



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

RAPPORT D'ACTIVITÉS
ACTIVITY REPORT
JULY 1ST 2009 – JUNE 30TH 2010

President's Message

On behalf of my Board of Directors, the personnel of HSSQ, I am proud to report that we had a productive year of providing our clients services to which they are entitled through our usual points of services. This year we opened an office in the South Shore, where we have one employee who works one day a week provides services to the residents of the area.

We concentrated our efforts on services to the family and to the elderly. We offer a wide range of services to the elderly who knock on our doors at our various offices, such as referral; assistance with their forms; accompaniment; information sessions and a balance and exercise program, that is becoming increasingly more popular, as well as social interaction activities to break their isolation. Our food bank is appreciated and frequented by many underprivileged clients of Greek and non-Greek residents of the Parc Extension area and vicinity. We also gave out food vouchers at Christmas time to those in need. We have assisted government agencies with the translation of documents and in sensitizing and informing our clients and community members at large regarding various health care concerns.

I would like to thank our many partner organizations for their collaboration in making joint projects a success. I am grateful to our three levels of government for their financial support. Particular thanks are extended to the Agence de la Santé et des services sociaux de Montreal, Human Resources Canada and Ville de Montréal. I would like to thank all of our volunteers that have decided to make a commitment to offer part of their personal time to help those in need, this is an admirable act and we are very grateful. I would also like to thank the many individuals and businesses for their generous financial contributions and encouragement. If it wasn't for the support of all the above mentioned resources, we would not be able to exercise our mission of helping those in need.

I would like to mention here that inspite of our fundraising efforts and support, we do not yet have a level of funding that is sufficient enough in order to address all the demands made daily on our service. Our staff are mostly part-time workers and the service must rely mostly on volunteers. I wish everyone much success in the new fiscal year ahead.

*Eleni Tsinalis
President, Hellenic Social Services of Québec*

SERVICES

Clients are served out of three offices: Côte-Des-Neiges (5777 Wilderton, Montreal), Parc Extension (Chalet Ogilvy, space provided by Ville de Montréal, at 821 Ogilvy, Montreal) and the South Shore (5222 Grande Allée, St-Hubert), but they arrive from all over the Greater Montreal Region, including Laval, and the West Island. We also service the clients in the two autonomous senior residences, the one in Côte-Des-Neiges (Foyer Hellénique, on Wilderton Avenue next to our office) and the one in Parc Extension (Residence Pater Salamis, on Hutchison St. near Jean-Talon St.). All these offices function on a part-time basis.

The type of services we offer are as follows:

- Information over the phone
- Referral to other services in the network
- Translation services to the public establishments
- Accompaniment of the client to a public service
- Interpreter services to clients when on accompaniment
- Information sessions
- Courses
- Recreational activities to break isolation
- Income tax clinic
- Blood donor and flu vaccine clinics

STATISTICS

Summary

This year in our various offices, we received approximately a total of 12,000 calls; we intervened in approximately 3000 of these calls. There were approximately 2000 office visits by walk in or appointment (other than Food Bank). Total client intake or open dossiers is equal to 225 cases. In addition to another 585 people approximately who attended information sessions, income tax, blood, flu clinics and other non regular activities and events. Therefore the total number of interventions were 5810. Our Food Bank distributed approximately 6000 food baskets this year through our weekly food bank activities.

Approx. number of telephone calls (3 offices)	12000
Intervened over the phone	3000
Number of interventions, by walk in or appointment	2000
Active cases from walk-ins and regular activities	225
Number of participants this year from other non regular activities	585
Total number of interventions not including food drive	5810
Number of food baskets (approx.) given this fiscal year	6000

I. Food bank (Regular Weekly Activity)

(Food baskets distributed yearly - Approximately) **6000**
 Clients are 90% Multicultural, 10% Greek

II. Active Client Case Profile (Regular Activities not including food bank)

Seniors	116
Male (18-45)	43
Female (18-45)	46
Single parents	12
Children	5
Intellectually and physically challenged	3

Total Active Dossiers	225
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III. Clients who attended Non-Regular Activities (according to sex)

Female	364
Male	221

Total	585
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Intervention (walk in or by appointment), regular and non regular activities, information and referral (includes information over the phone) Information gathered by the three offices

Assistance with completing various government forms	1770
Listening	1025
Elderly care and supervision or help needed at home	570
Income tax clinics	300
Information regarding pensions	280
Accompaniment and interpretation	260
Rent supplement applications	210
Courses (PIED, computers, French)	146
Clinics, Flu vaccination, blood donor	140
Looking for work	128
Financial assistance	120
Elderly placement, long term	115
Mental Health	110
Family Violence, senior abuse	102
Legal	87
Christmas Food vouchers	82
Immigration	80
Recreational Activities	75
Information sessions	70
Adapted transport	60
Toxicomanie	45
Evictions	20
Translation of documents for public services	15

Total	5810
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Ongoing Services on a Daily Basis at two points of service and one day at the South Shore office:

- Information over the phone
- Referral to other services in the health & social services network
- Translation services to the public establishments
- Accompaniment of the client to a public service
- Interpreter services to clients when on accompaniment

Ongoing Services on a Weekly Basis at two points of service:

- Internet & Computer Lessons for seniors
- French courses for seniors in collaboration with CREP
- Food Bank: Food is picked up by volunteers from Moisson Montréal on Tuesday mornings and distributed to approximately 70 families per week at the Park Extension point of service. There is a charge of \$2. at the weekly registration. Clients have to be referred by a CLSC or show proof that they are low income, welfare, low income recipients, unemployed, etc.

Ongoing Services, two times a week:

- PIED balance Program for seniors

The following activities also took place during this fiscal year:

July – October: Tai-chi lessons at Residence Pater Salami

July: One day camping at OKA beach: for seniors and low-income families.

July 8th: Multicultural event at Parc Lafontaine

July 24th: Excursion to the Monastery by a group of seniors

July 2009 – June 2010: Bingo activities for seniors of the two residences.

August: Fundraiser & Festival in Park-Extension

September: Blood Drive was organized in collaboration with Héma-Québec, P.E.Y.O. and les Loisirs du Parc. Participants came from all over, even Laval and the South Shore.

October: Visit Vigie Mont-Royal – Greek National celebration event (OXI)

October, Fundraising Campaign to raise money from businesses and individuals in order to be able to distribute Christmas food vouchers to those in need.

October: Thanks Giving dinner at Pater Salamis' residence in Park-Extension.

October: Jardin Botanique excursion with the seniors

November: Flu Shot. This event was organized in collaboration with the CLSCs, of Côte-des-Neiges and Park-Extension. The events took place at the two points of service.

November-December: Christmas Food & Toy Drive: In addition to our Tuesday morning food distribution, this year an additional 50 families received food vouchers to shop at Loblaw and Mourelatos for what they needed during Christmas time.

December: Visit Vigie Mont-Royal, Christmas activity

January: Volunteer Appreciation Dinner: An evening was dedicated to all volunteers who supported our efforts throughout the year at Chalet Ogilvy in Park-Extension

February: A Valentines Day luncheon was organized with music and fun for the clients of the service in the Grand Hall and also in Parc Extension with the Evangelismos Club of Seniors

February – April: Free Income Tax Clinics: Approximately 300 low income individuals and seniors had the opportunity to complete their income taxes, free of charge.

March: Seminar concerning Elder abuse, presented to seniors, “Help us Work Towards a Culture of Respect”. The presentation was done in the form of a play. Production was presented by theatrical performers from R.E.C.A.A. Theatre productions. Interpreter services were used for the 30 seniors who attended.

March 15th - Seminar on Alzheimer disease in collaboration with the Alzheimer Society (30 seniors and adults attended)

March: Seminar concerning Diabetes, in collaboration with Diabetes Québec (10 people participated)

April: Cabane à sucre excursion by a group of elderly in St-Eustache

April: Multi-service Fair - Côte-des-Neiges, in collaboration with the CLSC and partner groups: We participated in a Service fair along with other groups. Many people visited the kiosks asking us for information regarding our services, particularly for the elderly.

April: Visit Vigie Mont-Royal, Easter activity

May: Blood drive, in collaboration with PEYO, CLSC Park Extension and Héma-Québec at William Hingston – approximately 65 people attended.

May 4th: Annual Bowlathon 2010, fundraising activity, fun for the whole family, friends and volunteers and sponsors.

June: Graduation event: 25 certificates were awarded to graduates of the French course C.R.E.P.

The People of Hellenic Social Services

Board of Directors: Eleni Tsinalis, President, Tasia Spanos: Secretary,
Spiros Montzenigos: Treasurer

Other members of the Board: Angeliki Kritikos, Harry Barbaroutsis,
Evangelos Toutoudakis, Panagiota Retsinas, Vassilis Silogistakis,
Andrea Batsis, Zoe Batsis

Personnel: Nancy Papadopoulos, Acting Director from Oct. 2009 to Jan. 2010;
and Community interventionist only again from February 2010 on
Fahima Etman, Director, February 2010 to May 2010
Emmanouil Panagiotopoulos, Community interventionist
Argi Papagiannaki, Kinesthiologist, responsible for the PIED program
and the computer programs
Apostoli Stroumbos, Community interventionist
Rita Sotiropoulos, Community interventionist, South-Shore
Kathy Van Bronswyk, Consultant/Public Relations and Director from
July 2009 to the end of September 2009)

Our Offices and Personnel:

SIÈGE SOCIAL / HEAD OFFICE
CÔTE-DES-NEIGES, OUTREMONT
Director (January 2010 to May 2010)
Fahima Etman
5777, avenue Wilderton
Montréal, QC., H3S 2V7
Téléphone: (514) 738-2421
Télécopieur / Fax: (514) 738-5466

Community Interventionnists:
Emmanouil Panagiotopoulos
Apostoli Stroumbos

Kinesthiologist, Computer instructor:
Argi Papagiannaki

Consultant and Public Relations:
Kathy Von Bronswyk

Offices continued.....**DISTRICT OF PARK EXTENSION**

821, avenue Ogilvy
 Montréal, QC., H3N 1N9
 Telephone: (514) 906-0784

Community Interventionist

Nancy Papadopoulos

Support Staff: Eleni Giannopoulos Church Secretary “Evagelimos tis Theotokou”,
 Paraskevi Couloubis, Church secretary “Koimisis tis Theotokou”

SOUTH SHORE

5220 Grande-Allée
 Saint-Hubert, QC., J3Y 1A1
 Telephone : (450) 443-8197

Community Interventionist

Rita Sotiropoulos

Partners & Collaborators:

- Hellenic Community of Greater Montreal (formerly Hellenic Community of Montreal)
- CSSS de la Montagne
- CLSC Cote-des-Neiges
- CLSC Park-Extension
- Hellenic Ladies Benevolent Society HLBS
- Héma-Quebec
- Seniors Citizens Association “Evangelimos”
- PEYO (Park Extension Youth Organization)
- Residence Pater Salamis
- Residence, Foyer Hellénique Pour Personnes Agées
- Shield of Athena / Bouclier d’Athéna
- Ville de Montréal, division of culture, sports et leisure (two boroughs CDN and Parc Extension)
- Moisson Montréal
- C.R.E.P.
- ACCESSS
- Alzheimer’s Society
- R.E.C.C.A.
- Vigie Mont-Royal, Comité de la protection des résidents

Government & Discretionary grants

Government of Quebec

- Family and seniors
- SAB grants
- SIRA awareness grants

Government of Canada, Department of Human Resources Canada, summer placement

Ville de Montréal

Agence de la Sante et des Services sociaux/Régional Board of Health and Social Services of Montreal Center. PSOC Grant

Donations from specific Ministers or Deputés:

Yolande James, Deputée de Nelligan, Resp. for Immigration & Cultural Communities

Fatima Houda-Pepin, Deputée de la Pinière, First VP of the National Assembly

Raymond Bachand, Minister of finance, responsible for the Region of Montreal

Guy Ouellette, Deputé de Chomedey, Laval

Lise Thériault, Ministre du Travail (Formerly in Health & Social Services)

Gerry Sklavounos, Député of Laurier-Dorion, involved in the Health and Social services dossier

Donors

Ace Deli and Bar

Afroditi Bakery

Aliments Salamina

Allied Building Services Inc.

Alpha Meat Packers Ltd

Ambrosia Bakery

Amga Poultry & meat Co Ltd.

Andalos Bakery

Apollon Inc.,

Association Samion "Pythagoras"

Atomic Restaurant

Au Vieux Duluth Grillades et Fruits de Mer

Auto Dorval

Bijouterie B.Serkos

Bistro Philinos

BO-LAV Inc.

Bombon Rio Candy Inc.

Boreale Beer, ore Inc.

Boulangerie et Patisserie Serano

Brazilian Canadian Coffee

Brochetterie Parthenon

CanadaWide

Carroserie Rombotis

Casa Grecque

Central Bernard Buchers Shop

Waldmans

Conan Food Service Distribution Inc.

Concorde Volaille et Viandes

Donors cont.....

De Fedis,
Dr. Dionysios Massas
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Fantis Du Canada Ltd.
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Krinos Foods Kraft
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Les Immeubles Kronos
Les Aliments Rose Hill
Les valises Pettas Inc.
Liege Supermarket
Mammas Restaurant Pizzeria
Marathon Souvlaki
Marina Foods
Monas & Cie Ltee
Mourelatos Supermarket
Mr. Paul Kamateros, c.a.
NDG Electronique Inc.
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New Navarino Bakery
Parthenon Restaurant
Picadilly Bakery
Salon de Coiffure Matina
Scores Laval
Senior Citizen's Association "Evangelismos"
Skotidakis Foods/H.Miron
Spiros Koutsouris Pharmacien,
Supermarche P. A.

Volunteers / Social Services

Dimitrios Andrianakos

John Marchell

Stamatia Stamatelos

Ageliki Lalou

Voula Koukis

Roula Pinteris

Despina Dimitriou

Haroula Koukoulis

Vasilios Silogistakis

Roxanna Grigorian

Eleni Diamataris

Eddy Kouloyan

Dina Toutoutdakis

Markia Texeira

Stravos Tsinalis

Patrice Kaplo

Argi Papagiannakis

Elli Scordas

Loukas Panagnou

Sofia Papadopoulos

Jonathan Coton