



ANNUAL ACTIVITY REPORT ENDING MARCH 31ST, 2018



SSHQ Annual Activity Report

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

www.hcgm.org/socialservices



PART I SSHQ ANNUAL ACTIVITY REPORT



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

BOARD OF DIRECTOR'S

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President's Message & Director's Message



PRESIDENT'S MESSAGE, Eleni Tsinalis:



Dear clients, members and team,

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 five (5) service points. This year, our Laval office moved to another location in Chomedey. I am please to add that there is a lot more parking available and wheelchair accessible!

We are conscientious of the challenges that face our natural caregivers of the elderly, our vulnerable clientele and 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 employees for their devotion and support. Have a great summer everyone and keep up the good work!

GENERAL DIRECTOR'S SSHQ MESSAGE, Eleni Fakotakis Kolaitis:

Dear team, clients and friends of SSHQ,

Our year has been a success! We were available to our clients 348 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 our South Shore office has offered a variety of activities to clients as opposed to being just an answering service. This has been possible because of funding and collaboration with L'APPUI Montérégie. If you are a natural caregiver to an elderly person, put your trust in us to guide you through your new journey and to help you strengthen your competencies in dealing with your loved one. See yourself as a personal coach. L'Appui Laval funding, unfortunately, was less this year therefore, our efforts concentrated on information and sensitization activities via our info-mobile, which at the same time helped us to enlarge our client base to include anglophone communities in Laval. This increased our office consultations as well. I too, wish to wholeheartedly thank our experienced team of professionals (Board members, employees and volunteers) who work hard and 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 place 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).

Contact us if you would like to share your talents to help our service or whether you need some help or guidance – "You are not alone!"

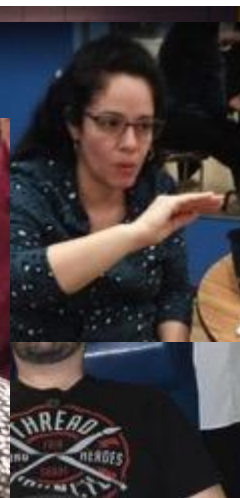


SSHQ Board of Directors

Our Board of Directors are volunteers, 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. The Board met **nine (9)** times during the year. Some also help out with our conferences and activities.



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



Eleni Tsinalis, President
Maria Stamatelos, Vice-President
Harry Babaroutsis, Treasurer
Apostolia Petropoulos, Secretary
Anna Dimitrokalis, 2nd Vice-President
Chrysanthi Diavatopoulos
Dr. Christos Karatzios
Angeliki Kritikos
Lidia Scalcos
Tania Toggias
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

3860 Notre-Dame blvd.
Suite 202
Chomedey, Laval
Quebec, Canada (H7V 1S1)

Telephone: 450-688-2091

cbeletsiotis@hcgm.org



Mary Arvanitaki

Coordinator of Montreal activities & food bank, 35 Hours/week

Montreal :

Parc-Extension Offices

Telephone: 514-906-0784

Chalet Ogilvy

821 Ogilvy Avenue
Montreal, Québec (H3N 1N9)

William-Hingston Center

419 Rue Saint-Roch, SS06

Côte-Des-Neiges & Outremont Office

5777 Wilderton Avenue
Montreal, QC. (H3S 2V7)
Telephone: 514-738-2421 local 121

marvanitaki@hcgm.org



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

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Argi Papagiannakis, Kinesiologist

Exercise & PIED program Instructor
& Computer Instructor for seniors

514-738-2421 Local 121
450-688-2091

apapagiannaki@hcgm.org



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

Elena Papadopoulou >>>

Coordinator of the South-Shore SSHQ office & its activities
Coordinator of the Caregiver Support program in the South-Shore
(24 hours per week)

450-443-8197

epapadopoulou@hcgm.org

5220 Grande-Allée
Saint-Hubert , Quebec, Canada (J3Y 1A1)



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

www.hcgm.org/socialservices



CALLING ALL VOLUNTEERS

THE GIFT OF TIME IS PRICELESS
(You can be a volunteer at any age!)

65 volunteers offered 5,648 hours of service!

V O L N T E E R

all that's missing is U!



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

www.hcgm.org/socialservices

SSHQ VOLUNTEERS

THE HEART OF THE COMMUNITY

THANK YOU FOR HELPING US GO MUCH FURTHER !

Sofia Adamidis
Venieris Ruth Ansellem
Harry Babaroutsis
Stella Bailakis
Theodore Betchavas
Christian Beausoleil
Daniel Bilodeau
Katerina Boudopoulos
Charles Adrien Carrier
Giovanni Cescutti
Despina Cloutier
Maria Dalcid
Georgette Della-Suda
Yousef Derjani
Athanasia Diathessopoulos
Chrysanthi Diavatopoulos
Anna Dimitrokalis
Ioannis Dionisopoulos
Athanasios Fakotakis
Denise Fournier Zervos
Venetia Gardara
Anastasia Georgiou
Malvina Iliopoulou
Evanthia Halatsis
Theodora Karamanli
Dr. Chris Karatzios
Athanasia Kavalari
Smaragda Kostaros
Nazareth Kostaros
Angeliki Kritikou
Fotini Maniatopoulos
John Marshall



Julie Ménard
Maria –Stephanie Menegas
Chrysoula Mittas
Krisna Montkailash
Negar Moftakhari
Spiro Montzenigos
Sidonie Nzemba Ntumba
Christos Pachis
Loukas Panagou
Georgios Paneras
Menelaos Pavlidis
Apostolia Petropoulos
Dimitri Roussis
Mania Samba
Andre Samaras
Lidia Scalcos
Michael Scott
Irene Sikalis
Rita Sotiropoulos
Tasia Spanou
Maria Stamatelos
Dora Stamelakos
Tania Togias
Kalliopi Trempela Lauzanne
Helen Tsinalis
Stavros Tsinalis
Georgia Tsiolis
Evangelia Tsiolis
Athanasios Tsiolis
Bianca Tsouvaltsidis
Eva Vasilakopoulos
Helen Venieris
Denise Vourtzoumis



MISSION

VISION

ACCOMPLISHMENTS

PRIORITIES

PAGES (11-24)

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. Let us help you find the solution that is best for you!

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; Given our resources, 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 In order to better serve our clients, we must 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 care-plan. We have to do our best to empower them, so they can maintain their dignity and quality of life while going through all of their life changes. 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 and communicate effectively. Like the clients, 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. SSHQ administrators assure **ongoing information and training to the client and to the employees, in order to continue to improve their respective skills and competencies.**

SSHQ - Statistics to March 31st 2018

The numbers represent the number of clients/beneficiaries of service who used each service one time in the year

A client/beneficiary of service can use more than one service

Important note: we have not counted in this table all the times a client visited the office or called to seek our advice during the year

CLIENTS:	MTL	LAVAL	SOUTH S.	TOT
ELDERLY (office consultation, courses, accompaniment, outings, food bank, add PAA elderly taken care of)	135	209	96	440
ELDERLY (visits to residence, friendly calls)	240	39	22	301
MISTREATED ELDERLY	20	10	3	33
NATURAL CAREGIVERS OF THE ELDERLY (Information, psychosocial support, support groups, referral,etc)	22	169	66	257
ADULTES DÉMUNIES, AIDE (TRAVAIL, DOMICILE, BANQUE ALIMENTAIRE, COURS D INFORMATIQUE)	198	59	4	261
FOOD BANKS - CHILDREN ONLY	113	35	0	148
INCOME TAX FOR CLIENTS	0	0	0	0
SINGLE-PARENT FAMILIES	13	5	2	20
ADULTS SUFFERING FROM MENTAL HEALTH ISSUES	15	8	2	25
CLIENTS SUFFERING FROM ADDICTIONS	2	0	0	2
YOUNG ADULTS LOOKING FOR WORK	7	4	3	14
YOUNG ADULTS WITH MOBILITY OR INTELLECTUAL CHALLENGES	11	3	2	16
IMMIGRATION INTERVENTIONS, Questions, help with work or housing, orientation activities, email responses	75	28	3	106
STUDENTS OF GREEK SCHOOLS	8	6	3	17
HEMA QUEBEC BLOOD DRIVES, NUMBER OF PARTICIPANTS WHO GAVE BLOOD IN A YEAR IS SHOWN	58	0	0	58
CIUSSS/CISSS/CLSC COLLABORATION IN THE VARIOUS DISTRICTS (our advice, collaboration, interpretation, etc)	35	40	15	90
TOTAUX	952	615	221	1788

NUMBER OF VOLUNTEERS TRAINED AND ORIENTED	38	17	10	65
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SENSITIZATION THROUGH INFO-MOBILE



This year, we are proud to announce that we are also offering support to natural caregivers of the elderly in the South-Shore! We organized and implemented **14** info-mobiles between Laval and Montérégie at public spaces. We sensitized a total of **709** participants. Of these, many who were caregivers visited our two offices and registered for activities at our service. We have found that this is an effective way to recruit new caregivers to our activities.



ACCOMPLISHMENTS: Natural Caregivers of the Elderly



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Our service to natural caregivers of the elderly offers activities that are informational and psychosocially supportive in nature. These activities are offered in the regions of South-Shore and Laval and take place during the day, evening and weekends – during the day in order to also offer support to natural caregivers who work during the week. Our intervention counselors are experts at dealing with natural caregiver and elderly needs. This year, we sensitized and helped natural caregivers of the elderly become familiar with the resources available to them, through our services or public services. The activities we offered were: office consultation, café-rencontres, conferences and general sensitization in public spaces and in other organizations through our info-mobile. Our goal this year was to reach as many caregivers as we could before they burn out so that we can accompany them throughout their role as caregivers. Our budgets this year from L'Appui Laval and L'Appui Montérégie did not involve the offer of training services. Our other priority was to reach as many caregivers as we could in the workforce as well as caregivers taking care of an Alzheimer afflicted loved one.

South-Shore: We estimate that there are approximately **1700** Greek caregivers in the South-Shore. With the anglophone population, our caregiver target group goes up to approximately 7000 caregivers. We had **66** caregivers visit our office. **36%** are male caregivers. We also had a significant percentage of anglophone speaking clients, over 50%. During the year, we offered **428** hours of office consultation – including phone calls and occasional home visits. For the benefit of our natural caregivers of the elderly, we held two-2 conferences on the role of the caregiver and how to manage stress and another on Alzheimer disease and how to effectively communicate. A total of 175 participated in the conferences. We held **twelve-12** café-rencontres, in English and Greek, on a variety of themes; resulting in a total of **161** caregiver participations. Themes included: caregiver role; stress management; Alzheimer & effective communication; resources; at-home security; prevention of senior mistreatment; senior residences; how to manage grief; etc. Through our 7 info-mobile activities, we sensitized **511** people, most were caregivers regarding the role of the caregiver and that resources exist and gave them pertinent information to take away with them.

Laval: We estimate that there are **7000** Greek caregivers living in Laval. We had **169** caregivers visit our office. They visited us a total of **362** times throughout the year. **37%** are male caregivers. 44% of our caregivers are employed, **20%** retired and **36%** have never worked or are neither working nor retired. **12** hours of intervention took place during the days on weekends, **116** hours of intervention was offered during weekdays and **149** hours of intervention was offered in the evenings during the week. As our mandate with L'Appui was basically to provide information, we presented **three (3)** information sessions in the community to anglophone groups (Armenians, women associations, etc.) and held **seven (7)** kiosques that were set up in Doctor's offices, pharmacies and other public spaces. A total of **278** participants listened and inquired about resources for caregivers at the info sessions and kiosques.

Our caregiver clients are caring for a loved one who has Alzheimer's or other related illnesses. Such as Dementia, Parkinson's. Their loved one can also have other serious conditions such as, mobility issues, cancer, Muscular Dystrophy, Schizophrenia, Depression, blindness, suffer from Stroke, or require regular kidney dialysis treatment.

Our clients inform us that the public system is simply not helping their situation, there is an absence of necessary home care support which adds to the stress of the natural caregiver. Our clients want more support and respite care in the form of local day centers for the elderly. This is an absolute necessity in the community as there are waiting lists to simply receive respite assessment let alone respite services, also, because of language and cultural barriers, many of our caregiver clients or their elderly loved one, have not been adequately helped and the referrals bounce back to us.



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

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

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- **Ivanie Boyd**, Family Counselor , Alzheimer's Society – South-Shore, Conference *Alzheimer's Disease and Effective Communication*, Nov. 19th 2017
- **Sonia Lessard**, General Director L'Appui Montréal, Conference *Alzheimer's Disease and Effective Communication*, Nov. 19th 2017
- **Nadia Cicurel**, Animator and counselor, RECAA, *Senior Mistreatment prevention, SSHQ Parc-Extension office, 821 Ogilvy*, June 2017
- **Joelle Malek**, Coordinator, DOVEE project, *Early Detection of Ovarian Cancer*, September 2017
- **Lisa Mintz**, Animator, Parkinson's Society, Sept 2017
- **Marie Montejo**, Responsible, RECAA, *Senior Mistreatment prevention, SSHQ Parc-Extension office, 821 Ogilvy*, June 2017
- **Animator**, *Chacun a sa place - Everyone has his place*, Collaboration SSHQ-AQDR , 6th December 2017

**Role-playing senior abuse
Prevention techniques**
The prevention of the various forms
of senior mistreatment is one of our
service priorities.



- The role of the natural caregiver
- How to manage stress
- How to effectively communicate with your loved one
- How to make your home accident-proof



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 **36,073 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 **\$170,553**.

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 2018, we had **425** beneficiaries (includes children) who benefited from our two food banks, approximately 35% are children, 10% are elderly and 7% are students. 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 (for a 6-month period) during this year with PEYO to share the use of their van and driver in order to collect food from Moisson Montreal.

Stats are in tot number of clients for the year, excluding children	MTL	LAVAL	Total
Recent immigrants	35	11	46
Single-parent family	13	5	18
Bi-parent family	62	19	81
Couple, no children	7	7	14
People living alone (elder, stud., singles)	35	14	49
Work PT	12	3	15
EI	2	3	5
Welfare or no income	171	58	229
Old Age Security	29	12	41
Invalidity	3	6	9
Rent=households	105	39	144
Social housing	21	3	24
Other (live with friends or *own house)	7	5(2*)	14

ACCOMPLISHMENTS continued...



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SOCIAL ACTIVITIES FOR SENIORS

25 of our seniors benefited from a luncheon organized by the SPVM at our community center. They had the opportunity to socialize with hundreds of other seniors. We held a discussion and support group for seniors for several weeks. 10 seniors benefited from this activity.

PARTIES & OUTINGS

We had two parties for senior's. We also took a group of seniors to the **Sugar Shack** and barn with farm animals.

A total of **130** seniors benefited from these parties, outings and social activities for seniors.



BLOOD DRIVE / HEMA QUÉBEC

This year we held a blood drive at our head office in Côte-des-Neiges/Outremont on October 12th 2017. 58 blood donors participated and to the many volunteers who donated their time to help make this happen, we thank you. There was another blood drive in the neighborhood, otherwise we could have had more – but not bad for a first time, for us in Côte-Des-Neiges!

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

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ACCOMPLISHMENTS continued...



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EXERCISE PROGRAMS

102 elderly men and women participated in our exercise programs this year, our sessions were held in the South-Shore and in Montreal. 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 to participate in other, more advanced sessions. Many of the participants become friends and keep in touch afterwards. **35% of the participants are of origins other than Greek. Only 15% are male participants.** We are trying to increase this number. **Argi conducts each session in French, Greek and English! Our participants love this aspect, they are basically practicing a second language while exercising and making friends as well!**



COMPUTER PROGRAM

The computer courses are very popular. They are offered at different times of the day and on weekends by Argi Papagiannakis. The elderly learn on different devices, laptops and tablets.

This year we had **50** elderly graduates finishing our computer classes. Last year we had more graduates because two employees were offering this program. This year we only had one.

The majority of the elderly are over 65 years of age. Our classes are offered in Laval, Montreal and the South Shore. In total, our course participants were **60% female** and 40% males.

Congratulations to our graduates!



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 for their child, or a caregiver seeking placement for their elderly loved one, or need help finding/getting themselves back on track (young or older). We address their special concern or needs. Our expert personnel provided information on a wide spectrum of concerns, to public and private resources by phone or in-office consultations. We made over **1788** in-office consultations from our various offices in the past year. This number represents only the first visit for the same issue we have not counted subsequent visits for the same issue, per client.

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 **301 friendly calls to seniors, this number also includes** accompaniments (to CLSC, Hospitals, police station, legal aid, etc.). 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 ti



IMMIGRATION SUPPORT

We responded to **106** emails, telephone calls and office visits with respect to immigration. Most involved questions from "clients" in Greece.

Poetry & Story-telling group

Various volunteers helped us offer poetry and story-telling and discussion groups in the spring of 2017. Seniors really love this activity!



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

ACCOMPLISHMENTS continued...

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Οι Ελληνικές Κοινωνικές Υπηρεσίες της ΕΚΜΜ
& το νηπιαγωγείο του σχολείου
CAMILLE-LAURIN
σας προσκαλούν στην εκδήλωση:

"ΕΛΑΤΕ ΝΑ ΠΑΙΞΕΤΕ ΜΑΖΙ ΜΑΣ"



INTER-GENERATIONAL PROGRAMS

In collaboration with Camille-Laurin Elementary School Annex, a

Senior-and-children-get-together was organized in December 2017, in our Parc-Extension office. The goal is to socialize while playing games. The young and the not-so-young teach each other how to play.

This activity was a total success! Many tricks were shared, new games learned, stories told and listened to and lots of laughs.

Francophone, anglophone, allophone and Greek, language did not seem an issue at all!



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

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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 offering.

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 knowledge of the system and to strengthen their skills so that they can more effectively take care of their elderly parent or spouse. Our caregiver clients are also asking for **adapted** 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.

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 and **free from mistreatment**



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 **Three-year Strategic Plan.**

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

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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



planning



Board members,
volunteers and
employees
having fun!



Promotion/collaboration
with partner groups



Employee lunch-time yoga

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

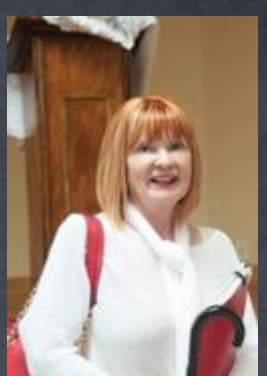
THANK YOU TO THE MEDIA

PAGES (26-31)

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





ACCESSS

AQDR

ARC – Assistance and Referral Centre

Afrique au féminine

AGAPE

AMEIPHQ

Alzheimer Society of Laval

Alzheimer Society of South-Shore

Amelys

L'APPUI Laval

L'APPUI Montérégie

ALPA Laval

CAAP

CBRS – South-Shore Centre for Volunteering

Camille-Laurin Elementary School Annex

Centre des aînés Côte-Des-Neiges

Chilien Association of Québec

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

Éducaloi

Hellenic Community of Greater Montréal

Hellenic Medical Association of Québec

Hellenic Ladies Benevolent Society

Héma Québec

Himalayan Seniors

At-Home-Legal Advice / Juristes à domicile

Library, Parc-Extension (VDM)

McGill University Health Center

Moisson Laval

Moisson Montréal

The Mosaic (la Mosaïque)

Volunteer Bureau of Laval

PEYO

Platon-Omiros School

Residence Foyer hellénique

Résidence Québec

Table de concertation des aînés CDN

Table de concertation des aînés PE

TCAIM

Table de concertation GRASAPÉ

Travailleurs grecs

Senior Citizens Association Evangelismos

Senior Citizens Association Filia

Socrates-Demosthène Elementary School

South-Shore Community Partners Network

SPVM et Service de police de Laval

SPVM CDN

SPVM Parc-Extension

Ville de Montréal (Villeray-St-Michel-Parc-Extension borough)

**THANK YOU TO THE GROUPS
WHO COLLABORATE WITH US**



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FAKOTAKIS, Michael

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Thank you for your donations! Total = \$8685.85

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www.hcgm.org/socialservices

DONATIONS

www.hcgm.org/English/socialservices

**SOC-DEM campus 5
\$ 1,204.**



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 fourth
year in a row collected a
significant amount of money:**

\$ 1, 204. KUDOS !

**Campus III came in second at
\$403. Thank you for all
donations large and small! The
total from all campuses was
\$ 1,979.**

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*Supporters of the service that we lost this year,
May their memories be eternal*



Dimitris Galanis



Effie Gournakis



Stratton Stevens



Dionisios Pollatos



GOVERNMENT FUNDING year ended March 31st 2018, Tot. = \$120,278.



\$ 27,500.

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

Ville de Laval
Mayor Demers &
Mr. Karidogiannis

\$1,000



\$ 37,474.

We would like to thank L'APPUI MONTÉRÉGIE for this funding that made it possible to offer natural caregivers of the South-Shore information through conferences, info mobile, office consultation and cafés-rencontres.



\$ 48,904.

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.



MINISTER OF HEALTH
& SOCIAL SERVICES &
MP FOR LAPINIÈRE,
M. Gaétan Barrette

& MP Mont-Royal,
MERN,
M. Pierre Arcand

\$5,000.

MP of Chomedey,
Laval, M. Guy Ouellette

\$400.



A BIG THANK YOU TO ALL!



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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 our supporters for their continued collaboration !

Ask for our financial statements audited by Ernst and Young