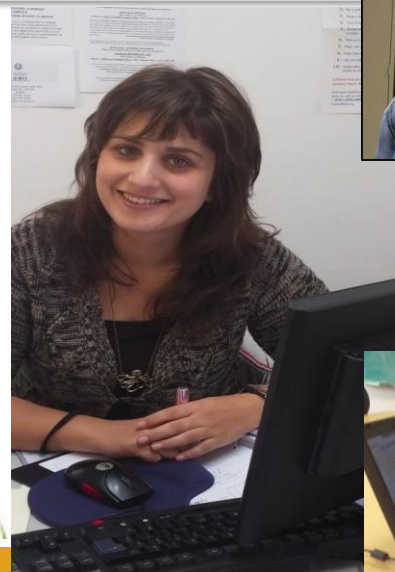
CREP-French PROFESSOR, Jean-Daniel Veilleux >>>

Vasso Arvanitaki >>>

Community Intervention counselor & nursing background

Computer Instructor
And assistant in the Caregiver Support
program (Laval)
514-738-2421 local 121
or 450-688-2091

infosshql@hcgm.org



EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

SSHQ VOLUNTEERS

THE HEART OF THE COMMUNITY

The Gift of Time is Priceless

*Valuable is the work you do
Outstanding in how you always come through
Loyal, sincere, and full of good cheer
Untiring in your efforts throughout the year
Notable are the contributions you make
Trustworthy in every project you take
Eager to reach your every goal
Effective in the way you fulfill your role
Ready with a smile like a shining star
Special and wonderful-- that's what you are!!
-Anonymous*

Our VOLUNTEERS did the following this past year and we are so grateful to them for being part of our team:

- Office help, friendly calls and answering the telephone, translation of documents, 300 hours total
- Helped with form filling and applications, explaining letters, 100 hours total
- 32 Friendly visits in hospital or residential settings (32 visits x 2 hrs each visit= 64 hrs)
- 41 accompaniments of the elderly to their appointments and translated for them, 123 hours or 3 hrs per case
- Helped supervise and coach arts and craft activities, participated in elderly parties, total 34 volunteer hrs
- 46 hours of grocery shopping with the elderly
- Helped tutor young students, 40 hours
- Served in our food banks (20 volunteers x 150 hrs = a total of 3000 hours of work in a year! Nourishing a total of 228 people)

total = 3,717 hours



EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

SSHQ VOLUNTEERS

THE HEART OF THE COMMUNITY

Koula Antypas
 Ruth Amsellam
 Vasiliki Arvanitaki
 Theodoros Betchavas
 Eleni Bomis Petropoulos
 Sissi Baxevani
 Christian Beausoleil
 Katerina Boudopoulos
 Dimitra Chrona
 Georgette Delle-Sude
 Anastasia Diathessopoulos
 Athanasios Fakotakis
 Denise Fournier
 Anastasia Georgiou
 Fernando Gimeno
 Theodora Karamanli
 Smaragda Kostaros
 Dimitra Marou
 John Marshall
 Chrysoula Mittas
 Ioanna Nima
 Lidia Scalcos



Left to right: Katerina Boudopoulos, Theodora Karamanli, Christian Beausoleil, John Marshall, Anastasia Georgiou, Catherine Ryan

Sidonie Nzemba Ntumba
 Christos Pachis
 Georgios Paneras
 Lemonia Psaridou
 Catherine Ryan
 Andre Samaras
 Irene Sikalis
 Georgia Tsiolis



EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK



VISION

MISSION

ACCOMPLISHMENTS

**PRIORITIES &
PLAN OF ACTION**

PAGES (11-17)

EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

WHAT MATTERS MOST
IS HOW YOU SEE YOURSELF.



VISION



EXCELLENCE --- CLIENT-FOCUSED --- TEAM-WORK

Our vision simply put, is a philosophy of working in collaboration, in a positive climate, in order to get the job done in the best possible way. This means using all our strengths and human resources available to us. Feeling comfortable with each other. Having a client focus means we have to put the client ahead, getting the client involved in their care, giving them the respect they deserve and helping them to become more empowered, so they can maintain their dignity throughout their life and through their life changes. To accomplish this, our employees and volunteers have to be happy as well. We take the time to give them feedback and evaluations and make sure they have ongoing training. We help to empower them and help them improve their skills, like we do for our clients.

EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

SSHQ MISSION



Santé
et Services sociaux
Québec

1.
To help our clients access the services to which they are entitled and to increase their understanding of the systems, which could get confusing to them (health, social services, municipal, etc.) 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; Particularly activities that sensitize caregivers to deal with their stress and the elderly to recognize fraud and mistreatment.

3.
To advocate on behalf of our clients for quality health and social services and quality living;

4.
4.1 To lobby the government so that employees and Board of Directors in public establishments represent the general population proportionately
4.2 that groups such as ours receive appropriate funding.

EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

ACCOMPLISHMENTS



NATURAL CAREGIVER OF THE ELDERLY SUPPORT PROGRAM

This service is offered to Laval residents. We produced a pamphlet in Greek and English and distributed it in Chomedey, Laval. We also sensitized in the Greek and Anglophone media. Our goal is to reach as many caregivers as we can before they burn out.

During the year we handled about 400 telephone requests, we now have a registered list of 50 caregivers. We offered about 100 hours of in-office consultation and psycho-social support. We ran a first support group of 12 caregivers very successfully, conducted by a social worker. We held two successful and interesting conferences on the caregiver and Alzheimer afflicted elderly we reached a total of 138 caregivers between the two conferences. One of the conferences was held during the National Awareness Week for Natural Caregivers which is on the first week of November. We also held an Alzheimer workshop and training session with 12 caregivers at the Alzheimer association. We estimate that there are approximately 7000 natural Greek caregivers in Laval, 47% are working full-time. 50% are elderly couples taking care of each other. Many inform us that the public system is simply not helping their situation, there is an absence of necessary home care support. More sensitization and promotion is necessary.

**EXCELLENCE -----
CLIENT-FOCUSED -----
TEAM-WORK**

FOOD BANK

"Poverty is the worst form of violence" - Ghandi

We have two food banks, one in Parc-Extension and another in Chomedey, Laval. They both operate only one day a week. We have a very diverse clientèle or beneficiaries. Diverse in psycho-social problems and in origins. Our food bank beneficiaries have increased in the last year by 14%. In total we serve 279 people or 105 homes. In a little more than half of these homes are people living alone. 15 of the homes are run by a single parent, most of which are women. 80 are children, 17 are elderly, 99 are immigrants. 80 are adult women. In 17 of these homes the adults are either working or on temporary unemployment. The food bank is mostly operated by volunteers who put in almost 3000 hours of collective work this past year.



ACCOMPLISHMENTS continued...



CREP

Centre de ressources éducatives et pédagogiques.

Again this year, this very popular French course that is frequented by elderly and immigrant students for a whole year, produced twenty happy graduates. This program is funded by CREP, which in turn is funded by the Minister of Education. This year our professor was Jean-Daniel Veilleux, we thank him very much for his service!

PIED

23 women participated in our PIED exercise program this year. This is a very popular program and has been in operation for years. It is very popular as it introduces the elderly to exercise, balance and strengthening of their body in order to prevent falls. Our expert trainer and kinesiologist, Argi motivates the women to continue their exercises at home or at other programs after the session is over. Many of the participants become friends and keep in touch afterwards. Many are finding the courses offered at other institutions too expensive and are asking us to create another follow up program.



COMPUTERS

Computer classes are very popular, five years ago we only had one class at a time, now they are so much in demand that we have a selection of levels, at different times and offered by two different instructors. Argi Papagiannaki and Vassiliki Arvanitki. This year we had 30 graduates of our computer classes and they are not always elderly!

ACCOMPLISHMENTS continued...

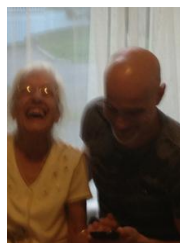


FRIENDLY VISITS /CALLS & ACCOMPANIMENT

This service is provided by our employees however, it is mostly a volunteer that will be making a friendly call or visit or accompaniment for interpretation or moral support purposes. We try as much as possible to send trained volunteers as our employees must stay in the office to help other beneficiaries as well, otherwise the office closes for hours at a time.

INFORMATION, REFERRAL AND LISTENING SERVICE

Whether clients need to contact the City for a recurring problem, are looking for a tutor of their child, or seeking placement for an elderly loved one, or need help finding getting themselves back on track, young or older. We provide the latest on the subject of concern and needs. Our personnel provided information on a wide spectrum of concerns, public and private resources by phone or in-office consultations. We made over 300 referrals in the past year. Many just want someone to speak to so we are "all ears" in these cases.



PARTIES & OUTINGS

We had three parties for the neighboring senior's residence (at Christmas, Valentine's and Easter). We also had an outing to a museum in Old Montreal. The group wanted to go for refreshments afterwards at a neighborhood café.

The above photos were taken at a party once it was over and all the décor and leftover food was taken away. This particular group did not want to stop partying with us. So we stayed and partied and danced some more!

A letter of appreciation and exciting new transitions

Dear Eleni,

I am writing you today to share some great news. I got a job! I will be an ----- employee starting next week. I am so happy!

I am also writing you to express my sincere gratitude for all the advice, support and strength you personally gave me but also for all the help and hope your amazing staff gave me as well.

I know I wouldn't have done anything without VOLUNTEER A's strong and supportive personality. You are so lucky to have her volunteer for you. Since the day we met I felt she has been nothing but honest, organized, resourceful, positive and just so very supportive. Exactly what I needed during those very hard times. She went above and beyond to provide me with extra information and links on jobs, roommate advertisements, tips and so much more. EMPLOYEE II has given me nothing but sweet, positive and practical advice on everything, from housing, CV tips even a little bit of advice on life.

I am not sure you, VOLUNTEER A and EMPLOYEE II realize how much you have helped, mostly because what you offered might seem pretty "basic" to people who aren't facing the troubles I am. When I first came to meet you Eleni I was hopeless and I was starting to lose my old positive and strong self. Having no solution to the issues I was facing and being unable to give advice or help to loved ones like I always used to. It started making me feel worthless and a burden to everyone. I realize now it was mainly because I was lacking the basic (emotional and practical) help one receives from being around family and people you trust.

No words can describe my gratitude for all the (emotional & practical) support I received from you and the SSHQ. From the bottom of my heart, thank you for taking the time to listen to what I was going through and wanting to help me. I really can't describe how much you've helped me!

As I mentioned in the email I just sent to VOLUNTEER A and EMPLOYEE II, all I know is that I want to give back to the community as soon as I find roommates and I am settled in my job. I still have a lot of things to take care of but I will help very soon! Once again, thank you so much for your kind and genuine advice and support. True, strong, Greek woman! Your daughter is so lucky! Have a great day!

THIS LETTER WAS SENT BY a very appreciative young woman who called us recently to say that she got a promotion at her job and is doing very well and has not forgotten us or our service!



EXCELLENCE ----- CLIENT-FOCUSED -----

TEAM-WORK



SSHQ PRIORITIES AND PLAN OF ACTION



QUALITY LIVING FOR SENIORS & NATURAL CAREGIVERS:

We presently offer support to natural caregivers of the elderly. An ever-increasing number of elderly are losing their autonomy. Seniors represent approximately 65% of our beneficiaries. We receive calls daily regarding the care and placement of an elderly loved one. Our seniors deserve to live in dignity, in quality group homes or in a residence with Greek professionals, Greek cuisine, in a Hellenic cultural atmosphere, with a personalized care plan. We have been studying the feasibility of another PAPA project and RI residence in the borough of Saint-Laurent and eventually in Chomedey, Laval.

DAY CENTERS:

Day centers are essential to break isolation, to help prevent senior mistreatment and to help enhance the mental and physical health of seniors and people with special needs through fun, stimulating activities. Activities such as dance, music, exercise, computer basics, etc. We have the available space in our buildings and churches. However, we lack the financial resources to hire people to offer these activities on a regular and permanent basis. We have created a committee to advance this need.

CONSULTATION IMMIGRATION:

We are solicited daily, in person and by internet, for advice and referral regarding pre-migration, the immigration process, housing, the job market, French courses and about how to successfully integrate in Québec society. We need your help to be able to offer more job assistance support. We also offer a food bank service to those in need and must purchase a van.

RE-ESTABLISHING PSYCHO-SOCIAL SUPPORT SERVICES TO SOCRATES-DÉMOSTHÈNE SCHOOL :

Postponed due to lack of time and funds.

EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK



**THANK YOU TO
OUR PARTNERS**

**THANK YOU FOR YOUR
CONTRIBUTIONS**

GOVERNMENT GRANTS

**THANK YOU TO THE MEDIA
PAGES (19-23)**

EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK



ACCESSS

Association de chiliens du Québec

AGAPE

AMEIPHQ

Agence de la santé et des services sociaux de Montréal

Alzheimer Society of Laval

APPUI Laval

ALPA

CAPE

CLAVA

CSSS de la Montagne (CLSC Parc-Extension & CLSC CDN)

CSSS de Laval

Comité d'action du Parc-Extension

CREP

Cuisines collectives

Church, Saint Sissy

Hellenic Community of Greater Montréal

Hellenic Medical Association of Québec

Hellenic Ladies Benevolent Society

Héma Québec

Library, Parc-Extension (VDM)

Moisson Laval

Moisson Montréal

Montreal Volunteer Bureau

Volunteer Bureau of Laval

PEYO

Platon-Omiros School

Residence Foyer hellénique

Table de concertation des aînés CDN

Table de concertation des aînés Parc-Extension

Table de concertation GRASAPE

Travailleurs grecs

Senior Citizens Association Evangelismos

Senior Citizens Association Filia

Socrates-Demosthènes School

SPVM

Ville de Montréal (Villeray-St-Michel-

Parc-Extension borough

Collaboration

THANK YOU TO OUR PARTNERS



EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

ADAMIDIS, Pelagia
 AMARRAGES SANS FRONTIERS
 ANALYTIS, Dimitrios – Geras
 ANALYTIS, Efthimia
 ANTYPAS, Koula
 ARGYRIOU, Athanasios
 ARVANITAKI, Mary
 BACOYIANNIS, Katerina
 BACOYIANNIS, Theophanis
 BARDOUNIOTIS, Mr. & Mrs.
 BELADOUSOF, Georgia
 BELETSIOTIS, Chrysoula
 CHALVADACIS, Helen
 CHRISTOULAKIS, Christos
 DESPOTOPOULOS, Erasmia
 DESTOUNIS, Nicolaos
 DESTOUNIS, Olga
 DIAMANTOPOULOS, Elias
 DIAMANTOPOULOS, Nickolaos
 FAKOTAKIS, Athanasios
 FILIPPAKIS-KONSTAS, Theoni
 FYLAKOURIS, Savas

GANAS, Nickolas
 GEORGAS, Danae
 GIANNOPOULOS, George
 GIANNOPOULOS-KOSSIVAS, Kaliopi
 GOUSKOS, John
 GREGORIEFF, Rhea
 GROUPE VOYAGE SOLEIL
 HAMILOS, Despina
 HARIZANOS, Fotis
 IOAKIMIDOU, Eleftheria
 JANNOULAKI, Maria
 JOANNAS, Evangelia
 KALAVRITINOS, Jimmy
 KARABELA
 KARVOUNIARIS, Konstantinos
 KASVIS, Photios
 KATERELOS, Dimitra
 KONIDIS, Anna
 KONSTANTOPOULOS, Georgia
 KOULIDIS
 KOUROS, Ioannis
 LALOU, Angeliki

LAMBRINATOU, Efrosini
 LAMBROPOULOS, Panagiotis
 LIAKOPOULOS, Dimitra
 MAKRIDIS, Nicolaos
 MAKRIDOU, Helen
 MARDAKIS
 MARGARITIS
 MARKOU, George
 MARKOU-SIDIRAS, Maria
 MAKRIS, Dimitris
 MAROULIS, Ekaterini
 MARTAKIS, Nicolas
 MAVROGIANNIS, Christos (Remax 2000)
 MR. PUFFS
 NIKOLAKOPOULOS, John
 NICOLAOU, Stella
 PAGANO, Ria
 PANAGOPOULOS, George
 PANAGOU, Loukas
 PANTZOPOULOS-FRAGOULAKI, Yolande
 PAPADAKIS, Hariklia
 PAPADOPOULOS, Despina
 PAPAGEORGIU, Iakovos

donations continued on the next page...

THANK YOU FOR YOUR CONTRIBUTIONS

Teamwork



Entrepreneurs rethinking his career track

EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

AMANATIDIS, John
 DROULIAS, Iraklis
 IOANAS, Evangelia
 KOURETTA, Constantina
 PAPAKOSTAS, Catherine
 PAPTATHEOFANOUS
 PATRAS, Nicolaos
 PATRAS, Despina
 PATSILIVAS, Tassos
 PERANTONAKI, Panagiota
 PLARINO, Anastasia
 POULAKI, Erasmia
 POULOS, Kostas
 PSARIDOU, Lemonia
 RENTOPOULOS, George
 RIGAS, Georgios
 RBC, Helen Hatzitzanakis
 Financial Advisor

ROUMBAS, Spyridon
 SPANOS, Tasia
 STAMBOULIS, Constantinos
 STATHOPOULOU
 STATHOPOULOS, Sotirios
 SYNANIDIS, Dimitrios
 TIRITIDOU, Xanthi
 TROGADIS, John
 TSAVARIS
 TSOKLIS, Vasiliki
 TZIMAS, Panagiotis
 WARDEN, Ryan
 THE CRAFTS OUTLET
 USINES FUT VIE COLLECTIVES

Your contributions are always very much appreciated.
 You can help support our programs, you can make a
 donation in memory of a loved one, you can donate a
 computer, food, workshop or office space, furniture or a
 van for outings and food bank activities.

You help us make a difference!

We also wish to thank the students, parents,
 teachers and principals of the Greek schools for
 their contributions, the following campuses
 contributed:

Platon-Omiros School
 Socrates-Demosthène School, campus 2
 Socrates-Demosthène School, campus 5
 Socrates-Demosthène School, annex



THANK YOU!



GOVERNMENT FUNDING year ended March 31st 2015

Santé
et Services sociaux
Québec



\$ 32, 939. 00

L'APPUI POUR
LES PROCHES
AIDANTS
LAVAL

\$ 30, 355. 25

Centre intégré
universitaire de santé
et de services sociaux
du Centre-Ouest-
de-l'Île-de-Montréal
Québec



\$ 6, 025. 00

ASSEMBLÉE NATIONALE
QUÉBEC

\$ 2, 750. 00

SOUTIEN AUX BÉNÉVOLAT (SAB)

We would like to thank the Agence de la Santé et des services sociaux de Montréal for its annual contribution. This year our funding was \$32,939. in support of our operations for the fiscal year April 2014 to March 31st 2015

We would like to thank APPUI Laval for their grant of **\$35,000.** that was granted for the period Jan 2014 to March 31st, 2015. Or \$ 30,355.25 for one year. This funding is for our natural caregiver support program.

We would like to thank the CIUSSS du Centre-Ouest (formerly CSSS de la Montagne) for their funding of approximately \$6,000 per year to offer the very popular PIED exercise program for the elderly.

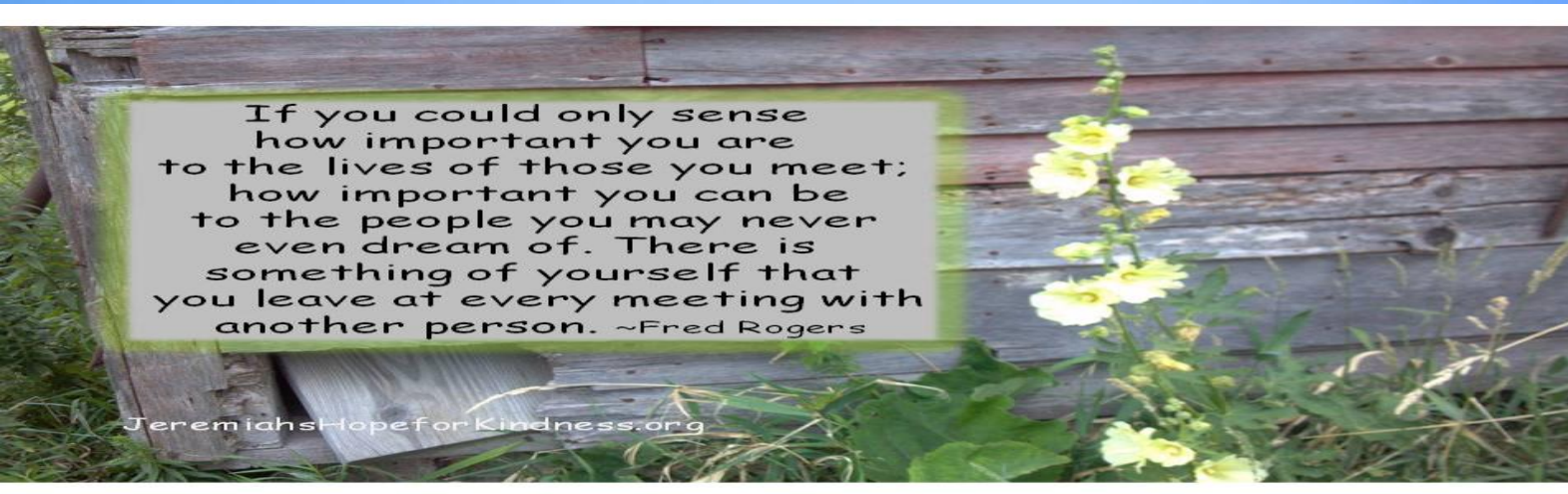
We would like to thank our MNA's for their support through their discretionary funds or through the SAB.
Mr. Pierre Arcand contributed a generous \$ **2,500.**
Mr. Guy Ouellette, contributed \$ 250.

EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK

MEDIA

We would like to thank the Greek media for their community announcements and space in their journals.

Bhma (Manikis Family), **NEA** (George Guzman), **CFMB 1280 AM, Radio Centre Ville 102.3** (Michael & Soula Tellides), **Mike FM CKDG 105.1** (Marie Griffiths), **Montreal Greek News TV** (Kosta Kalavriziotis). Special thanks to Robert Frank of *the Suburban*.



We thank all our supporters and believe in continued collaboration !

Ask for our financial statements audited by Ernst and Young