

**ANNUAL
ACTIVITY
REPORT
ENDING
MARCH
31ST, 2017**



SSHQ Annual Activity Report

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

www.hcgm.org/English/socialservices



PART I SSHQ ANNUAL ACTIVITY REPORT



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

BOARD OF DIRECTOR'S

EMPLOYEES

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President's Message & Director's Message



PRESIDENT'S MESSAGE, Eleni Tsinalis:

Dear members,

Another busy year has come to an end and the Board Directors and I are proud to report that even though we have a small staff, many services and programs were provided from our four (4) service points.

For the following fiscal year, we have obtained a new grant from ROMAN-APPUI Montérégie which will enable us to offer continuous services to natural caregiver clients in the South Shore region.

We are conscientious of the needs and demands of our aging clientele and we are continuously striving to better serve them.

In closing, I would like to thank the Board of Directors, our Director and staff for their devotion and support. Have a great summer everyone!

GENERAL DIRECTOR'S MESSAGE, Eleni Fakotakis Kolaitis:

Dear team, clients and friends,

We were available to our clients 354 days this year. We support mostly seniors and natural caregivers of seniors, these clients are our service priority. Their numbers increase from year to year. They visit us for referral or for obtaining our aid in helping them to receive the care they are entitled to from the public system. Many of our clients require our help to aid them to obtain needed services for their particular challenges, overcome marginalization, isolation, mistreatment and poverty. Our clients are also professionals of the public health and social services network who need our expertise with Greek speaking clients that they are trying to help and are just not getting the desired results because of cultural and/or linguistic barriers.

This year we introduced a new strategic plan, a new SSHQ logo and our website. The logo is visible throughout our report and on the cover. I too, wish to wholeheartedly thank our experienced team of professionals (Board members, employees and volunteers) who work hard at offering a variety of services and activities of quality to our clients, whose commitment to excellence and focus on the client, helps us accomplish our mission. I also thank our partners for their collaboration and the public, funding institutions who have put their trust in our hands to make their financial support go a long way (refer to the final pages of this Annual Activity Report for details of these sources).



As a society, we have to all look towards the future with the necessary optimism, vision and help that is required in order to be even more effective and efficient in dealing with the care of our senior population.

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 7 times during the year. Certain members also help out with our conferences and activities. For more information about our service check our website.

www.hcgm.org/English/socialservices



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



Eleni Tsinalis, President
Maria Stamatelos, Vice-President
Harry Babaroutsis, Treasurer
Apostolia Petropoulos, Secretary
Chrysanthi Diavatopoulos
Anna Dimitrokalis
Dr. Christos Karatzios
Angeliki Kritikos
Peter Papadakis
Denise Vourtzoumis



Chryssa Beletsiotis

Coordinator of the Laval SSHQ office & its activities
Coordinator of Caregiver Support program (28 hrs per week)

Chomedey, Laval SSHQ Office

4236 Chemin du Souvenir

Telephone: 450-688-2091

cbeletsiotis@hcgm.org



Mary Arvanitaki **Coordinator of Montreal activities & food bank**

Montreal :

Parc-Extension Offices

Telephone: 514-906-0784

Chalet Ogilvy

821 Ogilvy Avenue

Centre William-Hingston

419 Rue Saint-Roch, SS06

Côte-Des-Neiges & Outremont Office

5777 Wilderton Avenue

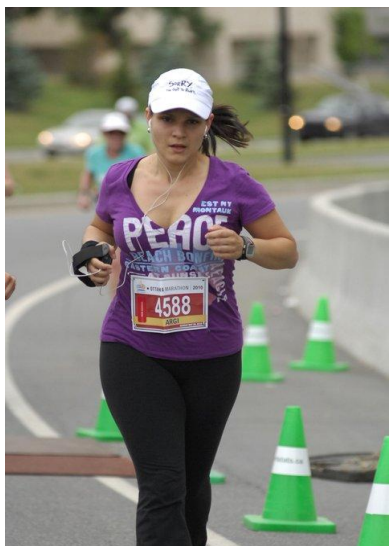
Telephone: 514-738-2421 local 121

marvanitaki@hcgm.org



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Argi Papagiannakis, Kinesiologist
Exercise for Seniors

Exercise & PIED program Instructor
& Computer Instructor
514-738-2421 Local 121

apapagiannaki@hcgm.org



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Vasso Arvanitaki >>>

Community Intervention
counselor, (14 hrs / wk)

Coordinator of Computer program,
Beyond the Living-Room In Seconds
& assistant in the Caregiver Support
program (Laval) to March 31st 2017
514-738-2421 local 121
or 450-688-2091

varvanitaki@hcgm.org



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

www.hcgm.org/english/socialservices

SSHQ VOLUNTEERS

THE HEART OF THE COMMUNITY



CALLING ALL VOLUNTEERS
THE GIFT OF TIME IS PRICELESS
 (You can be a volunteer at any age!)
50 volunteers offered 3018 hours of service!
THANK YOU!

VOL NTEER
all that's missing is U!



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

www.hcgm.org/english/socialservices



IN MEMORY OF VOLUNTEER *Fernando Gimeno Moreno*

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

Sofia Adamidis
Koula Antypas
Theodore Betchavas
Eleni Bomis Petropoulos
Christian Beausoleil
Daniel Bilodeau
Katerina Boudopoulos
Charles Adrien Carrier
Dimitra Chrona
Despina Cloutier
Maria Dalcid
Georgette Della-Suda
Athanasia Diathessopoulos
Anthony Dimitrokalis
Ioannis Dionisopoulos
Athanasios Fakotakis
Denise Fournier
Venetia Gardara
Anastasia Georgiou
Fernando Junior Gimeno
The late, Fernando Gimeno
Malvina Iliopoulou
Evanthia Halatsis
Theodora Karamanli
Smaragda Kostaros



Nazareth Kostaros
Fotini Maniatopoulos
John Marshall
Maria –Stephanie Menegas
Chrysoula Mittas
Negar Moftakhari
Spiro Montzenigos
Sidonie Nzemba Ntumba
Christos Pachis
Loukas Panagou
Georgios Paneras
Dimitri Roussis
Mania Samba
Andre Samaras
Lidia Scalcos
Michael Scott
Irene Sikalis
Tasia Spanou
Dora Stamelakos
Kalliopi Trempela Lauzanne
Stavros Tsinalis
Georgia Tsiolis
Athanasios Tsiolis
Bianca Tsouvaltsidis
Helen Venieris



MISSION

VISION

ACCOMPLISHMENTS

PRIORITIES

PAGES (11-23)

SSHQ MISSION



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 and quality living by providing needed activities that complement or add to what is offered in the network and that are sensitive to socio-economic and psycho-social needs. To address the issues that have been identified as priority. Such as support to natural caregivers; support to the elderly; As far as we are able, to help orient newcomers; and to do our part to help eliminate poverty.

3.

To advocate on behalf of our clients for quality health, essential services and adapted care, in order for our beneficiaries and clients to receive the services that they are entitled to and to be helped as soon as possible.

In addition to advocating for services that will help to maintain the elderly person in their home for as long as possible and to make sure that their natural caregivers have appropriate support.

4.

4.1 To assist in lobbying the government so that employees and Board of Directors in public establishments represent the general population proportionately.

4.2 To assist in getting the message across that socio economy or socio community or socio-ethno community organizations such as ours should receive appropriate funding as we are reliable and contributing network partners.

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

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VISION:



SERVICE EXCELLENCE

CLIENT-FOCUSED

TEAM-WORK



COMPETENT & TRANSPARENT GOVERNANCE

The **client or beneficiary** of SSHQ is the center of our attention. They have to feel welcome, they must be treated with respect and they must be involved in their personalized intervention. We have to do our best to empower them, so they can maintain their dignity while going through all of their life changes and so their quality of life is always up to par. We have to help them address their psychosocial needs. The client should always leave our office satisfied.

The **professionals** who work for our organization, employees, volunteers and stage workers of SSHQ have a right to work in a climate that is positive, nurturing and secure. Where their opinions, skills and competencies are recognized and respected. They are expected to keep informed, provide their best at all times and within a reasonable time; to report, document and evaluate appropriately; to follow regulations and to abide by a professional code of conduct. Everyone in the team must feel comfortable with each other. Share their knowledge & experiences, communicate effectively. They have to be satisfied as well.

We believe that when the employees are happy and satisfied, the clients will be happy and appropriately cared for & satisfied. **Ongoing Information and training must be provided to the client and to the employees, in order to continue to improve their respective skills and competencies.**

Natural Caregivers of the Elderly Program



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CAREGIVER WANTED

Person must be willing to work long hours **WITHOUT** pay. No vacation and few, if any, days off. Must be willing to relocate life from expectations of normality and feelings of control to constant stress accompanied by feelings of inadequacy, anger, guilt and fear. Previous experience unnecessary, on-the-job training only. No need to apply, unqualified applicants chosen at random and without their consent. Stroke is an equal opportunity employer of caregivers — men and women, young and old, healthy and sick. All are eligible.

Health Net
www.healthnet.com

CLINIC
St. David's HealthCare
Partnership (512) 343-3000

LVN'S
CNA'S

SNELL

Position Wgt

ACCOMPLISHMENTS

Natural Caregivers of the Elderly Program



Our activities for natural caregivers take place during the day, evening and weekends in order to also facilitate the natural caregivers who work during the day. Our intervention counselors have received intensive training in order to deal with caregiver needs and the needs of the elderly loved one they care for. This year, we sensitized and helped natural caregivers of the elderly sharpen their skills and knowledge of the system through our workshops. Our goal is to reach as many caregivers as we can before they burn out so that we can accompany them throughout their role as caregivers, offering information, consultation and referral and training.

Ending March 31st 2017, 163 visited our office in Laval, we have 135 active and regular dossiers, who have visited our office a total of 276 times throughout the year. 21 of these visits took place during the weekends. 80 of these dossiers are new clients. Our caregiver clients are growing from year to year. 28 of our clients are in a more fragile state and need more guidance from us (or accompaniment as it is referred to). Most of our clients come from Chomedey, Laval. 30% are from other areas of Laval and 1 % from other boroughs of Montreal, outside of Québec, the States and from Greece. 67% of our caregiver clients are women. 48% (this is a significant increase from last year, a lot of the newer clients we received were a husband or wife). 33% are sons and daughters. 19% are brothers or sisters, grandchildren, friends, x-spouses, in-laws, daughter or son in-laws, nieces or nephews.

We held two-2 conferences and twelve-12 workshop for natural caregivers of the elderly. Three were presented during weekends while the rest were held in the evenings during weekdays. There were between 20 and 33 participants per workshop. In order to facilitate participation from the clients. A total of 335 caregivers attended these workshops. And conferences. Participants were very happy with these workshops and gave us very good comments and remarks on the satisfaction surveys. During this year's National Awareness Week for Natural Caregivers – Semaine nationale des proches aidants (SNPA), which is during the first week of November, we collaborated with three other groups. To hold a huge caregiver's fair in Laval. It was very well attended. With a variety of information sessions dealing with issues from End of life, to adapted transport, to a chair yoga workshop that we-SSHQ organized., there were well over 60 different kiosques. And this was held at the Palace.

We estimate that there are approximately **7000 natural Greek caregivers in Laval**, we believe that **about half** are elderly couples taking care of each other.

The majority of the elderly who are being cared for by our natural caregiver clients have Alzheimer's, Dementia, Parkinson's (65%). The rest have serious mobility issues, cancer, The elderly being cared for are 48% males and 52% female elderly. 35% suffer from serious mobility issues and / or have Muscular Dystrophie, Schizophrenia, Depression, blindness, cancer, suffer from Stroke, Depression, or require regular kidney dialysis treatment.

Many of the clients inform us that the public system is simply not helping their situation, there is an absence of necessary home care support. More sensitization, promotion and respite care in the form of a day center for the elderly is an absolute necessity in the community as there are waiting lists to get respite assessment and for respite services, also, because of language and cultural barriers, many of our caregiver clients or their elderly loved one, have not been helped and the referrals bounce back to us. In the last few years we have been translating useful documents relevant to caregivers into Greek and English.



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

CAREGIVER CONFERENCES & WORKSHOPS



During the year we presented 2 conferences (On adapted transport and another one on preventing a Stroke). Workshop topics included: How to handle grief; Appropriate diet; How to prevent falls at home; How to communicate with your loved one during the final stages, during palliative care; How to prepare a mandate of incapacity; Relaxation techniques through music therapy and understanding how music therapy works. Easy and practical everyday relaxation techniques and habits; Placement services when the time comes and how this works; Preventing senior mistreatment through appropriate communication; A total of 335 caregivers attended these. Note, we kept the number per workshops low in order to facilitate active participation. A few flyers and pictures taken during the events are seen below.

Recognize a Stroke FAST!
Are you concerned with your own heart's health or that of a loved one's? Would you like to learn what the best prevention from suffering a STROKE is and how to recognize the warning signs FAST? Do not miss HSSQ's Conference, the knowledge you gain from this conference, may save your life or a loved one's!

Πώς να αναγνωρίσετε ένα εγκεφαλικό επεισόδιο (stroke):
Σας απασχολεί η υγεία της καρδιάς σας ή κάποιου αγαπημένου σας προσώπου; Θέλετε να μάθετε ποιά είναι η καλύτερη πρόληψη για το εγκεφαλικό επεισόδιο και πώς να αναγνωρίσετε άμεσα τα προσδοκώμενα σημάδια; Μέσω της ενημερωτικής αυτής συνάντησης των ΕΚΚΥ, μπορείτε να αποκτήσετε γνώσεις που μπορούν να σώσουν τις ζωές σας ή κάποιου αγαπημένου προσώπου.

Conference: Recognise a stroke
Ημερίδα Αναγνώρισης εγκλήματος εγκεφαλικού

Guest speakers:
Dr. Christopher Labos, Cardiologist, MD, CM, MSc and personal physician

THURSDAY-ΠΕΜΠΤΗ
16
MARCH-ΜΑΡΤΙΟΥ 2016
18:00-20:30

L'APPU
LAVEL
Vous des 18 ans, vous pouvez y aller.

Invitation-Πρόσκληση
Music Therapy Workshop
Εργαστήριο Μουσικοθεραπείας

MUSIC THERAPY

Instructor / Εκπαιδευτής:
Catherine Lagopoulou / Κατερίνα Λαγοπούλου
B. Mus., DAMPS Music Therapy

Η μουσικοθεραπεία είναι μια ερευνητική μέθοδος που χρησιμοποιεί τη μουσική για να προσεγγίσει τον άνθρωπο ως ολότητα (ψυχο-κοινωνική και πνευματική). Η μουσικοθεραπεία είναι μια διαδικασία που στοχεύει στην ανακούφιση του στρες, στην βελτίωση της ποιότητας ζωής και στην ενδυνάμυνση των ατόμων. Η μουσικοθεραπεία είναι μια διαδικασία που στοχεύει στην ανακούφιση του στρες, στην βελτίωση της ποιότητας ζωής και στην ενδυνάμυνση των ατόμων.

Location:
SOUVENIR (corner Elizabetha)

Event/ Ημερίδα:
19 Φεβρουαρίου 2016, 14:00-16:00 μ.μ.

Ομιλήτρια:
Αργυρώ Παπαγιαννάκη, Κινησιολόγος

19
Φεβρουαρίου
14:00-17:00

Take a Break...
Relaxation Techniques for Caregivers
Sunday, December 4th, 2016 from 2:00 to 4:00 p.m.
This Workshop is intended for Natural Caregivers of an Elderly person. It is a chance to learn how to relax and how to deal with stress so that it does not become overwhelming.

Ημερίδα... Τεχνικές Χαλάρωσης για Φροντιστές Υγείας
19 Φεβρουαρίου 2016, 14:00-16:00 μ.μ.
Αυτή η ημερίδα είναι για τους Φροντιστές Υγείας. Είναι μια μοναδική ευκαιρία για να μάθετε πώς να χαλαρώσετε μετά από μια αγχωτική μέρα και να μην σας καταβάλει.

ADDRESS/ΔΙΕΥΘΥΝΗ:
4236 SOUVENIR (CORNER ELIZABETH), LAVAL

Dr. Chrysoula Beletsiotis
beletsiotis@hccm.org

Χρυσούλα Μπελεσιώτη
beletsiotis@hccm.org

POUR LES PROCÉDÉS D'ADAPTION

ΕΚΠΑΙΔΕΥΤΙΚΟ ΚΕΝΤΡΟ ΚΑΡΔΙΟΛΟΓΙΑΣ

WE THANK THE FOLLOWING SPEAKERS WHO PRESENTED AT OUR CONFERENCES AND WORKSHOPS IN THE LAST YEAR

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- **Vassiliki Arvanitaki**, Nursing stagiaire
- **Mara Audet**, ALTA
- **Marie Bouchard d'Orval**, DG, Partage Humanitaire
- **Stamati Eleftheriou**, Notary
- **Dr. Christopher Labos**, Cardiologist, MD, CM, MSc, FRCPC
- **Catherine Lagopatis**, Music therapy resident, UQAM
- **Diane Lauzon**, Société AL
- **Argi Papagiannaki**, Kinesiologist
- **Apostolia Petropulos**, Social Worker



FOOD BANK SERVICES

EXCELLENCE --- CLIENT-FOCUSED & TEAM-WORK



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We also help our food bank beneficiaries with employment information, referral to other services, computer training, etc.

We have two food banks, one in Parc-Extension and another in Chomedey, Laval. They both operate only one day a week. We distributed at least **34,564 kg. of food** in the last year. **52%** is dry or canned food and **41%** is perishable (milk, vegetables and fruit), **7%** is bread. The value of all this food is estimated at **\$155,000**.

We have a very diverse clientèle or beneficiaries. Diverse in psycho-social problems and in origins. Here are some of our statistics:

As of March 31st 2017, we had 183 people benefiting from our two food banks or 88 families. About 33% or **61** are children, 16% or **29** are elderly and 7% or **12** are students. In the Montreal food bank the clients are mostly male beneficiaries (56%), the percentage of women rose by 8% points for women who use our food bank services in Montreal. While in Laval, this year, males and females are half and half. The Montreal food bank has a high percentage of people living alone (50%, half the clientèle). While in Laval only 23% of clients are living entirely alone. In Montreal single-parent households are at 18%, while in Laval they are at 23%. Most individuals, couples and family units, use the food bank more than 3 times in a month. Approximately 50% of clients frequent the food bank weekly.

We made arrangements during this year with PEYO to share the use of their van and driver for our food collection.

Stats are in numbers & not in a percentage % 1 unit per home	MTL	LAVAL	Total
Recent immigrants	12	28	40
Single-parent family	12	5	17
Bi-parent family	15	8	23
Couple, no children	6	4	10
People living alone	33	5	38
Work PT	8	0	8
EI	2	1	3
Welfare or no income	32	9	41
Old Age Security	18	8	26
Invalidity	0	3	3
Rent=households (hh)	37	17	54
Social housing (hh)	20	2	22
Other (live with friends or *own house)	5(2*)	1(2*)	10

ACCOMPLISHMENTS continued...



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SOCIAL ACTIVITIES PROGRAM FOR SENIORS

This year we held regular activities once a week for the elderly. They took place in Montreal, Côte-Des Neiges, in the activities room of the Foyer hellénique pour personnes âgées. The seniors were engaged in a variety of activities, such as discussion-thematic-support groups, movie viewing and a new horticulture project. A total of **35** seniors benefited.



Δώσε Αίμα. Πρόσφερε Ζωή



ANNUAL BLOOD DRIVE

This year we held a blood drive along with three other partner groups in Parc-Extension and HEMA QUEBEC. Sixty (**60**) blood donors participated and many volunteers who donated their time to help make this happen.

INCOME TAX

We helped **57** elderly and low income individuals and couples complete their income tax. In Laval we held approximately 5 clinics with volunteer accountant, Michael Scott and in Montreal we collaborated with the accounting firm, **Comptable en direct**.

IMMIGRATION SUPPORT

We held five (5) café-rencontres in our Parc-Extension office, in which thirty (**30**) newcomer-immigrants participated. We answered **106** emails with respect to immigration questions from “clients” in Greece.



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

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ACCOMPLISHMENTS continued...



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PIED AND EXERCISE PROGRAMS

55 elderly men and women participated in our exercise program this year. This is an increase over last year.

Our keeping you fit programs have been in operation for years. They are very popular as seniors learn to exercise, balance and strengthen their bodies in order to prevent falls. Our expert trainer and kinesiologist, Argi motivates the participants 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. This year we also offered exercise courses in the South Shore for the first time! **20%** of the participants are of origins other than Greek. Only **10%** are male participants.

www.hcgm.org/english/socialservices



Πρόγραμμα PIED

Οι Ελληνικές Κοινωνικές Υπηρεσίες της ΕΚΜΜ ανακοινώνουν την επανέναρξη του προγράμματος ήπιας άσκησης PIED, για όσους ηλικιωμένους επιθυμούν να βελτιώσουν τη φυσική κατάσταση και την ισορροπία τους. Τα μαθήματα θα ξεκινήσουν στις 16 Φεβρουαρίου 2015 και θα πραγματοποιούνται στο Ελληνικό Κοινοτικό Κέντρο «Αδριανός Μαρής», δυο φορές την εβδομάδα. Θα διαρκέσουν 12 εβδομάδες.

Στόχοι του προγράμματος είναι η βελτίωση της ισορροπίας και της δύναμης των ποδιών, η βελτίωση της καρδιαγγειακής ικανότητας και της συνολικής ενέργειας, η διευκόλυνση στην ολοκλήρωση των καθημερινών δραστηριοτήτων, η διατήρηση της οστικής πυκνότητας σε μέρη του σώματος που είναι περισσότερο ευάλωτα σε θραύση, η ενθάρρυνση της πρακτικής τακτικής σωματικής άσκησης και η παροχή ενός φιλικού περιβάλλοντος για την κοινωνική αλληλεπίδραση των ηλικιωμένων.

Για πληροφορίες και εγγραφές καλέστε στο τηλ.: 514 -738-2421 #121 και #135



COMPUTER PROGRAM AND NEW HORIZONS FOR SENIORS, BEYOND THE LIVING ROOM IN SECONDS

Computer classes are very popular, six years ago we only held one session per season, 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 program was financed in part by the **Government of Canada** through the program, **New Horizons For Seniors**. This funding made it possible to hire another, part-time coordinator, purchase new lap tops and Tablets for our courses and to offer a mobile computer clinic. The elderly not only learned how to handle a computer but they learned about important and useful websites that they can visit, for example, sites explaining how to prevent fraud, senior mistreatment, how to visit sites such as CLSC, museums, etc.

This year we had **163** elderly graduates finishing our computer classes, this is a significant increase over last year! The majority of the elderly are over **65** years of age. We also offered our computer classes in the South Shore for the first time. In total, our course participants were **65%** female and **35%** males. 11 seniors and one student, mentored 30 seniors who needed extra guidance Congratulations to all, students and instructors and volunteers!



ACCOMPLISHMENTS continued...



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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, to public and private resources by phone or in-office consultations. We made over **692** referrals and in-office consultations in the past year.

FRIENDLY VISITS /CALLS & ACCOMPANIMENT

This service is provided by our employees however, it is mostly our volunteers that make friendly calls or visits or accompaniments for interpretation or moral support purposes, this year, we made about **88** accompaniments (this included to CLSC, Hospitals, police station, legal aid, etc.) and **484** friendly calls to elderly. We try as much as possible to send trained or more experienced volunteers as our employees must stay in the office to help other beneficiaries as well, otherwise the office closes for hours at a time.



PARTIES & OUTINGS

We had three parties for senior's (at Christmas, Valentines and Kathara Deffera). We also took a group of seniors to the **Lalande Sugar Shack** and a nearby barn with farm animals. A total of **100** people benefited from these activities.

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

THANK YOU SMILES FROM CLIENTS OF OUR ACTIVITIES, COURSES & WORKSHOPS



**All worth the
smiles!**

SSHQ CLIENT PRIORITIES



QUALITY LIVING FOR SENIORS & NATURAL CAREGIVERS:

We offer support to natural caregivers of the elderly. An ever-increasing number of elderly are losing their autonomy and are depending more and more on their immediate family members and or the public system to take care of them. Therefore natural caregiver issues and their senior loved one's related issues represent a very high portion of our service efforts.

We receive calls daily regarding home care or placement of an elderly loved one. Natural caregivers need support so that they do not burn out while taking care of their daily responsibilities and their elderly loved one.

We are working to help them improve their caregiver skills and knowledge of the system so that they can more effectively take care of their elderly parent or spouse. Our caregiver clients are asking for a day center service to take their parents to during the day.

30% of our time

40% of our time



ELDERLY ACTIVITIES:

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 and are presently looking at some space to start a Day center.**

IN THE MEANTIME, we offer computer classes, exercises, French and other activities to seniors who come to us for help. Our seniors deserve to live in dignity in their homes, in quality group homes or in a residence with Greek professionals, Greek cuisine, in a Hellenic cultural atmosphere, with a personalized and attentive care plan.



CONSULTATION IMMIGRATION:

We are solicited daily, in person and by internet, for advice and referral regarding pre-migration, the immigration process, sponsoring someone, housing, the job market, French courses and about how to successfully integrate in Québec society. We also offer limited support to those looking for work or a place to stay.

8% of our time



FOOD BANK SERVICES :

To offer information, support and to help empower people who are disadvantaged, isolated, in fragile conditions and living with a low income.

15% of our time

For more details on priorities, refer to our **Annual Strategic Plan**

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

For more details on priorities, refer to the strategic plan

SSHQ ADMINISTRATIVE PRIORITIES

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

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1. Support and development for employees and volunteers
2. Assuring service quality
3. Maintaining a quality governance
4. Fundraising
5. Visibility and promotion



Note : Also refer to our document, **Annual Strategic Plan** for more details on these and client related priorities.

PART III SSHQ ANNUAL ACTIVITY REPORT



**THANK YOU TO
OUR PARTNERS**

**THANK YOU FOR YOUR
CONTRIBUTIONS**

GOVERNMENT GRANTS

THANK YOU TO THE MEDIA

PAGES (25-30)

www.hcgm.org/English/socialservices

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





Juristes à domicile
 Library, Parc-Extension (VDM)
 Moisson Laval
 Moisson Montréal
 Volunteer Bureau of Laval
 PEYO
 Platon-Omiros School
 Residence Foyer hellénique
 Table de concertation des aînés CDN
 Table de concertation des aînés PE
 TCAIM
 Table de concertation GRASAPÉ
 Travailleurs grecs
 Senior Citizens Association Evagelismos
 Senior Citizens Association Filia
 Socrates-Demosthène Elementary School
 SPVM et Service de police de Laval
 SPVM CDN
 SPVM Parc-Extension
 Ville de Montréal (Villeray-St-Michel-Parc-Extension borough)



ACCESSS

Afrique au féminin

Association de chiliens du Québec

AGAPE

AMEIPHQ

Alzheimer Society of Laval

APPUI Laval

ALPA Laval

CAAP

Centre des aînés Côte-Des-Neiges

CLAVA

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

CIUSSS CENTRE SUD DE L'ÎLE DE MONTRÉAL

CISSS de Laval

Comité d'action du Parc-Extension

Cuisines collectives

Church, Saint Sissy

Hellenic Community of Greater Montréal

Hellenic Medical Association of Québec

Hellenic Ladies Benevolent Society

Héma Québec

Himalayan Seniors



COLLABORTION.
THANK YOU TO OUR
PARTNERS. We were involved
in 5 partner fairs this year,
three in Laval and two in
Montreal.



DONATIONS



KATSOULIS, Konstantinos

**MESSARA IMPORTS
STUDENTS OF SOC-DEM V**

**AMARRAGES SANS FRONTIERS
DONATION BOX Laval office SSHQ
DROSSOS, Evangelos
FAKOTAKIS, Michael
NEOFOTISTOS, Voula
LES ALIMENTS COLFAX
PANTZOPOULOS FRANGOULAKI, Yolanda
PAPAPANOS, Nicholas
STUDENTS OF SOC-DEM III
TZIMAS, Panagiotis**

THREE ANONYMOUS DONORS

**ANTYPAS, Nafsika
BELETSIOTIS, Nickolaos
BILALIS, Nicolas
KAVADAS, Constantina
KOZIRIS, Lymperis
MR. PUFFS
NEW MILANO
PANAGOU, Loukas
PAPPAS, Evanthia
PICCADILY BAKERY
ELEFThERIOU, Stamatis
SAFARIKAS, Chrisoula
THERIANOS, Roula
TOROSIS, Luisa
TSOKANOS, Panagiotis**

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DONATIONS

www.hcgm.org/English/socialservices

SOC-DEM campus 5
\$ 1,452.



THANK YOU FOR HELPING US GO MUCH FURTHER !

Donations can be made in the memory of a loved one (refer to the following page); or can be in kind, donating materials, equipment, furniture, van, or food.



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

Aristotelis School

Platon-Omiros School

Socrates-Demosthène School, campus 2

Socrates-Demosthène School, campus 3

Socrates-Demosthène School, campus 5

Socrates-Demosthène School, annex

We want to extend a special thanks to
Socrates-Démosthène School

Campus V who for the third year in a row collected and wrapped the most toys and money:

\$ 1, 452.10 KUDOS !

Campus III came in second at **\$470.**

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

*Dons en mémoire de - Donations in Memory of
(your loved one's name) Pour les
Services sociaux helléniques du Québec or
Hellenic Social Services of Quebec, HCGM*

*Δωρεές στις Ελληνικές Κοινωνικές Υπηρεσίες της ΕΚΜΜ
μνήμη της (.....)*

εις



GOVERNMENT FUNDING year ended March 31st 2017, Tot. = \$104,832.



\$ 40, 186.

Santé
et Services sociaux
Québec

\$ 33, 668.



**Government
of Canada**

**Gouvernement
du Canada**

New Horizons for seniors program

\$ 20, 403.

We would like to thank **APPUI Laval** for their grant, this funding is for our natural caregiver support program activities in Laval.

We would like to thank the **CENTRE INTÉGRÉ UNIVERSITAIRE DE SANTÉ ET DE SERVICES SOCIAUX DU CENTRE-SUD-DE-L'ÎLE-DE-MONTRÉAL (CIUSSSCSIM)** for its annual contribution. This grant is offered in support of our general operations.

\$3,075.

\$3,075.

CIUSSS DE LA MONTAGNE
PIED program for seniors

THANK YOU !



Soutien aux bénévoles -SAB

**MINISTRE DE LA SANTÉ ET DES
SERVICES SOCIAUX ET DÉPUTÉ
DE LAPINIÈRE,
M. Gaétan Barrette**

\$5,000.

Soutien aux bénévoles –SAB

\$2,500



**Député de Mont-Royal, MERN,
M. Pierre Arcand**

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

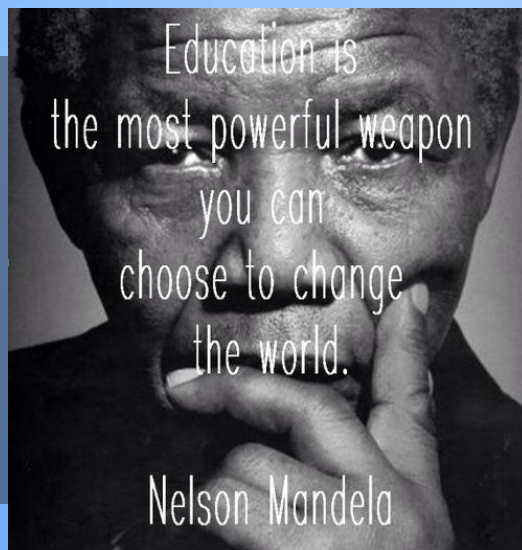
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WE THANK SOCIAL MEDIA AND THE PEOPLE WHO PROMOTE OUR WORK TO THE PUBLIC

We would like to thank the *PR department of the HCGM AND* the Greek media for promoting our activities and community announcements, such as:

BHMA , CharisMAG magazine, CFMB 1280 AM Radio, Edo Montreal-Odyssey TV, Greek Music Radio, GreekPost.ca, GreekVision, Mike FM CKDG 105.1, Montreal –Laval Greek News TV-Odessey, MeGreek.ca, NEA, Radio Akrites, Radio Centre Ville 102.3, The Montreal Greek Times, Zoume Montreal.. Also thank you Face Book, Twitter and Instagram !



We thank all our supporters for their continued collaboration !

Ask for our financial statements audited by Ernst and Young