

Hellenic Social Services Annual Activity Report



April 1st 2019 to March 31st 2020



COMMUNAUTÉ HELLENIQUE DU GRAND MONTRÉAL
ΕΛΛΗΝΙΚΗ ΚΟΙΝΟΤΗΤΗ ΜΕΓΑΛΟΝΟΕ ΜΟΝΤΡΕΑΛ

A year of major developments and challenges!



In 2019–2020, we saw exciting major developments. Indeed, it should be said that we are proud to announce that our four points of service have surpassed the results of any previous year, considering the challenges that we had to face due to the pandemic situation that we all faced and still are facing.

We are very conscientious of the challenges that face our natural caregivers of the elderly, our vulnerable clientele including 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 various unexpected difficulties and challenges following the situation of the previous year, but here we are, stronger and more optimist than ever ready to offer our services to as many people as we can .

In closing, we would like to thank, our volunteers and supporters of SSHQ for their devotion, integrity and hard work. Keep up the great work! On behalf of the SSHQ team we thank the government ministries for the funds that we receive from PSOC, L'Appui Laval, L'Appui Montérégie, Emploi Québec programs and the HCGM but also the donors who place their trust in our hands to make their financial support go a long way.

Without you, nothing would be possible!

Thank you!

SSHQ BOARD MEMBERS

April 1st 2019 to March 31st 2020



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.

Anna Dritsas, President

Maria Stamatelos, Vice-President & interim President

Harry Babaroutsis, Treasurer

Apostolia Petropoulos, Secretary

Anna Dimitrokalis, 2nd Vice-President

Chrysanthi Diavatopoulos

Angeliki Kritikos

Lidia Scalcos

Tania Togias

Denise Vourtzoumis

SSHQ MISSION



- ❑ 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.
- ❑ To promote healthy and quality living; To provide needed activities that complement or add to what is offered in the network and that are sensitive to socio-economic and psycho-social needs, particularly activities that sensitize caregivers to deal with their stress and the elderly to recognize fraud and mistreatment.
- ❑ To advocate on behalf of our clients for quality health, essential services and adapted care, in order for our beneficiaries and clients to enjoy respectful and quality living;
- ❑ (a) To assist in lobbying the government so that employees and Board of Directors in public establishments represent the general population proportionately
(b) To assist in getting the message across that organizations such as ours should receive appropriate funding.

SERVICES



REFERRALS



Community support



INCOME TAX
ASSISTANCE

VOLUNTEER
PROGRAM
SINCE 1988



VOLUNTEER



SSHQ VISSION



***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, 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 **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.

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 EMPLOYEES

Director: Eleni Fakotakis Kolaitis

Director's message

Our clients are mostly natural caregivers, seniors, Greek newcomers, or the underprivileged and poor, of diverse origins. They visit us for referral or for obtaining our aid in helping them to receive the care they are entitled to and usually have been waiting for from the public system. Beneficiaries/Clients participate in our activities, support groups, exercise or computer classes. Our clients are also professionals of the public 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.

Pythagoras of Samos (570-500 BC) said that, *No man is free who cannot master himself*. It is a pleasure for me to work with an exceptional team of Board of Directors, employees and volunteers, whose professionalism, experience and ambitions help us to continue to accomplish our goals.



Côte-Des-Neiges & Outremont Office

5777 Wilderton Avenue

Telephone: 514-738-2421

local 120

efakotaki@hcgm.org

SSHQ EMPLOYEES

Full-time Community Intervention counselors



Chryssa Beletsiotis BA
Coordinator of the Laval SSHQ office
& its activities

Coordinator of Caregiver Support
program (28 hrs per week)

Laval SSHQ Office

4236 Notre Dame

Telephone: 450-688-2091

cbeletsiotis@hcgm.org



Mary Arvanitaki B.A, M.Sc
Coordinator of Montreal offices
& their activities

Coordinator of food bank (35 hours per week)

Parc-Extension Office

Chalet Ogilvy

821 Ogilvy Avenue

Telephone: 514-906-0784

Côte-Des-Neiges & Outremont Office

5777 Wilderton Avenue

Telephone: 514-738-2421 local 121

marvanitaki@hcgm.org

SSHQ EMPLOYEES

Full-time Community Intervention counselors



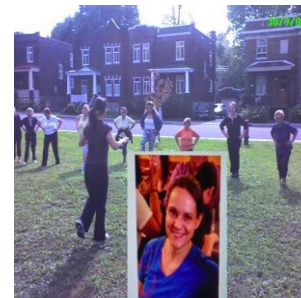
Elena Papadopoulou BA
Coordinator of the South-Shore SSHQ office
& its activities
Coordinator of the Caregiver Support program
(35 hours per week, Sunday to Wednesday)

5220 Grande-Allée
Saint-Hubert, Quebec, Canada (J3Y 1A1)
Telephone: 450-443-8197
epapadopoulou@hcgm.org

Part -time Community Intervention counselors :

Vivian Lambrakis
(South-Shore Caregiver Support program)

Kayin Marchand Wright
(Laval Caregiver Support Program)



Argi Papagiannakis,
Kinesiologist
Exercise for Seniors
Exercise program
Instructor
Computer Instructor

SERVICES VALUES & STRATEGIES



- To continue to coordinate our services with the public health and social services network;
- To continue to help people of non-Greek origin who come to us from within the immediate vicinity of our offices;
- To assure a quality service, caring and courteous, with the client being at the center of our pre-occupation, in addition to the client participating actively in their treatment and in deciding the type of intervention that is necessary;
- To prioritize support to natural caregivers of the elderly (afflicted with Alzheimer, Dementia, Parkinson); by offering a personalized care plan and quality service
- To serve and to provide activities, training and courses targeting the people who address our services
- To continually evaluate our effectiveness and to measure the level of client satisfaction.

ADMINISTRATIVE PRIORITIES



- ✓ Support and development for employees and volunteers
- ✓ Assuring service quality
- ✓ Maintaining a quality governance
- ✓ Fundraising
- ✓ Visibility and promotion



INTERVENTION STATISTICS PER OFFICE

April 1st 2019- March 31st 2020



SERVICE	MONTREAL	LAVAL	MONTÉRÉGIE	TOTALS
Elderly natural caregivers/gen.	1,120	928	320	2,368
Elderly (visits & calls)	66	26	537	629
Mistreated Elderly	5	3	15	23
Natural Caregivers of Elderly	49	269	989	1,307
Looking for work	21	17	1	39
Adults (general)	307	55	9	371
Food banks	300	50	5	355
Single parent families	10	4	0	14
Income Tax	23	8	1	32
Mental health/special needs	24	0	1	25
Addictions				
Immigration	36	12	12	60
Blood donors/HEMA Qc	42	5	5	52
CIUSSS/CISSS/CLSC	40	79	7	126
TOTAL INTERVENTIONS	2,043	1,456	1,897	5,396

ACCOMPLISHMENTS

April 1st 2019 to March 31st 2020



SOUTH-SHORE / MONTÉRÉGIE, Program: “A NATURAL CAREGIVER OF THE ELDERLY IS LIKE A COACH!”

Information; psychosocial support; training workshops; and occasional respite during activities

Our caregiver target group goes up to at least 7000 caregivers. In the past year, we had an increase of people that visited our Montérégie office. 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%**.

In terms of psychosocial support, we offered office consultation (**28%** was offered during the day-time on weekends and **23%** in the Evenings during the week) and phone calls for follow up and moral support. For the benefit of our natural caregivers of the elderly, we held various three-hour conferences during the weekend, which were attended by more than **250** participants. We also held Open-group-Cafés Rencontres, **78%** of these were held in the evening; resulting in an increase of caregiver participations. We completed info-mobile/sensitization activities, training workshops to groups of we also offered respite services for those who did not have anyone to watch over their loved-one at home.

CHOMEDEY LAVAL, Program: “AWARENESS AND IMPROVEMENT OF COMPETENCIES OF THE ALLOPHONE AND ANGLOPHONE NATURAL CAREGIVER OF THE ELDERLY”

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

In the past year, we had a significant number of individual caregivers visit our office for consultation. We offered them intervention, Consultations and support. With more than **35%** of our natural caregiver clients being male caregivers. the **majority** of the caregivers are dealing with a loved one who has Alzheimer's.

As our mandate with L'Appui was basically to provide information, we held various kiosques that were set up in Doctor's offices, pharmacies and other public spaces.

*** EXCELLENCE *CLIENT-FOCUSED *TEAM-WORK *COMPETENT &TRANSPARENT GOVERNANCE**

FOOD BANK SERVICES

April 1st 2019 to March 31st 2020



Food Bank



MOISSON MONTRÉAL



	Montreal	Laval
Weekly Food baskets	65 households/week	10 households/week
Christmas Baskets	90 families	5 families
Emergency Baskets	15 families	n/a
Meals to elderly	25/ month	n/a
Food voucher	\$400	\$400
Volunteers	8	4

INFO SESSIONS-TRAINING-ACTIVITIES



HELLENIC SOCIAL SERVICES OF QUEBEC

One Day Getaway
Worry-free | Fun | Affordable
Wednesday, October 2, 2019
10:00

BUS TRIP
\$30 elderly (65+) | \$35 adults

Including: Transportation from and to Cote des Neiges, two different excursions.

Including also: Professional driver & a funny informative guide who will lead you through in the historical area of old Montreal!

THURSDAY 19 DECEMBER 2019
12:30 - AT THE "FOYER"
ENTRANCE: \$10.00

Christmas Party

HELLENIC SOCIAL SERVICES OF QUEBEC

The Hellenic Social Services-South Shore branch are inviting you to join our Training Session on:

"Practical Nutrition Tips for Natural Caregivers"



"A natural caregiver of the elderly is like a Coach!"

Monday, March 16th 2020 at 16:30 pm

5220 Grande-Allée, Saint-Hubert, J3Y 1A1
For more info contact us: 450-443-8197 or epapadopolou@hcgm.org



ORGANISÉE PAR / ORGANIZED BY
LES SERVICES SOCIAUX HELLÉNIQUES DU QUÉBEC
HELLENIC SOCIAL SERVICES OF QUEBEC

En collaboration avec / in collaboration with
LES ÉLÈVES DE L'ÉCOLE SOCRATES-DÉMOSTHÈNE
ET LE SERVICE DE POLICE DE LA VILLE DE MONTRÉAL

Jeudi, 3 octobre
13 h 30 à 19 h 30

Thursday, October 3
1:30 p.m. to 7:30 p.m.

CENTRE COMMUNAUTAIRE HELLÉNIQUE

ADRIAN MARIS

Grande salle
5757, avenue Wilderton, Montréal



DONNEZ DU SANG. DONNEZ LA VIE.



Halloween Party

Organizer: Hellenic Social Services of Quebec
Speaker: Lisa Mintz, Events & Community Development Coordinator- Parkinson's Canada
Coordinator: Eleni Papadopolou
Information: (450) 443-8197
epapadopolou@hcgm.org



Everything you need to know on Parkinson's Disease

Sunday, November 10th, 2019

Hellenic Community Center - South Shore
(5220 Grand-Allée, Saint-Hubert, QC, J3Y 1A1)

Time: 12:30 pm

The seminar will be given in both Greek and English.

Coffee and light snacks will be served.



If you are a Natural Caregiver and need help for you and your elderly relative or friend
JOIN OUR "CAFÉ - RENCONTRES". YOU ARE NOT ALONE!
For more info contact us: 450-443-8197 or epapadopolou@hcgm.org



Join us on:

Monday, 24th February 2020, from 16:30 to 19:30 pm
5220 Grande-Allée, Saint-Hubert, J3Y 1A1



The Hellenic Social Services-South Shore branch are inviting you to join our Training Session on:

"Male Caregivers taking care of themselves. Everything you need to know about Prostate"



"A natural caregiver of the elderly is like a Coach!"

SSHQ - Hellenic Social Services of Quebec
3860, Notre-Dame, suite 202, Laval, QC H7V 1S1

You Are Not Alone!

If you are a Natural Caregiver and need assistance for you and your elderly relative or friend, contact us. Learn about public and private resources in your area and receive ongoing support to help you in your Caregiver Role.

Upcoming English Workshops:

February 16, 2020 - 1:30 pm: "Approaches to Nurturing Wellbeing: Stress-Relief Tools and Techniques for Healthy - Presenter: Argyrion Papadopolou, Knowledge, Exercise Instructor, Fall Prevention Specialist"
February 27, 2020 - 6:00 pm: "Protect your Loved One: Learn how a Mandate of Incapacity is prepared & the Procedure of Homologation"
March 19, 2020 - 6:00 pm: "The Process of Filing a Health and Social Service Complaint & How to Effectively Ask for Services". In collaboration with: CNAP - Laval, Center of Assistance & Accompaniment for Complaints



Vous êtes à votre avis, nous sommes à votre avis.



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Les Services Sociaux Helléniques du Québec
et les classes de maternelle de l'école CAMILLE-LAURIN Annexe, vous invitent:

"VENEZ JOUER AVEC NOUS"

Ecole Camille Laurin

Mardi, 12 Décembre, 10:00h, Chalet Ogilvy, 821 Ogilvy

WORKSHOP

Understanding Depression: Skills for Caregivers

Obtain a better understanding of Depression in order to improve your relationship with your loved one and be able to seek appropriate support services.

AMI-Québec Guest Speaker

AMI-Québec are EXPERTS in managing the effects of mental illness, as well as advocates of mental health. This workshop will focus on the effects of depression on family members and the various support services available to individuals and families.

Location: 3860 Notre-Dame Blvd., Suite 202 (Corner: Cure-Labelle Blvd.), Laval, H7V 1B6
Date & Time: Sunday, November 10th 2019 from 12:30 p.m. - 3:30 p.m.
Registration and Information: at 450-688-2091 or chelietso@hcgm.org

COMPLIMENTARY REFRESHMENTS WILL BE SERVED

Workshop:

Caring Skills to Accompany a Person with Alzheimer's Disease

Caring for a person afflicted with Alzheimer's Disease (AD), comes with specific challenges. This workshop will help you gain skills and a better understanding of how to effectively accompany a person with AD.

Guest speaker: Diane Lauzon, Specialized Consultant and Certified Trainer, at the Alzheimer Society of Laval (ASL)

Location: 3860 Notre-Dame Blvd., Suite 202 (Corner: Cure-Labelle), Laval, H7V 1B6
Date & Time: Wednesday, October 16th, 2019, 6:45 p.m. - 9:00 p.m.
Information & Registration: 450-688-2091 or chelietso@hcgm.org

COMPLIMENTARY REFRESHMENTS WILL BE SERVED

ΗΜΕΡΗΣΙΑ ΕΚΑΠΟΜΗ
Τετάρτη 9 Οκτωβρίου 2019
(Αναχώρηση 16:00 ημ από το κοινοτικό κέντρο)

\$30 άτομα 65+ / \$30 ενήλικες

Η τιμή περιλαμβάνει: μεταφορά, εισιτήρια, ελαφρύ σνακ, ζενήνωση με τσικουδάκι, λεωφορείο στα εξωτερικά της παλιάς πόλης & ζενήνωση εκπαίδευση!

ΠΑΡΗΦΟΡΕΙΕΣ ΕΙΣΗΤΗΡΙΑ:
514 738 2421 (ext.121) ή Γραφείο Ελλήνων Κοινωνικών Υπαλλήλων (5777 Wilderton)

SSHQ VOLUNTEER HELP THE HEART OF THE COMMUNITY

- ***Our dedicated VOLUNTEERS, whom we are proud of offered the following volunteer hours:***
 - Office help, friendly calls and answering the telephone, translation of documents, 150 hours total
 - Helped with form filling and applications, explaining letters, **90** hours total
 - **45** Friendly visits in hospital or residential settings (25 visits x 3 hrs each visit= 75 hrs)
 - **30** accompaniments of the elderly to their appointments and translated for them, 60 hours or 3 hrs per case
 - Students of Socrates-Démosthène collecting & wrapping gifts for Christmas toy drive (**205** hrs)
 - Helped supervise and coach arts and craft activities, participated in elderly parties and outings, total **28** volunteer hrs
 - **48** hours of grocery shopping with the elderly
 - Served in our food banks (12 volunteers offered a total of **2,120 hours** of work during the year!)

A total of 2,716 hours during the year ending March 31, 2020



SSHQ VOLUNTEERS

April 1st 2019 to March 31st 2020



- Koula Antypas
- Ruth Amsellam
- Theodore Betchavas
- Maria Nanas
- Christian Beausoleil
- Katerina Boudopoulos
- Charles Adrien Carrier
- Georgette Della-Suda
- Athanasia Diathessopoulos
- Denise Fournier
- Anastasia Georgiou
- Vasiliki Arvanitaki
- Theodora Karamanli
- Smaragda Kostaros
- Nazareth Kostaros
- Vicki Madis
- Fotini Maniatopoulos
- Dimitra Marou
- John Marshall
- Chrysoula Mittas
- Sidonie Nzemba Ntumba
- Despoina Cloutier
- Loukas Panagou
- Georgios Paneras
- Andre Samaras
- Lidia Scalcos
- Michael Scott
- Irene Sikalis
- Georgia Tsiolis
- Helen Venieris



PHOTO ALBUM...



*** EXCELLENCE * CLIENT-FOCUSED * TEAM-WORK * COMPETENT & TRANSPARENT GOVERNANCE**

PARTNERS ORGANIZATIONS



ACCESSS

Adult Day Centre of Greenfield Park
AQDR
 ARC – Assistance and Referral Centre
 Ass Chinois de la Rive Sud
 Afrique au feminine
AGAPE
AMEIPHQ
 Alzheimer Society of Laval
 Alzheimer Society of South-Shore
 Amelys
 Association “Vive la Vie”
L’APPUI Laval
L’APPUI Montérégie
ALPA Laval
CAAP
CBRS – South-Shore Centre for
 Volunteering
 Camille-Laurin Elementary School
 Carrefour interculturel de Laval
 Centre des aînés Côte-Des-Neiges
 Chilien Association of Québec
 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 SS
 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 P.Ex
TCAIM
 Table de concertation **GRASAPE**
 Travailleurs grecs
 Senior Citizens Associ. 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)

GOVERNMENT FUNDS/ DONATIONS



L'APPUÏ POUR LES PROCHES AIDANTS D'ÂÎNÉS

***Vous** êtes là pour **eux**,
nous sommes là pour **vous**.*

Santé
et Services sociaux

Québec



L'APPUÏ POUR LES PROCHES AIDANTS D'ÂÎNÉS

LAVAL

***Vous** êtes là pour **eux**,
nous sommes là pour **vous**.*

Travail, Emploi
et Solidarité sociale

Québec



Canada

Emploi

Québec



DONATION,
\$24,000.11

ACTIVITIES,
\$8,505.00

FUNDS,
\$189,132.30

TOTAL
\$ 221637.30



PRIVATE DONORS



- ✓ Raymond James Canada Foundation (\$ donation)
- ✓ Louis Kalavritinos (\$ donation)
- ✓ La grande Boutique (donation in-kind)
- ✓ W. Maxwell (donation in-kind)
- ✓ Le fruits shop (donation in-kind)
- ✓ V& M art and crafts (donation in-kind)
- ✓ PA Super Markets (donation in-kind)
- ✓ Katerina Boudopoulos (donation in-kind)
- ✓ Maria Agapidou (donation in-kind)
- ✓ École Socrates (donation in-kind (donation in-kind))
- ✓ Association Evangelismos (\$ donation)

MARKETING COLLABORATORS



We thank all our supporters for their continued collaboration !



COMMUNAUTÉ HELLENIQUE DU GRAND MONTRÉAL
ΕΛΛΗΝΙΚΗ ΚΟΙΝΟΤΗΤΑ ΜΕΙΖΟΝΟΣ ΜΟΝΤΡΕΑΛ

CONTACT INFORMATION



infosshq@hcgm.org
www.hcgm.org/socialservices

5777 Wilderton Avenue,
Montreal, QC H3S 2K8
514-738-2421 (120)



Ask for our financial statements audited by Ernst & Young.

Report developed and produced by Mary Arvanitaki, September 2020

*** EXCELLENCE * CLIENT-FOCUSED * TEAM-WORK * COMPETENT & TRANSPARENT GOVERNANCE**