



# ANNUAL ACTIVITY REPORT ENDING MARCH 31<sup>ST</sup>, 2019



# **SSHQ** Annual Activity Report

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

[www.hcgm.org/socialservices](http://www.hcgm.org/socialservices)



# **PART I SSHQ ANNUAL ACTIVITY REPORT**



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

**BOARD OF DIRECTOR'S**

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

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# President's Message & Director's Message



## **PRESIDENT'S MESSAGE, Maria Stamatelos :**

*Dear clients, members and team,*

*I am proud to announce that our four points of service have surpassed the results of any previous year, congratulations!*

*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. Meeting the needs of our clients, is a value that is very important to us, therefore, we encourage you to continue to send us your feedback and level of satisfaction. We have had to deal with sorrow and changes following the passing of our SSHQ President Ms. Eleni Tsinalis, she worked tirelessly for SSHQ, she will be missed.*

*In closing, I would like to thank the Board of Directors, our General Director, employees and volunteers for their devotion, integrity and hard work. Keep up the great work! On behalf of the Board I thank the government ministries for the funds that we receive from PSOC, L'Appui Laval, L'Appui Montérégie, the New Horizons for Seniors, Emploi Québec programs and the HCGM.*



## **GENERAL DIRECTOR'S SSHQ MESSAGE, Eleni Fakotakis Kolaitis:**

*To our team (Board members, employees, volunteers and contributors of SSHQ), I say, THANK YOU for another successful year of reaching our specific program goals as identified in our funding protocols, annual strategic plan, and mission!*

*We were available to our clients 310 days this year (Sunday to Friday and two evenings a week). Our service priorities are to our senior, natural caregivers of seniors and vulnerable clients. Our intervention counsellors /professionals dealt with 5542 interventions this year! Our clients are residents of Montreal, Laval and the South-Shore/Montérégie. We provide them with information about their concerns, refer them to appropriate public services – while assuring that they obtain the care that they are entitled to. We listen to them, provide moral support, we coach them and we offer a wide range of activities for the purpose of strengthening our client's competencies, physical and emotional well-being. It does not have to be difficult to interact with an aging loved one. Nor as one ages, do they need to concentrate on regret, living in the past, or preparing to give everything up. One of the best ways to help all our clients, is to re focus them on who they choose to be right now.*

*Our clients are also public servants 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*

*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 or need some help or guidance – know that we are there for you.*



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

# 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 **six (6)** times during the year. Some also help out with our conferences and activities.



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## SSHQ BOARD MEMBERS April 1<sup>st</sup> 2018 to March 31<sup>st</sup> 2019

The late, **Eleni Tsinalis**, President  
**Maria Stamatelos**, Vice-President  
 & interim President  
**Harry Babaroutsis**, Treasurer  
**Apostolia Petropoulos**, Secretary  
**Anna Dimitrokalis**, 2<sup>nd</sup> Vice-President  
**Chrysanthi Diavatopoulos**  
**Annie Koutrakis**  
**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](mailto:cbeletsiotis@hcgm.org)

**Mary Arvanitaki**

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

**Montreal :**

**Parc-Extension Offices (Mondays – Wednesdays)**

**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 (Thurs. & Fri.)**

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

[marvanitaki@hcgm.org](mailto:marvanitaki@hcgm.org)



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## **Argi Papaqiannakis, Kinesiologist**

Exercise & PIED program Instructor  
& Computer Instructor for seniors

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

[apapagiannaki@hcgm.org](mailto:apapagiannaki@hcgm.org)



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

### **Elena Papadopoulos >>>**

Coordinator of the South-Shore SSHQ office & its activities  
Coordinator of the Caregiver Support program in the South-Shore  
(35 hours per week, Sunday to Wednesday)

450-443-8197

[epapadopoulos@hcgm.org](mailto:epapadopoulos@hcgm.org)

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



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

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**Konstantina Xenou Kokoletsi, Recreation & Music Counselor**

Temporary, full-time contract made possible through Emploi Québec (August 2018 – February 2019)

Coordinator, Daily afternoon programs for seniors  
Karaoke, Music and movement program  
Table games, arts & crafts  
& Computer Instructor for seniors  
Blood Drive Oct 2018  
Food bank Laval



**Franca Aiello, Assistant to the Director**

514-738-2421 Local 135  
[infoSSHQ@hcgm.org](mailto:infoSSHQ@hcgm.org)

**Employees with temporary contracts**

There were two other employees with temporary contracts of less than three months

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## CALLING ALL VOLUNTEERS

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

47 volunteers offered 4,138 hours of service!

VOLUNTEER

*all that's missing is U!*



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

[www.hcgm.org/socialservices](http://www.hcgm.org/socialservices)

# SSHQ VOLUNTEERS

## THE HEART OF THE COMMUNITY



**THANK YOU FOR HELPING US GO MUCH FURTHER !**  
Our volunteers are of all ages

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Jacqueline Abboud  
Ruth Amselam  
Sofia Adamidis  
Marie Alepin  
Stella Bailakis  
Dionisia Banetou  
Harry Babaroutsis  
Theodore Bechavas  
Christian Beausoleil  
Charles Adrien Carrier  
Giovanni Cescutti  
Despina Cloutier  
Katherine Damianou  
Yousef Derjany  
Anna Dimitrokalis  
Keti Dionysopoulou  
Anastasia Georgiou  
Athanasia Kavalari  
Gerry Kolaitis  
Annie Koutrakis  
Angeliki Kritikou  
Dimitris Ntomatas  
Kayin Marchand Wright



Fotini Maniatopoulos  
Efsthia Mellios  
Julie Ménard  
Maria-Stephanie  
Menegas  
Spiro Montzenigos  
Sevasti Moukakos  
Demetrios  
Panayotakopoulos  
Loukas Panagou  
Pamela Papapanos  
Apostolia Petropoulos  
Lidia Scalcos  
Irene Sikalis  
Rita Sotiropoulos  
Tassia Spanou  
Maria Stamatelos  
Dora Stamelakos  
Tania Togias  
Helen Tsinalis  
Stavros Tsinalis  
AthanasiosTsolis  
Evangelia Tsolis  
Bianca Tsouvaltsidis  
Helen Venieris  
Denise Vourtzoumis

## PART II SSHQ ANNUAL ACTIVITY REPORT



**MISSION**

**VISION**

**ACCOMPLISHMENTS**

**PRIORITIES**

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[www.hcgm.org/socialservices](http://www.hcgm.org/socialservices)

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





# 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.  
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.**

# INTERVENTION STATISTICS PER OFFICE

## APRIL 1 2018 - MARCH 31<sup>ST</sup> 2019

SERVICE	MONTREAL	LAVAL	MONTÉRÉGIE	TOTALS
Elderly natural caregivers/gen.	1,442	1,074	320	2,836
Elderly (visits & calls)	66	19	537	622
Mistreated Elderly	1	3	14	18
Natural Caregivers of Elderly	49	249	978	1,276
Looking for work	22	17	0	39
Adults (general )	307	55	0	362
Food banks	336	84	5	425
Single parent families	18	4	0	22
Income Tax	20	10	2	32
Mental health/special needs	26	0	1	27
Addictions				
Immigration	59	12	19	90
Blood donors/HEMA Qc	40	5	10	55
CIUSSS/CISSS/CLSC	43	81	7	131
sharing of clients				
<b>TOTAL INTERVENTIONS</b>	<b>2,429</b>	<b>1,613</b>	<b>1,893</b>	<b>5,935</b>



# ACCOMPLISHMENTS: Natural Caregivers of the Elderly



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## SOUTH-SHORE / MONTRÉGIE (4 Volets: Information; psychosocial support; training workshops; and occasional respite during activities)

Title of program: A NATURAL CAREGIVER OF THE ELDERLY IS LIKE A COACH!

Priority: Allophone/Anglophone Caregivers who work and who take care of a loved one who has Alzheimer's

Although we help a diverse clientèle, we estimate that there are approximately **1700** Greek caregivers in the South-Shore, most use English as a second language. With the Anglophone and allophone population, our caregiver target group goes up to at least **7000** caregivers. In the past year, we had **113** caregivers visit our Montérégie office. This is an increase over last year and our info mobiles are reaching out to new clients. **60%** of our caregiver clients work during the day. **32%** are male caregivers. **8%** are under 44 years of age. **37%** are elderly caring for their spouse. **40%** are dealing with a loved one who suffers from Alzheimer's. We have a significant percentage of Anglophone speaking clients, over **50%**.

During the year, in terms of psychosocial support, we offered **310** hours of office consultation (**25%** was offered during the day-time on weekends and **19%** in the evenings during the week). **537** phone calls for follow up and moral support (a total of **308** hours) of phone calls. For the benefit of our natural caregivers of the elderly, we held two-2, three-hour conferences during the weekend, which were attended by a total of **150** participants. Refer to page 16 for subject details. We held **9** Open-group-Cafés-Rencontres, **78%** of these were held in the evening; resulting in a total of **93** caregiver participations (27 hours offered and 280 total hours received). We completed **4** info-mobile/sensitization activities, a total of **14** hours given to total of **84** participants (26 were actually caregivers) and **295** total hours were received.

This year we also offered **6** Training workshops (3.5 hours each, a total of **22** hours) to groups of approximately 18 natural caregivers, we also offered respite services for those who did not have anyone to watch over their loved-one at home. **42** hours of respite care was used (we have to keep making people aware that we have this service, our clients are not used to this yet). For details regarding subject matter, refer to page 16. **67%** of our workshops were held during the evenings on weekdays and **33%** on weekends in the evenings.

## CHOMEDEY LAVAL (only one volet - information /sensitization)

Title of program: AWARENESS AND IMPROVEMENT OF COMPETENCIES OF THE ALLOPHONE AND ANGLOPHONE NATURAL CAREGIVER OF THE ELDERLY

Priority: Allophone/Anglophone Caregivers who work and who take care of a loved one who has Alzheimer's

Although we help a diverse clientèle, we estimate that there are **7000** Greek caregivers living in Laval, most use English as a second language. In the past year, we had **163** individual caregivers visit our office for consultation. We offered them **250** total hours of intervention. Half our office consultations were done in the evening and **5%** on weekends. **31%** of our natural caregiver clients are male caregivers. **45%** of our caregivers are dealing with a loved one who has Alzheimer's. **43%** of our caregivers are employed, **39%** are retired and **18%** have never worked or are neither working nor retired. **44%** are elderly caregivers taking care of a spouse.

**10** hours of intervention took place during the days on weekends, **115** hours of intervention was offered during weekdays and **124** hours of intervention was offered in the evenings during the week. As our mandate with L'Appui was basically to provide information, we held **seven (7)** kiosques that were set up in Doctor's offices, pharmacies and other public spaces. 3 were held in the daytime, one on a week-end during the day, one in the evening and two in the evening on a Saturday. Weekend and evening facilitate reaching out to caregivers who work during the day.



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

## TWO (2) CONFERENCES & NINE (9) WORKSHOPS IN THE LAST YEAR

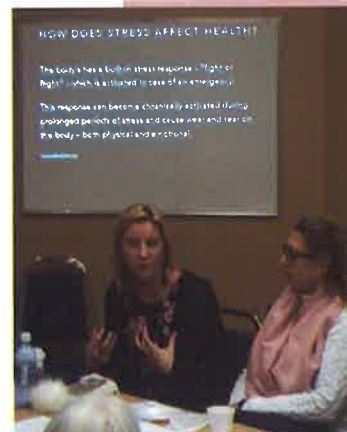
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### CONFERENCES (total conf. participation = 150)

- **Recognizing and Prevention of Elder Abuse Through Effective Communication by Caregivers** (December 2, 2018) *Montréal (Longueuil/Champlain)*
- **Power of Attorney / Protection Mandates, for Natural Caregivers** (March 2019) *Montréal (Longueuil/Champlain).* **Sarah Dougherty, Educaloi**

### TRAINING SESSIONS (8 in Montréal & 1 in Laval)

- Manage / diminish your stress/ avoid depression, Techniques and tools. Change how you feel about your situation (Part I. 2018-7-23); (Part II. 2018-10-29) ; (Part III. 2019-2-11) *Montréal.* **Argi Papagiannakis**
- Protect yourself from injuries while moving your loved one and making your home accident proof (2018-5-13) *Montréal*
- Dealing with a loved one's mental health issue (2018-8-13) *Montréal.* **Tony Alfonso**, testimonial: **Yanim**
- Dealing with grief and loss (2018-9-24) *Montréal*
- Protection mandates and other legal arrangements, prevention of fraud( Part I. 2018-10-22) ( Part II. 2018-11-05) *Montréal.* **Diane Skiejka**, Educaloi; **Stamatis Eleutheriou**, Notary
- Dealing with guilt and anger, working through difficult feelings (2018-11-19) *Montréal*
- How to act quickly and to provide life saving techniques to your loved one (2018-10-20 Part I & 2018-11-03 Part II) *Montréal.* **Kelly Angelidis**, Heart & Stroke foundation
- Alzheimer's disease & communication strategies to avoid mistreatment (2018-6-11) *Montréal.* **Ms Junia Vieira Dos Santos**
- **Nadla Clcurel**, Animator and counselor, RECAA, / **Marie Montejo**, Responsible, RECCA, Senior Mistreatment prevention, Chomedey Laval (May 2018)



**Role-playing senior abuse Prevention techniques**  
(3 photos above)  
The prevention of the various forms of senior mistreatment is one of our service priorities.  
(Chomedey, Laval)





# FOOD BANK SERVICES

## EXCELLENCE --- CLIENT-FOCUSED & TEAM-WORK



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### LAVAL FOOD BANK

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

This year we could not run our Montreal food bank (Parc-Extension) because we were short-staffed, we also did not have a van to transport the food in.. Only the Laval food bank was in operation. On Thursdays. **52%** is dry or canned food and **41%** is perishable (milk, vegetables and fruit), **7%** is bread. The value of the food that was distributed is estimated at **\$48,000**.

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

As of March 31<sup>st</sup> 2019, we had **36** beneficiaries (includes children) who benefited from the Laval food bank, Approximately **30%** are children, **22%** are elderly and **14%** are students. **42%** are under 44 years of age. **23%** are under 30 years of age. **40%** of the beneficiaries are female. **50%** are new immigrants. Most individuals, couples and family units, use the food bank 2 or 3 times in a month. Approximately **20%** of clients frequent the food bank weekly.

Reasons for which these people come to the food bank:

- Recently lost job
- Low remuneration
- In debt
- Illness
- separation

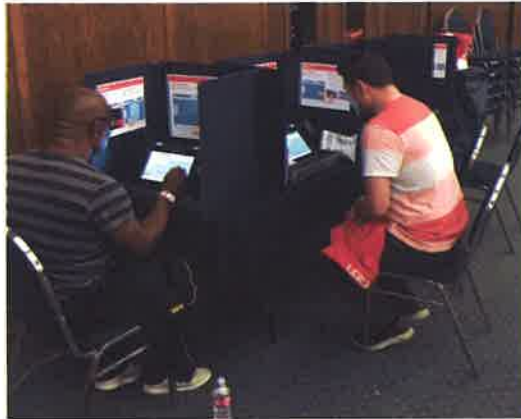
Stats are in tot number of clients for the year, excluding children	MTL	LAVAL	Total
Recent immigrants	0	18	18
Single-parent	0	2	2
Bi-parent	0	8	8
Couple, no children	0	2	2
People living alone (elder, stud., singles)	0	8	8
Work PT	0	0	0
EI	0	0	0
Welfare or no income	0	4	4
Old Age Security	0	7	7
Invalidity	0	3	3
Rent=households	0	9	9
Social housing	0	2	2
Other (live with friends or *own house)	0	2(2*)	4



# ACCOMPLISHMENTS continued...



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INCOME TAX  
ASSISTANCE

VOLUNTEER  
PROGRAM  
SINCE 1988

This year we helped **32** elderly and vulnerable people with their income tax

## IMMIGRATION SUPPORT

We dealt with **90 immigration consultation interventions**. These were conducted by emails, telephone calls and office visits. Some were questions from "clients" in Greece.



## BLOOD DRIVE / HEMA QUÉBEC

We held our 2<sup>nd</sup> Annual blood drive at our head office in Côte-des-Neiges/Outremont on October 4<sup>th</sup> 2018. **55 blood donors** participated and to the many volunteers who donated their time to help make this happen, we thank you.



**EXCELLENCE ----- CLIENT-FOCUSED ----- TEAM-WORK**  
[www.hcgm.org/socialservices](http://www.hcgm.org/socialservices)

# ACCOMPLISHMENTS continued...



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## EXERCISE PROGRAMS

We offered **106** hours of exercise for seniors during the year. **52** elderly men and women registered in our exercise programs this year, our sessions were held 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 & to lead healthy lives.

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. The elderly learn on different devices, laptops and tablets. Seniors learn to use the internet, email, skype, etc.

This year we had **40** elderly registering in our computer classes.

The majority of the elderly are over 65 years of age. Our classes are offered in Laval, Montreal. 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, made referrals to public and private resources, listened to the client's concerns, proposed a plan of action. These consultations were done by phone or in-office.

We made over **5,213** in-office consultations from our various offices 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 **569** friendly calls to seniors, this number also includes accompaniments (to CLSC, Hospitals, police station, legal aid, etc.), total of all offices, mostly Montérégie. 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.

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



# ACCOMPLISHMENTS continued...

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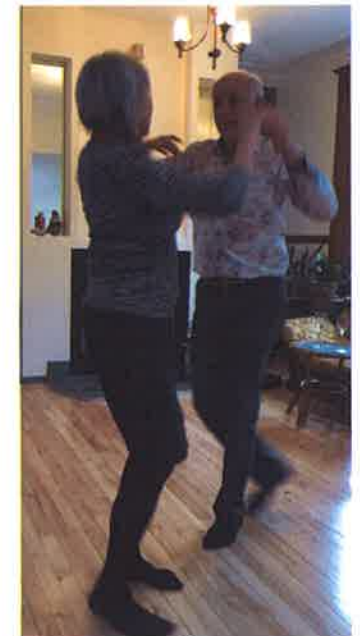
## AFTERNOON RECREATION & PARTIES

We had two parties for senior's and an variety of regular afternoon programs (music, arts & crafts (dry flower arrangements and other arts and crafts), movie matinées, discussion groups and table games.

A total of **606** senior participations registered and benefited from these parties and social / recreational activities. **296** hours of programming were offered during a six-month period.

The most popular of these was the all new, **KARAOKE, MUSIC, MOVEMENT AND FUN PROGRAM** for seniors. It was partially funded by the Canadian government through the **New Horizons for Seniors Program**. **Singing, dancing and movement was abundant!**

**Most of the remuneration for the Recreation counselor for Montreal was funded through Emploi Quebec.**





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

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**All worth the smiles!**

**THANK YOU**  
for your support!  
**SSHQ!**



# 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.

35% of our time

35% 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

[www.hcgm.org/socialservices](http://www.hcgm.org/socialservices)



# 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



Board members, volunteers and employees having fun!



planning

**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/socialservices](http://www.hcgm.org/socialservices)

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





## ACCESSS

Adult Day Centre of Greenfield Park  
 AQDR  
 ARC – Assistance and Referral Centre  
 Ass Chinois de la Rive Sud  
 Afrique au féminin  
 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  
 Carrefour interculturel de Laval  
 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'ILE DE MONTRÉAL  
 CISSS de Laval  
 Comité d'action du Parc-Extension  
 Comptable en direct  
 Cuisines collectives  
 Church, Saint Sissy  
 Éducaloi  
 HCGM  
 HJAQ / AJHQ  
 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  
 Presbyterian Maplewood Church of South-Shore  
 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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**Thank you for your donations! Total = \$ 18,155.**



*ELENI TSINALIS TSOLIS  
2008 – 2018  
President, SSHQ*

*TO A GENEROUS AND KIND SOUL*

*TAKEN TOO SOON*

*FOREVER IN  
OUR HEARTS  
AND MEMORIES*

*REST IN PEACE*



*Board Members  
Employees  
And volunteers of SSHQ*





# GOVERNMENT FUNDING year ended March 31<sup>st</sup> 2019, Tot. = \$172,175.



\$ 32,825.

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



\$ 63,310.

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 & cafés-rencontres, psychosocial support through office consultation & friendly calls and training workshops.

Santé  
et Services sociaux

Québec

PSOC

\$ 49,686.

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.

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HORIZONS  
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Québec

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\$500.



**A BIG THANK YOU TO ALL**



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[www.hcgm.org/socialservices](http://www.hcgm.org/socialservices)



**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**