

# **CONTENTS**

44

48

Harm Reduction

**Empowering Roma Communities** 

6	YEAR IN REVIEW	<b>50</b> 50	REFUGEES & MIGRANTS Lesvos: Actions for Health
8	A WORD FROM OUR PRESIDENT		Health of Vulnerable Asylum Seekers
10	EUROPEAN CITIZEN'S PRIZE	<b>55</b> 55	INTERNATIONAL HUMANITARIAN AID Action for Ukraine
12	<b>HEALTH CARE &amp; PREVENTION</b>		
12 16	Open Polyclinics Social Dental Clinic	64	STRATEGIC PLAN
18 20	Medical Health Prevention Missions Kavala Office	66	NETWORKS AND PARTNERSHIPS
22 24	Primary Care Clinic in Folegandros Covid-19   Prevention & Risk Reduction	68	SUMMARY
	cond is provention a rusk negacion	72	THANK YOU
26	WOMAN AND CHILD		
26 28	Gynaecological & Paediatric Care A Step Forward	74	VOLUNTEERING
		76	ADMINISTRATION
32	EMPOWERMENT AND INCLUSION		
32	Mental Health & Psychosocial Support	78	QUALITY POLICY
34	60+ Support & Empowerment		
	of Elderly People		
36	Informative Educational Programmes		
40	VULNERABLE POPULATIONS		
40	Night Shelter for the Homeless		
43	Street Work		



# DOCTORS OF THE WORLD GREECE

#### **DOCTORS OF THE WORLD'S LONG-TERM GOAL** IS TO ENSURE UNIMPEDED ACCESS TO HEALTH CARE AND ENSURE THAT IT IS A HUMAN RIGHT.

Doctors of the World / Médecins du Monde - Greece (MdM-Greece), founded in 1990, is a medical humanitarian non-governmental organization and is a member of the MdM International Network which consists of 17 delegations (Argentina, Belgium, Canada, France, Germany, Greece, Italy, Japan, Turkey, Luxembourg, the Netherlands, Portugal, Spain, Sweden, Switzerland, United Kingdom and the United States of America).

The driving principle of the organization is that every human being has the right to humanitarian aid, regardless of gender, origin, sexual orientation, religion, ideology or political belief. Consequently, Doctors of the World acts on the basis of the principles of neutrality and impartiality. However, the fact that they maintain their neutrality does not prevent them from speaking openly about the violation of the human rights when they themselves become eyewitnesses. Where possible. MdM-Greece draws attention to such abuses either by means of diplomacy or through the media. MdM-Greece is an independent NGO, whose modus operandi is characterized by its swift, small scale and targeted delivery of humanitarian assistance to populations in danger.

Doctors of the World - Greece, since the beginning of its operations, has been implementing several projects within Greece and abroad, in order to provide medical as well as other services to marginalized populations that cannot access healthcare services and medical care.



The first and foremost mission of Doctors of the World is to provide medical care. Activities though are not limited to medical treatment: Always based on the medical experience, the organization is vocal against the obstruction of access to healthcare, against violation of human right and dignity.

# COVID-19, CLIMATE CRISIS, POLITICAL UNREST

2022 was a year in which several records were broken, unfortunately in a negative way. As Europe is in the aftermath of the pandemic, it has to deal with the climate crisis and global conflicts. The war in Ukraine has caused the largest wave of refugees in Europe since the end of World War II. More than seven million Ukrainians left the country and fled to other European countries and another 6.9 million were displaced internally, according to the United Nations High Commissioner for Refugees (UNHCR). Globally, the number of displaced persons for the first time exceeded 100 millions.

#### Doctors of the World from the first moment stood by the side of the Ukrainian peo-

**ple**, sending humanitarian aid and mobile medical units. One year later, millions of people are still left without basic services as a result of the war. Doctors of the World remain in Ukraine, with a stable team of health professionals and two mobile units operating in the Chernivtsi, Ivano-Frankivsk, and Odessa regions.

MdM's work in the country since the beginning of the war has focused on coordinating the dispatch of medical teams and cooperating with the health authorities. With the aim of reducing disruptions in the provision of critical healthcare

services, especially attention has been given to mental health support, after so many months of the war.

At the same time, the war in Ukraine caused a great increase in energy and food costs, with the Food and Agriculture Organization's food price index (FAO) of the UN reaching an all-time high in March and the cost of gas in Europe reaching record highs. The annual inflation in the Eurozone went up steadily to **10.6%** in October, the biggest increase since the index was introduced in 1997. In addition, conflicts have risked the health and welfare of millions of people in Afghanistan, Ethiopia, Africa, Syria and Yemen.

At the same time, the effects of climate change are dramatic. Society is faced with serious environmental issues, facing major natural disasters. In many parts of our planet temperatures in 2022 were high and Europe had the hottest summer on record. Significantly, more than **6 million acres of forest** have been reduced to ash by wildfires due to high temperatures. In Greece, the fires of 2022 led to the destruction of **22,444 hectares** of land. And while some countries were living the fiery nightmare, others had to deal with extreme storms. Rainfall and monsoons caused flooding and landslides in Pakistan. The floods destroyed **1.7 million** 



homes, affected 32 million people and killed more than 1,700 people. The World Bank estimates that the total damage exceeded \$14.9 billion and would need about \$16.3 to cover the cost of the damage.

At the same time, Europe in 2022 was affected by drought. A typical example is that water levels in France's rivers were so extremely low, that they forced the French authorities to impose water restriction measures.

In fact, the natural disasters caused the largest number of internally displaced persons. In 2022, **71.1 million people** were registered as internally displaced, an increase of 20% compared to the previous year, according to a common report of the Internal Displacement Monitoring Center (ID-MC) and the Norwegian Refugee Council (NRC). Only the drought has caused the displacement of **3.7 million** people in Somalia and **4.2 million** people in Ethiopia, according to UNICEF.

Almost three quarters of the internally displaced people are in ten countries: Syria, Afghanistan, DR Congo, Ukraine, Colombia, Ethiopia, Yemen, Nigeria, Somalia and Sudan.

At the same time the increasingly frequent extreme weather phenomena create conditions for new pandemics. According to the World Health Organization, most countries of the world have entered a trajectory of normality, new threats to public health are emerging. Hospital-acquired infections and multi-resistant microbes may become a major public health problem, while climate change may result in new pandemics.

Doctors of the World believes that the Society should have the immediate ability to intervene therapeutically in emergency situations, motivating resources and people directly from the population, without the complexity that other processes often exhibit.

So, making the connection between the ordinary citizen and the state mechanism necessary, the impact of the Civil Society is crucial as the formulation and implementation of inclusive, effective and public policies.

So, more cooperation is needed, pluralism and stronger partnerships between the state and civil society, with a goal of effective and sustainable multi-level cooperation. Doctors of the World continue to serve their statutory principles by working together with vulnerable communities, envisioning social change.

2022 was an intense year, with a lot of activities undertaken by Doctors of the World both inside and outside the country. Society and health systems remain exposed to the issues and challenges that emerged with the pandemic of Covid-19, while long-term international crises have escalated into global conflicts such as the war in Ukraine, while hundreds of thousands of people are forced to migrate due to the deteriorating the worsening climate situation of the planet.

Doctors of the World, as a well-established association, with well-trained technical staff, health volunteers and supporters- companions, we continue to be close to all those who face daily social inequalities in health and social care and whose fundamental rights are very often violated.

Doctors of the World was honored to receive the European Citizen's Prize 2022 for its humanitarian action in Ukraine. With a collective effort and the assistance of dozens of volunteers and donors, we managed to develop targeted interventions both in Ukraine's external border with Romania, as well as inside Ukraine and in Greece, where tens of thousands of refugees have fled in search of protection.

Having collected many years of experience, we organized ourselves immediately and responded effectively to the needs of people who were forced to leave their homes, their towns and villages and their country. The fact of the award from the European Parliament and the confidence that our allies and supporters continue to show in this fourth decade of Doctors of The World Greece, fills us with optimism and strengthens our motivation to continue to serve the right to Health for All without exclusion and discrimination.

# A WORD FROM OUR PRESIDENT

The same year, Doctors of the World committed to the implementation of a Strategic Plan (2022 - 2025), the title of this Plan is derived from the initials of Theophilus Rosenberg's name, paying tribute to the founder of the Doctors of the World Greece.

This new strategic plan sets the framework for good governance and management in an effort to strengthen both the external and internal environment of the organisation. Doctors of the World's programmatic map for the next three years includes 5 thematic axes that characterize the planning path, by development and implementation actions. In particular, the projects and programmes developed and implemented by Doctors of the World are grouped under the following themes:

- Environment and Key Populations
- Refugees and displaced persons
- Health and Rights of Women and Children
- Social Integration and Inclusion
- Preparedness and Emergency Response

The new strategic plan is guided horizontally by the principles of Public Health and Human Rights as well as by the principles of inclusion and social innovation, always serving the Doctors of the World's vision of a society of equal rights and solidarity, without inequalities in health, education, employment and inclusion.

Our promise to continue to be useful where there are identified objective needs, wherever people are.



**CHARIKLEIA TZIOUVARAS** PRESIDENT OF MDM-GREECE

AWARD

#### MDM AWARDED WITH THE EUROPEAN CITIZEN'S PRIZE

Doctors of The World Greece was awarded a very important distinction through 2022 . In June, the European Parliament awarded Doctors of the World - Greece with the European Citizen's Prize 2022 for its immediate response to the humanitarian crisis following Russia's invasion in Ukraine.

Since the beginning of the hostilities, MdM-Greece has been supporting the displaced populations of Ukraine who are fleeing their country while so far the organization has delivered more than 80 tons of humanitarian supplies. The organization remains in the country, providing first aid and primary health services and information to refugees and those fleeing the war zones. In Greece, MdM provides psychosocial support, material assistance and information to refugees that are arriving in our country, while through

its housing programmes and the Open Polyclinics in Athens and in Thessaloniki, MdM provide health aid, support to children, women and patients with chronic diseases.

It is estimated that, so far, more than **15,000 people** have directly benefited from intervention activities of Doctors of the World, while **the indirect beneficiaries are estimated at around 500,000**.

The ceremony of the award took place on Tuesday 8 November 2022 at the plenaWe were able to respond directly and effectively to the needs of thousands of people who displaced from Ukraine, searching for safety

ry hall of the European Parliament in Brussels. The award was presented by the Vice-President of the European Parliament, Mrs. Dita Charanzová, to the President of Doctors of the World - Greece Mrs. Hara Tziouvaras. Mrs Hara Tziouvaras said "Thank you to the Members of the European Parliament for this honour which recognises the work of the Doctors of the World Greece in the defence of Human Rights, and solidarity. Using our many years of experience, MdM-Greece has managed to respond immediately and effectively to the







needs of thousands of people displaced from Ukraine seeking safety. We would also like to thank all those who supported - and continue to support us - with their voluntary contributions or by assisting us with financial and material aid. The trust they have shown even once again in MdM-Greece, fills us with optimism for all that we can all achieve together, as active members of the Civil Society".

IZEN'S PRIZE EUROPEAN CITIZEN'S PRIZE EUROPEAN CITIZEN'S PRIZE



#### **ABOUT THE PRIZE**

"The European Citizen's Prize", which is awarded every year, has been established by the European Parliament and recognises initiatives by individuals or organisations that encourage mutual understanding and closer convergence between people in the EU, cross-border cooperation that builds a stronger European spirit and/or the values of the European Union and fundamental rights. Individuals, groups, associations or organisations can submit or propose projects for the European Citizenship Award. Projects may also be proposed by MEPs. In 2022 there were even 300 applications from which 30 winners were selected.

#### **HEALTH CARE AND PREVENTION**

# OPEN POLYCLINICS

The social structures of Doctors of the World - Greece Open Polyclinics have been operating for more than 25 years based on the voluntary contribution of health professionals with the main objective of bridging Public Health with primary health care services as well as facilitating and linking vulnerable social groups that do not have the required access to the National Health System. The Open Polyclinics of Doctors of the World - Greece operates in central and accessible locations in Athens and Thessaloniki, utilizing the cooperation of different medical specialties to cover the health needs of vulnerable groups.

Doctors of the World - Greece Open Polyclinics continued their uninterrupted operation throughout the year, regardless of the partial or general mobility restriction

measures, aiming at consistently providing healthcare to socially vulnerable citizens.

Throughout 2022, MdM-Greece assisted a total of 3.418 people at the Athens Polvclinic and 4.653 visits were made to the various specialties. In the Polyclinic of Thessaloniki, MdM-Greece assisted 2.202 people and 5.784 visits were made to the clinics. At the same time, the medical staff launched regular information and training sessions for the rest of the personnel and the volunteers of MdM-Greece.

Also, between all of these activites for health prevention, the beneficiaries have access to rapid diagnostic tests and receive appropriate counseling and awareness raising regarding HIV, Hepatitis and Sexually Transmitted Diseases.

All beneficiaries of MdM-Greece Open Polyclinics are people who face social inequalities and significant barriers to accessing health services. Furthermore, they live through serious socio-economic problems, such as long-term unemployment, income poverty, precarious living conditions and lack of support networks, while seeking immediate, friendly and affordable health services as well as psychosocial support. Beneficiaries also include people at risk and children living on the street, in shelters, in child protection programmes, or in precarious and temporary accommodation facilities.



MdM's Open Polyclinics operate with the main objective of providing healthcare to socially vulnerable citizens.







# AVAILABLE SPECIALIZATIONS

- Pathology Clinic
- General Medicine Clinic
- Pediatric
- Dermatology
- Cardiology
- Ophthalmology
- Orthopaedic
- Gynaecology
- Dentistry
- Mental Health Clinic
- Psychosocial Support Services and Interpretation services are available daily

#### **SERVICES**

The following services are provided in the Open Polyclinics of MdM to people who face economic, cultural, linguistic and social barriers to health care:

- Primary health care
- Prevention and awareness-raising on health issues
- Emergency pharmaceutical care
- Access to biochemical tests
- Strengthening the registration of beneficiaries in the National Health System and social welfare system
- Social counselling and psychosocial support
- Access to housing and education
- Coverage of material needs and support with basic necessities
- Prevention and protection of Covid19
- Continuity of care for the chronically ill patients

INFORMATIONS INFORMATIONS INFORMATION ORMATIONS

#### THESSALONIKL

12 Sapfous Str, 10553 29A Ptolemeon, 54630 T: 210.32.13.485

T: 2310.56.66.41



Get informed for the weekly program of MdM-Greece Open Polyclinics at mdmgreece.gr

# Comment Cava, Monsieur



I met Mr S. on December 21. A sweet-spoken man from Tunisia, in his 7th decade of life with glasses and a moustache peeking out over his mask, which he wore properly only after he was asked to. What struck me about S. was the patience he showed when I tried to make myself understood in my broken French, as if nothing in the world was forcing him and as if he was in no hurry. He had come to our polyclinic looking for help because of a hernia that he had developed a few years ago, but which no one had ever explained to him what it was, how it came about, what he could do to treat it better and how he could find a definitive solution to his problem.

Like so many other people, the poor conditions in which he lived had not allowed him to access the medical services he needed and, as a result, his health status was neglected, with the result that the diabetes mellitus he suffered from was completely unregulated. However, within a very short time, he had begun to be followed up by an endocrinologist at the NHS and, with appropriate insulin therapy, the response he had had was spectacular.

One day, S turned up at the doctor's office, a little while before the closing time. Concern was evi-



dent on his face and after the first "Comment ca va monsieur S?" he burst into tears. He began to tell us how not long before he had been living on the street, and how, although he had somehow managed to get a room in a hotel to stay in for a week, from tomorrow he would be forced to sleep out once more. In the midst of this grief and turmoil for some

been without his medication for several weeks, which had caused him a very severe hyperglycemia. Although his electrocardiogram showed no evidence of ischaemia, his pain combined with the diabetes mellitus from which he was suffering caused me considerable concern. After all of us in the polyclinic managed to calm him down somewhat, we managed to convince him to visit a hospital emergency room.

hours he had been feeling a

tightness in his chest, and had

Mr S returned to our polyclinic after about ten days. He had been in hospital for a week with a myocardial infarction. Although he had gone through the acute phase of ischaemia, due to the narrowing of his three coronary arteries, he needed to undergo CABG (the bypass known to all) instead of having a stent placed. After discharge, he was allowed to sleep in chairs in corridors in the hospital as he continued to have nowhere to stay and had not decided whether to proceed with the surgery he needed. A decision that

would seem obvious to everyone else, for him it was complicated by where he would stay, how he would spend his time recovering, whether he would be able to find someone to provide care, how he would make a living during that time, etc. We, for our part, were trying to find him somewhere to stay and to convince him to have the operation he needed in order to prevent him from having another heart attack, which could be more extensive, serious, even fatal. I still remember him sitting outside the doctor's office and very thoughtfully responding to me that "This is a very big decision."

I never saw Mr. S. again. He may have solved the housing problem, had the operation and is now being monitored by the NHS. He may have returned home, to a country where at last when he speaks everyone understands him. Or maybe something else happened. The fragility of our beneficiaries, especially when one considers the work they are involved in, de facto means that very often people we monitor can disappear for a few months before making a reappearance at the most unexpected time. So, I have seen many patients come and go and, both inevitably and sadly, their faces begin to blend in with one another and recede in the face of the new beneficiaries who come seeking our help. But Mr. S I will always remember, a man whose poverty and austerity broke my heart.

Kalogerakos George / Doctor at the Athens Open Polyclinic of Doctors of the World

Over time we have seen many patients come and go and there are times when their faces start to blend together. 77

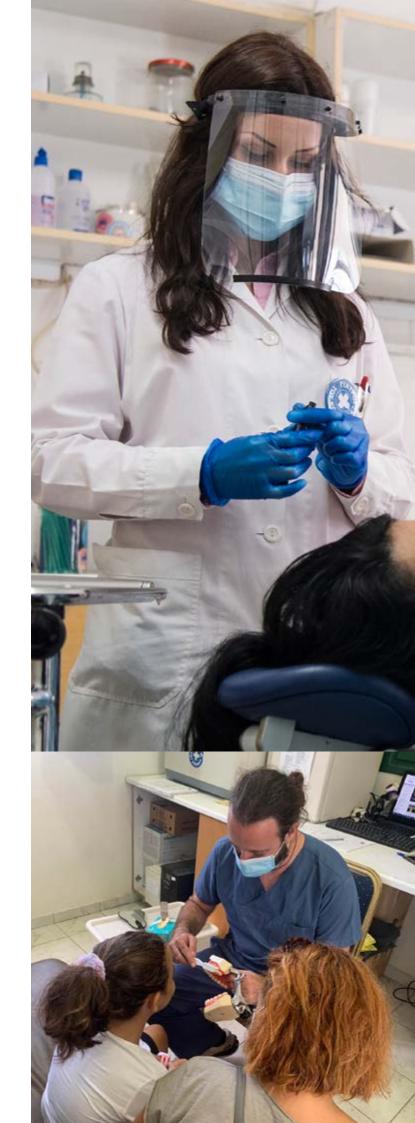
# SOCIAL DENTAL CLINIC

The Social Dental Clinic program comes to fill an important gap by providing not only the necessary dental care to vulnerable children and adults but also systematic information and education aimed at adopting behavioral patterns and habits that lead to the improvement of oral health. The beneficiaries of the program also include Unaccompanied Minors and children living in child protection facilities or in precarious and temporary accommodation.

#### The activities of the Social Dental Clinic of Doctors of the World - Greece include:

- Dental check-up, care and treatment of patients visiting the MdM-Greece Dental Clinic in Athens
- Dental check-up and basic treatment of patients through the MdM-Greece Mobile Unit
- Information campaigns on oral health, dental prevention and oral care.

The activities that were implemented were based on the specialized experience of MdM-Greece through the dental clinic that has been operating within the Athens Open Polyclinic since 2014, as well as through the mobile dental unit. Throughout the year 2022, **381 people** received specialized dental care and **1.196 visits** at the Social Dental Clinic. It is worth noting that **34,65%** were from Ukraine, **17,06%** from Afghanistan and **15,22%** Greek citizens.





#### **HEALTH CARE FOR ALL**

# HEALTH PREVENTION MEDICAL MISSIONS

The Medical Missions of Doctors of the World Greece have been operating for a number of years in complementarity to the Open Polyclinics. The Medical Units, staffed with experienced health professionals, provide specialized care in pediatric, cardiological, gynecological and general preventive check-ups. In addition, they offer preventive dental, pediatric dental and ophthalmological health services to vulnerable populations. In particular, children living in remote areas of Greece and inaccessible semiurban areas are benefited, who often do not have adequate access to health care.

#### With equipped Medical Units, MdM travel to remote areas of Greece and carry out medical check-ups on the inhabitants of the areas.

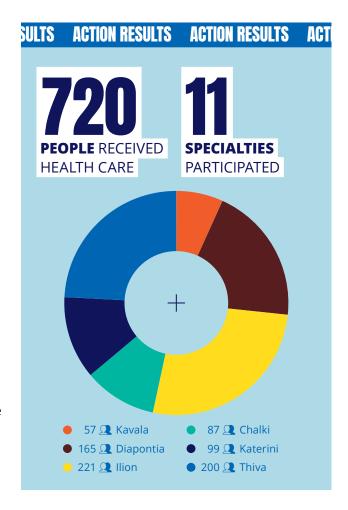
MdM-Greece, through their daily experience and the collection of statistical data, have observed a dramatic increase in demand for basic and primary health care services both in urban centres and rural areas.

Residents of remote and rural areas, both on the mainland and on the islands - especially during the winter months - have reduced access to structures (like hospitals and health centres) either because of long distances they have to travel or because of adverse weather conditions that preclude their movement.

At the same time, the National Health System has pathologies and difficulties that have created gaps in the universal coverage of the needs of the population. Part of these weaknesses are due to the country's financial crisis, which has led to a reduction in income, an increase in unemployment and a reduction in health expenditure.

#### **PROJECT OBJECTIVES**

- Early Diagnosis and Health Prevention in the general population
- Provision of integrated and quality health services to residents of remote areas
- Raising awareness and health education in the school community
- Linking and referral to the National Health System
- Emergency pharmaceutical coverage
- Prevention & Control of Covid-19 transmission





#### **CARE FOR ALL**

Doctors of the World in collaboration with local authorities launched in 2022 the project "Care for all", which involves visits by the Organization's Mobile Units in order to provide preventive and health education services to fellow human beings all over Greece.

The aim of the project is the early diagnosis and prevention of illnesses and diseases in the field of healthcare and also health prevention in the general population to provide integrated and quality health services in different regions of the country. At the same time, the aim is the awareness and health education in local communities as well as linkage and referral to the public health system. The start was made in the prefecture of Boeotia in December 2022 and will continue in 2023 and in other regions of the country.

The project was supported by Motor Oil Group.

#### **KAVALA OFFICE**

# HEALTH CARE ACTIVITIES

Doctors of the World were active through their volunteer medical team in the region of Kavala in 2022. The main activities were the donation of personal protection items and medicines, as well as the informing of children about health issues and the importance of volunteering. For another year, Doctors of the World participated in the Public Health Week that was organized by the Health Administration of the Regional Unit of Kavala. In the framework of the action, the team of Doctors of the World, with the Mobile Medical Unit, carried out eye and dental examinations at the Foundation for Chronic Diseases in Eleftheroupolis, at the Theologos Rural Clinic in Thassos and at the Rural Clinic of Lekani.

In addition to the medical checks carried out by the team's volunteer doctors, the broader objective of the action remains the proper information and awareness of health and prevention issues.

During the year, the nursing homes and schools in the area, such as the Special Primary School and Special Secondary School and High School in Kavala, the Health Centre, and the Municipality's KDAP for disabled people were supported with PPEs and in some cases, with pharmaceutical and paramedical material.

There were also important visits to schools in the prefecture of Kavala by the medical team staff





and volunteer doctors, during which students were informed about issues of prevention and oral hygiene, while they received toothbrushes, toothpastes and toys.

The same informative activity took place in the framework of a visit to the refugee shelter "Asimakopoulos" in cooperation with Solidarity Now, as well as IOM. Among the informative activities, there was the possibility of administering vaccines on the spot to children who did not have an AMKA number AMKA in the district of Chrysochori in the municipality of Nestos.

In addition, a paediatrician, administrators and the staff of the Centre, with the undivided help of the Community of the Municipality of Nestos with a ROMA branch, vaccinated 37 children of the age of 15 and from 10 months to 14 years of age, with 40 vaccines.

Believing that prevention is the best treatment, the team of volunteers of the MdM office in Kavala, regularly visits the school units and structures, in order to raise awareness and information on health issues and practical support by offering medical care and emergency items.





#### **DOCTORS OF THE WORLD HONORED BY KETHEA**

With great honor and pleasure Doctors of the World of the Kavala office received an honorary commendation of the KETHEA's support to Kavala, at a social event held in October on the occasion of the 20 years of the KIVOTOS programme.

#### PRIMARY CARE MEDICAL CLINIC

## HEALTH SERVICES IN FOLEGANDROS

An important milestone in the initiative to provide medical and humanitarian aid to Aegean islands, is the island of Folegandros. In April 2016, Doctors of the World set up a fully equipped medical clinic. MdM-Greece serving the need to include even more communities and the most remote ones regions of Greece continued their actions in 2022 in outlying islands.

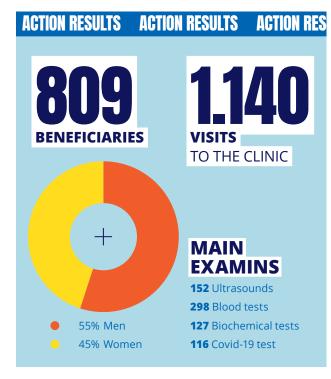
The operation of MdM's clinic in Folegandros continued on a daily basis for the whole of 2022, remaining staffed with specialized doctors and fully equipped, ensuring access to primary health care. The cases supported by Doctors of the World included conducting blood and biochemical tests, electrocardiograms and ultrasounds, as well as transporting patients to emergencies.



The team of Doctors of the World on the island of Folegandros, continues its action by offering free primary health care services to the island's residents, performing blood draws and home visits where necessary. At the same time, the possibility of conducting free annual medical check-up to all residents of the island as well as the possibility of covering the cost of the pharmaceutical needs of needy residents.

Through the microbiology laboratory, the clinic, it is possible to perform basic biochemical testing, as well as radiological examinations.

The health services of the Clinic are provided under the supervision of the Health Region.





#### COVID-19

### PREVENTION AND RISK REDUCTION

In the context of intersectoral cooperation with the Greek state, the local community but also the civil society organisations on vaccination and protection against Covid-19 of the most vulnerable, migrants and undocumented persons, Doctors of the World actively participated in the vaccination campaign launched by the Ministry of Health and the Ministry of Migration.

#### **VACCINES FOR ALL**

The collaboration of Doctors of the World with Intersos Hellas in the "Vaccines for All" consists in the operation of two vaccination units within the urban area of Athens and Thessaloniki, through the use of the Open Polyclinics - a reference point for the health care of the community, as they provide services to undocumented migrants for more than two decades, to refugees from Ukraine - and the ability to reach rural areas or even public institutions in the Greek Region through the use of Mobile Medical Units.

Dr. Tsiordas together with the MdM Streetwork team in Piraeus, in a vaccination action for the homeless population.





MdM-Greece continued the mobile activities having reached out to alternative hosting structures and informal networks, such as those of the Municipality in Kifissia and the community of Monopigades in Thessaloniki, where they temporarily resided about **100 displaced persons from Ukraine** with the support of the Ukrainian Women's Association and the Association "Vorysthenis".

In the same context, MdM-Greece carried out a mission to Vermio and the Municipality of Veria, where hundreds of migrant workers from Albania and Bulgaria are employed seasonally by the local agricultural cooperative, in order to explore more ways to cooperate with local institutions and the local Community Centre for the implementation of the Covid-19 campaign.

At the same time, following visits by doctors and social workers to the Lesvos Refugee Centre, but also to refugee shelters in Thessaloniki and Athens, vulnerable people were approached for their valid information about the possibilities of vaccination and screening against Covid-19 with the distribution of leaflets and personal protection items.



Throughout the year, vaccinations against Covid-19 were carried out in the Open Polyclinics of Doctors of the World, while awareness-raising and information activities on the importance of the vaccine and the vaccination culture continued regularly by the professionals in the Open Polyclinics and in the hospitality facilities of MdM-Greece.

Also, MdM-Greece made deliveries of medical supplies to meet the needs of the Health Centres under the 5th Health Region of Thessaly and Central Greece. The action was carried out in the framework of the programme "Strengthening actions to address the consequences of the Covid19 coronavirus", with the support of the Ministry of Finance.

#### VACCINATION IN CLOSED STRUCTURES

Doctors of the World carried out a vaccination campaign against Covid-19 at the Pre-Removal Detention Centre of Corinth. The improvised setup of the site by the medical team to deal with the possibility of an emergency, the distribution and strict adherence to responsibilities within the team, the harmonious cooperation and the clinical experience of the team ensured the proper conduct of the vaccinations.

Doctors of the World expresses its readiness to continue vaccination coverage activities for vulnerable social groups, if the public health needs of the country so require.



**204 VACCINE DOSES**AGAINST COVID-19

87
PEOPLE
VACCINATED

#### **WOMAN AND CHILD HEALTH CARE**

#### GYNAECOLOGICAL AND PAEDIATRIC CARE

Doctors of the World - Greece has made the protection and care of women and children a priority of its thematic actions. And in 2022, the provision of child care and sexual and reproductive health services continued at an intensive pace reproductive health through the "Mother & Child" action to ensure quality access to care and prevention of socially vulnerable pregnant women, new mothers and newborns.

During the year, the Pediatric Department in Athens consistently received patients from various structures, such as local shelters for unaccompanied children or reception centres in Athens (e.g. Elaionas), as these populations face, among other things, increased difficulties in access to local public hospitals due to, among other reasons, a number of difficulties in accessing local public hospitals lack of interpretation services in public institutions health structures.

Again this year, through targeted outreach activities in the wider Athens city centre area, permanent staff and volunteers of Doctors of the World covered the major locations where homeless refugees and migrants were occasionally found and visited them on a weekly basis, giving priority to the female population.

The outreach team consisted of a paediatrician, midwife, social worker and interpreter. The majority of the women at risk were found to reside in areas such as: Victoria Square, the park of Pedion tou Areos, FIX Park, Koliatsou Square as well as in various neighborhoods of Kypseli. With this particular activity, Doctors of the World -Greece managed to take care of vulnerable women and children by normalizing the difficulties of motherhood. Alongside medical care, the organization provided infant equipment and specialized support in family planning.

At the same time, on the occasion of the International Women's Day, members of vulnerable groups took part in the action of the Polyclinic of Thessaloniki. The women who took part in the action had the opportunity to be examined by dermatologists and informed about care and hygiene issues while each of them was given a package of products dermatological care products.



The difficulties for a woman in refugee conditions are increased. You have the anxiety and the responsibility to protect not only yourself, but especially your children from many dangers in particularly difficult conditions. Like all mothers of the world, I am concerned about every day that passes and how to ensure that they have a peaceful life without deprivation. 77



#### **HOSTING STRUCTURE**

# ASTEP FORWARD

#### OPEN ACCOMMODATION CENTER FOR WOMEN ASYLUM SEEKERS AND MOTHERS WITH THEIR CHILDREN.

The goal of the "A Step Forward" project is to protect and support women and their children during the asylum application process, but also to quickly find sustainable solutions for their normal living conditions in the country. The Open Accommodation Center operates in order to offer all the necessary services to women and their children according to their

specific needs and to make the most of their stay. The Open Accommodation Centre started its operation in January 2021, is located near a Metro station and close walking distance from the headquarters and the Open Polyclinic of MdM-Greece.

In terms of including beneficiaries to the facility, priority is given based on the basis of vulner-

ability criteria, such as mothers with infant children, or women at risk of physical or psychological violence. For boys from single-parent families, accommodation is possible if they are under 14 years of age, while there is no age restriction for female beneficiaries. Nationality, religion and self-identification of gender identity are not criteria for exclusion from the structure.



The program has been designed to ensure legal protection, support and care for the most vulnerable asylum seekers. The structure has a total capacity of 44 places and operates as an intermediate accommodation and daytime living facility for vulnerable female applicants asylum seekers and their children.



For women asylum seekers, integrated health services (provision of primary health care through MdM's Open Polyclinic of Athens), psychosocial support, legal counselling, interpretation, language training, empowerment, creative activities and supportive tutoring are provided, while in cooperation with the Athens Primary Nursery and local schools, children are registered in the educational system.

In 2022 MdM-Greece had to adjust the operation of the Open Accommodation Center to accommodate Ukrainian refugee women, in order to provide services and support for them effectively.

At the same time, in order to facilitate the living conditions of the beneficiaries and the substantial and qualitative social integration of the vulnerable group of people, a variety of cultural, educational and recreational activities were carried out, such as participation in theatre and film festivals, visits to museums in Athens, as well as conducting skill development courses for young children.



What I would like to have in my life is safety! I want to feel safe with the people I have around me, to feel safe in the place where I live and out on the street. 77

-R.M., mother, refugee from Congo

Throughout 2022, **127 people** (including adult women and their children) were accommodated and supported through the "A Step Forward" project, while several beneficiaries were supported towards independent living, successfully securing stable housing and appropriate living conditions. At the same time, Doctors of the World for 2022 provided health care services to 807 vulnerable women.

The long-term goal of the Accommodation Center of Doctors of the World is to protect and support socially vulnerable women, ensuring quality standards of safe and secure accommodation and all necessary services that they may need such as psychosocial support, legal counselling, recreational activities, health care, nutrition and safety.

All women and children hosted, are given the opportunity to attend various educational programmes and creative activities, in order to make the most of their stay at the Open Accommodation Center.

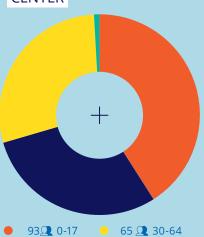


**ACTION RESULTS ACTION RESULTS ACTION RESULTS ACTION RESULTS ACTION RESULTS ACTION RESULTS ACTION I** 

**WOMEN & CHILDREN** HAVE BEEN HOSTED IN THE OPEN ACCOMMODATION CENTER







**WOMEN** RECEIVED LEGAL COUNSELLING

CHILDREN REGISTERED IN SCHOOL\*



**SAFE EXITS IN OTHER** SAFE ACCOMMODATION **FACILITIES** 

2 🕰 65+

67 🖳 18-29

#### MRS OLGA FROM UKRAINE

Mrs Olga arrived in Greece leaving Ukraine behind when the war started. She travelled by bus, with no specific destination, only to seek safety at the time when hostilities were destroying the city she lived in.

She arrived in Thessaloniki almost by chance, in a country she had never visited before and she had no friends and no relatives or acquaintance.

Upon arriving in Thessaloniki, she contacted the Help Desk for the displaced population from Ukraine, at the Open Polyclinic of the Doctors of the World. After the situation of her health was examined, in cooperation with the local consular authorities of Ukraine, she was referred to the "A Step Forward" Open Accommodation Center.

From the very beginning of her stay at the Open Accommodation Center, she was accompanied according to her needs.

Mrs Olga has hearing problems and before she came to Greece, she lived in a state-run shelter for the disabled in Ukraine. As she does not speak a second language, for communicating she was in need of an interpreter. Having experienced the devastation of war, uprooting and having been in an unfamil-



iar place, everything seemed to her like a living nightmare.

With the help of a tablet given to her, her communication gradually became easier with the use of a translation app and in this way, Ms. Olga began to regain independence in her communication. She started to participate in meetings with the other hosted women in the activities of the accommodation center, as well as to develop trusting relationships through group activities.

At the same time, through the Open Accommodation Center, she received psychosocial support, medical examinations to reassess the hearing and vi-

sion problems, while she has already started sign language classes, learning some basic communication manners such as the days of the week, numbers, some verbs and some areas of the city.

"I don't know how much longer I'll be here, nor where I'll be next. I miss Ukraine very much, but I don't I will return. But I know that as long as the people take care of each other, as long as they reach out only to give to you and not to take from you. I'll be in a good environment."



**EMPOWERMENT AND INCLUSION** 

# MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

In Greece, after a decade of economic crisis and recession, and the recently outbreak of Covid-19, access to quality and efficient services has become even more challenging for the most vulnerable as the psychosocial impact is enormous.

Through their programmes, MdM-Greece has continued to provide basic mental health and psychosocial services to the community. Support complementary to the health and social care services of the Open Polyclinics, with the aim of providing appropriate psychological support services and psychosocial support to vulnerable social groups.

At the same time, MdM-Greece focused on improving the well-being of the vulnerable adolescents and young people living in temporary housing and rehabilitation centres in the context of mitigating the effects of Covid-19 in their daily lives.

#### The target population consists of three different groups:

- Unaccompanied adolescents and children who seek international protection in Greece
- Children and young people with disabilities living in the country who are refugees and young people with disabilities
- Their carers and "front-line" staff

These actions were aimed towards promoting health and psychosocial support of the above-mentioned groups. More specifically, the following were implemented: health promotion activities, thematic discussions and workshops for mapping needs and exchange views on the psychosocial impact of Covid-19 on vulnerable young people, provision of psychosocial support services.

It is noted that the Mental Health team complemented the services of the Open Polyclinic of Athens offering mental health services. Mental health and psychosocial support services (MHPSS) have been offered to a total of **247 people**, both in face-to-face personalised sessions but also remotely to people with difficulties or mobility issues.

Sessions are personalized to the unique needs of each beneficiary and are not compared to any other member of the group. In addition, the team acts on the basis of inclusion of the beneficiaries, with a willingness to request to ask for their opinion and record their personal suggestions and plan of cooperation with the the professional concerned.



#### **ACTION GOALS**

- Psychological support
- Psychiatric care and psychotherapy sessions
- Diagnosis
- Social support/counselling
- Personalised service provision following individual assessment of needs
- Referral for integration into the national health system and community centres
- Clinical follow-up
- Treatment and administration of medication where is necessary

At the same time, through the **OP.E.N** project, the goal was to to develop a mechanism to assess the need for psychological first aid and psychosocial support to adolescent students, a modernized and adapted tool and guide to mental health first aid concerning professionals in the education sector (teachers, school administrators and support staff) and parents-representatives of parents' associations to identify and respond immediately to mental health emergencies. The objective of the project is to promote a framework of safer school environment. In total, 434 participants were informed and received the manual.

Doctors of the World - Greece, as the coordinating organization of the OP.E.N, aimed through the implementation of the project to the institutionalisation of early identification systems for psychosocial problems in the student community, the strengthening of positive interaction between the various stakeholders within the school community, as well as to strengthen & promote psychosocial care policies in the context of school.



#### **DEVELOPMENT OF** A TOOL FOR ASSESSING THE NEED FOR **PSYCHOLOGICAL FIRST AID IN ADOLESCENT STUDENTS**

#### THE OP.E.N PROJECT SEEKS:

- ✓ To prevent the risk of mental health incidents by creating a favourable environment for students
- To strengthen the psychosocial resilience of students and educational staff
- The effective preparation and responding to psychological emergencies situations
- Ensuring a safe learning environment for all children
- The development of PFA methodology targeting students & school facilities
- The creation of an early warning mechanism (MHPSS) for schools.



Read the Collection of International Good Practices and Psychosocial Support Tools in School Settings environments and the "Teachers' Guide to Promoting a Safer School Environment" at open.mdmgreece.gr



# 60+ SUPPORT AND EMPOWERMENT

1. Home delivery of basic good to vulnerable people 2. Online Companionship session



Following the successful implementation of the previous project period in 2020 and 2021, the provision of Medical and Psychosocial Services to the beneficiaries continued uninterrupted in 2022, under the project "Substantial Intervention for Vulnerable Persons over 60 years of age"

OF ELDERLY PEOPLE

The Covid-19 pandemic, among other things, highlighted the important issue of loneliness of older people. Elderly people have had to stay away from their loved ones, fearing for their health. People living completely alone, without relatives and therefore without supportive networks, have found themselves in an even more difficult situation.

THE STATE OF THE S

Doctors of the World Greece, continued in 2022 to support and empower older people, providing medical and psychosocial support to socially and economically vulnerable older people.

The goal of the programme is to improve the health status of marginalized elderly people through a personalized system of medical services and psychosocial support to beneficiaries who are over 60 years of age, living in Athens and/or other municipalities of Central/Western Attica and have no relatives or support network.

At the same time, the project promotes good practices in the field of public policy for older people, focusing on directness, transparency and flexibility and efficiency of services at local government level (e.g. municipal social services, etc.). Such as online communication between elderly beneficiaries and professionals and peers, home visits when they are necessary, offering the possibility to consult a doctor for medical advice/ examinations and the organisation of remote psychosocial support sessions with the social worker and psychologist of the team.

#### **ONLINE COMPANIONSHIP**

Through the Online Companionship app, a group of elderly people meets weekly with the project's psychologist and geriatrician-gerontologist, where they participate in presentations and discussions on issues related to seniori-



ty. The Online Companionship is a social innovation program, which aims to reduce as much as possible the feeling of loneliness experienced by a significant part of the elderly Greek population. For this reason, the only criterion for participation in this program is loneliness and not financial status.

Through the **Online Companion-ship app**, a group of elderly people watched weekly presentations throughout 2022 on how to stay healthy, how to do specific physiotherapy exercises in their own homes, but also participated in discussions on topics related to healthy aging. In addition to the group video chat, each senior can have individual counseling sessions with a doctor and a psychologist. Among other things, the app also provides the possibility of listening on-demand to audio books.

Throughout the implementation of the programme in 2022, **560 elderly people** benefited from psychosocial support and medical care services, while **978 home visits**, **703 psychosocial support ses-**

sions and 944 medical interventions were carried out. Within the framework of the programme, MdM-Greece covered the costs for the filling of 263 pharmaceutical prescriptions and a total of 1,058 pharmaceutical items were delivered to the beneficiaries. Through the Online Companionship, 31 elderly persons attended 87 online meetings.

In 2022 MdM-Greece held a press conference presenting the results of the "Emergency Intervention for Vulnerable People 60+" programme, and participated in the medical conference "Master classes in Dementia 2022", where the online companionship for elderly people was presented.

Finally, the work of Doctors of the World - Greece in expanding and strengthening the medical-screening program for "60+" socially vulnerable and isolated fellow citizens was honored through TEVA's "Humanizing Health" awards.

Greece is an ageing country, having the second oldest population among the **27** member countries of the EU, which estimated to be around 22% of the national population. The care and protection for the **Third Age must** be well organised and effective. 77

Hara Tziouvaras,
 President of MdM-Greece

#### SCHOOL COMMUNITY

#### **INFORMATION** AND EDUCATIONAL **PROGRAMS**

With the permission of the ministry of Education and Religion, yearly educational programmes are being carried out during the school year that are aimed at the student community of primary and secondary education of the whole country concerning the following topics:

- Personal hygiene and prevention from infections
- First aids
- Voluntarism and active participation
- Promoting Gender Equality and prevention of Gender Discrimination
- Promoting respect towards Diversity and Human Rights and Prevention of Social Discrimination
- Racism Xenophobia Gender based discrimination

The presentations were held remotely (online) and in person, at the request of the school concerned. The project aims to develop and consolidate a culture of mutual respect and active participation in the community among the student community, seeking to reach out to equally remote areas of Greece where children with limited access to non-formal education activities are students.

**ACTION RESULTS ACTION RESULTS ACTION RESULTS ACTION RESULT** 

> **REQUESTS** FROM SCHOOLS

**PRESENTATIONS CARRIED OUT** 

3\_006 THE PRESENTATIONS







FOR WHAT REASON THEY LEFT THEIR COUNTRY, IF THEY HAVE ARRIVED WITHOUT PAPERS, NOR IF THEY DON'T WANT TO GO BACK.

ALL WE CARE ABOUT IS THEIR HEALTH.



DONATE NOW

MDMGREECE.GR





#### **VULNERABLE POPULATIONS**

# SUPPORTING VULNERABLE FELLOW PEOPLE

#### **NIGHT SHELTER FOR THE HOMELESS**

The operation of the social structure of the MdM Night Shelter for the Homeless in the Municipality of Athens is addressed to that part of the population that lives in precarious conditions and is exposed to serious health and safety risks. Doctors of the World's Shelter operates during the night and covers the urgent housing needs of the people living on the streets. The shelter has a capacity of accommodating **55 people**.

At the Night Shelter for the Homeless, MdM-Greece provides overnight accommodation, personal care and hygiene, psychosocial support and communication with housing services, psychological support, legal assistance, counselling, health, welfare and social reintegration services. Throughout the year, **88 people** directly received the services of the facility, which, in addition to housing, covers basic material needs, personal hygiene needs and psychosocial support and integration.

At the same time, in order to facilitate the living conditions of the beneficiaries of the Night Shelter, but also to ensure the effective and qualitative accommodation, educational and recreational activities are carried out.

During 2022, Odyssea visited the Night Shelter to inform beneficiaries who are looking for a job, to create and promote CVs, while in collaboration with the Emfasis Foundation and the Angels of Joy group, enjoyable social and cultural evenings were organised. Film screening evenings were also organised.

Another important action worth noting was the voluntary participation of hairdressers who provided their services to the benefi-







ciaries of the Night Shelter and therby spreading joy and reinforcing their self-confidence.

Finally, institutional representatives of the state visited the Night Shelter and had the opportunity to discuss with the beneficiaries in a direct manner. In particular, in 2022, the President of the Hellenic Republic, Katerina Sakellaropoulou, accompanied by the General Secretary for Social Solidarity and Fight Against Poverty, **George Stamatis**, visited the shelter. During the same period, the Regional Governor of Attica, Giorgos Patoulis, visited the Night Shelter in the framework of the implementation of the Attica Regional Operational Programme 2014-2020.







#### **STREET WORK**

Doctors of the World - Greece continued their activities on the streets of Athens and Thessaloniki. Specialized field teams (Street Work) of Doctors of the World are working for homeless people who live in urban areas and do not have the necessary personal protection measures, while they face significant accessibility barriers to health services, public information and basic food and hygiene items.

Each MdM team, consisting of a general practitioner, a nurse, a social worker and an admin. officer, provides health care, social counselling and information on where to seek help (food, primary health care and social care). In addition, the teams provide basic necessities (sleeping bags, blankets) as well as snacks and water. MdM teams reach out to the growing number of homeless people in order to provide them with direct medical and social support. A typical example for 2022 is their direct intervention in a case where a homeless woman needed urgent eye surgery. After the necessary procedures, the woman was able to undergo surgery.

At the same time, Doctors of the World teams stepped up their activities in the midst of the extreme weather events of 2022. In January, the Street Work teams distributed hot meals, tea and weather protection items at the port of Piraeus where homeless people are gathered and the low temperatures cause them additional problems.





Along with Doctors of the World was the Secretary General of Social Solidarity and Fight Against Poverty, George Stamatis.

The planning of the Street Work action has been carried out in such a way as to cover the needs of the homeless people in the urban areas of Athens and Piraeus as well as those of neighbouring municipalities such as the Municipality of Kallithea and Tavros. The mapping of the places where homeless people are living in large numbers during the reported period included **14 main living sites**, with the highest concentration of the population being in public transport stations, in central squares near shopping streets and in the Port of Piraeus.

The number of beneficiaries of the MdM Street Work action for 2022 is **510 people**, of which **12%** are women and **88%** are men. The average age of the beneficiaries was between 45 and 70 years old, while almost the same number of Greek homeless and migrant citizens of the European Union and third country nationals were recorded. Of these persons, 55 belonged to 8 multi-member homeless families with minor children that were located in the Port of Piraeus.

In particular, the MdM Street Work teams have carried out more than **97 field visits** in Athens and Piraeus, with an average of 1 visit per week and approximately 4 hours of fieldwork total time

on the road, while a total of **4,500 kits** with first aid items were distributed and **115 sleeping bags** were also delivered.

At the same time, in the framework of activities for the support, protection and care of vulnerable groups of population, Doctors of the World carry out interventions targeted at providing primary health care through their medical mobile units, in cooperation with the municipality of Thessaloniki.

The medical intervention takes place every Monday from 10:30 to 14:30, at the parking area near Panagia Chalkeon (above Egnatia - Aristotelous Square) and aims to provide medical care services to people living on the streets of the city or in precarious housing conditions. The intervention is being implemented in a collaboration scheme between the Municipality of Thessaloniki and Doctors of the World - Greece.



It is worth noting that the Doctors of the World Street Work teams have been recognized by institutional actors as the most appropriate for field observation and needs assessment. In this way, high-level representatives of the Ministry of Labour, including the Secretary General of Social Solidarity and Fight Against Poverty, George Stamatis and Dr Sotiris Tsiordas participated in MdM Street Work actions, having the opportunity to witness the situation up close and recognizing the need for immediate action and the need for a new strategy for the reintegration of homeless people. Finally, the Minister of State, Akis Skertsos, participated in similar actions.



### STREETS OF ATHENS & STREETS OF THESSALLONIKI

The programme is one of the longest-running public health activities of Doctors of the World. It aims to reduce harm and provide primary medical care and psychosocial counselling to drug users in the centre of Athens and Thessaloniki, alongside the organization's wider strategic effort to combat discrimination and the exclusion of marginalized groups from having access to safe, appropriate and quality health services.

Through the programme, the aim is to promote voluntary testing in the community, early diagnosis, referral, testing and treatment of HIV, viral hepatitis and sexually transmitted infections through peer outreach and support.

In the last year, a large number of interventions have been carried out by Doctors of the World's Mobile Medical Unit in places where homeless people or people experiencing a combined condition of homelessness with accompanying chronic health problems and psychotropic substance use live, with the ultimate aim of "harm reduction".

The interventions took place in targeted areas of interest in Athens, Piraeus and in the urban areas of Thessaloniki - in places where a number of vulnerable people are gathered and also in the urban area of Dendropotamos, which belongs to the administrative boundaries of the municipality of Ampelokipon - Menemeni and which have an increased need for specialised medical services. General practitioners, surgeons, a nurse and a social worker are involved in the services provided, while the services provided include screening and clinical examination for chronic health problems, symptom management, as well as surgical assessment and treatment of wounds in people

living in precarious housing conditions and who have contaminated wounds due to long-term intravenous use of psychoactive substances.

#### Interventions that aim to reduce harm:

- Provision of primary health care
- Trauma assessment and medical treatment (intravenous psychotropic drug users)
- STD antigen rapid detection tests and cross-linking to Hospital units for Special Infections.
- Linking with specialised health services and social support structures
- Vaccination against seasonal influenza, pneumococcus and Covid-19
- Distribution of NFIs and information material for health promotion
- Administration of medication where necessary
- Liaison of differential / dual diagnosis cases with mental health professionals of Doctors of the World office in Thessaloniki
- Health promotion in short-term accommodation and support structures for homeless people in cooperation with the Municipality of Thessaloniki

The harm reduction principle is based on the protection of the "Right to Health" of people who use substances of dependence, both in terms of preventing the transmission of HIV and other infectious diseases and in terms of linking these people to health services and treatment structures.

#### The sites of the interventions:

- Thessaloniki urban areas (Thessaloniki city center, Macedonia Bus Station, Station, Yannitsa area, etc.)
- Dendropotamos of Thessaloniki (Administrative boundaries of Ampelokipoi Menemeni) and in cooperation with Okana and Positive Voice
- Social structures for short-term accommodation of vulnerable social groups (homeless shelters, unaccompanied minors, etc.)



# TO GET BACK ON MY FEET

**68 year old B. came to Greece from Bulgaria a few years ago, seeking better living conditions, as his financial situation imposed a very difficult life on him.** He lived and worked for a long time in a rural area of Central Macedonia, until 2021, when he found himself unemployed, no longer able to cope with the difficulties of manual work due to his age. With no support from his family, as his close relatives remain in Bulgaria and he is unmarried, he spent a long time living in a state of homelessness before turning for help to a overnight shelter in the municipality of Thessaloniki.

Having little to no money, all coming from a disability pension from Bulgaria and the Social Solidarity Income, he was unable to meet the financial requirements, prolonging his accommodation in the municipal shelter, while for his medical treatment, B. regularly visited the MdM Polyclinic in Thessaloniki. Eight months later, after the maximum period of his stay at the Municipality of Thessaloniki's shelter had expired and due to the difficulties of integration, he was once again faced with living on the street, so the social service of the MdM Polyclinic took over and referred Mr B. to the MdM Night Shelter for the Homeless in the municipality of Athens.

From the beginning of his stay at the MdM's Night Shelter, B. was supported by the social service to deal with pending bureaucratic procedures, such as the renewal of his solidarity allowance, and was accompanied by the medical services of the MdM Open Polyclinic for the health issues he was facing due to his age. B.'s regular health monitoring and the psycho-social support he receives from MdM have been instrumental in empowering and addressing the challenges faced by a vulnerable older person, so that B. is optimistic about the future, looking forward to being able to 'get back on his feet again soon', as he says.



#### **INTEGRATION AND INCLUSION**

# EMPOWERING ROMA COMMUNITIES

Among the key priorities of Doctors of the World remains the empowerment of the Roma community through informing the population about their rights, as well as about how the public health system operates, about sexual and reproductive health issues and about issues of empowerment and social cohesion. Through targeted interventions in the Roma community, vaccinations are promoted and carried out, especially among the child and minor population, while the Open Polyclinics structures, both in Athens and Thessaloniki, provide medical and psychosocial services to members of the Roma community.

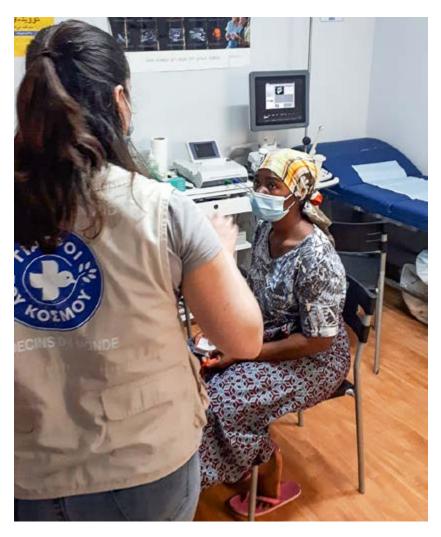
At the same time, the differences and living conditions of this population are constantly being mapped. On this basis, Doctors of the World is working on the possibilities of involving Roma communities in integration and empowerment programmes, with a view to guaranteeing their rights and equal treatment.





**LESVOS** 

# HEALTH SERVICES FOR VULNERABLE ASYLUM SEEKERS



Doctors of the World, with a regular presence on the island of Lesvos since 2011 (long before the migration crisis that burst back in 2015), and having established a flexible modus operandi both for asylum seekers and for the local community, continued as a key priori-

ty of their actions, the shielding of asylum seekers and the local community against Covid-19, promoting a culture of empowerment and supporting sensitisation activities.

At the same time, they have maintained and increased ac-

cess to a comprehensive package of Primary Health Care (**PHC**) services, Sexual and Reproductive Health Care (**SRH**) and Psychosocial Support (**PSS**) to refugees and asylum seekers residing on the island. Mental health services are considered of great importance for the residents of Mavrovouni, who have fresh memories of the devastating fires of 8 September 2020 in the old RIC in Moria.

Taking into account the demographics of the new RIC on Lesvos, Doctors of the World also provided paediatric services. MdM-Greece aimed to meet the sexual and reproductive health care needs of asylum-seeking children. At the same time, the Paediatric Department was responsible for informing and preparing children and parents about the protection and hygiene rules for children attending public schools. Through its cooperation with the Greek Public Health Service, the medical presence of Doctors of the World also serves as an early warning mechanism for preventing an increase in Covid-19 cases within the camp in Mavrovouni.



Next to the refugees who remain on the island of Lesvos, Doctors of the World offer their support, based on 4 guidelines of action:

#### 1 PRIMARY HEALTH CARE

Following the established protocols of the organization, Doctors of the World medical team conducts diagnoses, immediate treatment of symptoms, care and needs assessment of chronically ill refugees, while facilitating referrals to the island's health center.

#### CHILDREN'S HEALTH CARE

The Pediatric Department of the field team treats and cares for children who have suffered severe physical hardship and who have not been vaccinated appropriately for their age, while referrals are made to the Mytilene Health Center for emergency cases.

#### WOMEN'S HEALTH CARE

The Gynaecology Department offers Sexual and Reproductive Health services to single women, mothers and pregnant women, conducts group and individual consultations on issues concerning women during pregnancy and family planning.

#### MENTAL HEALTH CARE

The team's Psychologist provides counselling, undertakes mental health needs assessments and contributes to reducing distress and improving the psychological well-being of refugees, while remaining vigilant to identify issues of domestic violence and abusive behavior, in order to enable the rapid response to such incidents.

MdM-Greece provided health services to more than **3,114 people**, of which **53%** were adults and 47% were children. A total of 82 outreach and **information** activities were carried out, while the Paediatric Department received 4,148 visits and the Gynaecology Department 2,050.

Finally, MdM-Greece has supported and continues to support institutions and other organizations on the island of Lesvos, donating medical supplies and essentials, as well as benefiting individuals from the local community.

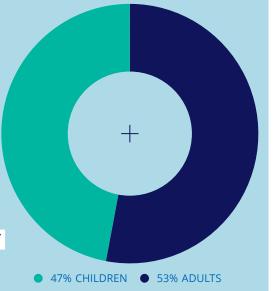
#### ACTION RESULTS ACTION RESULTS ACTION RESULTS ACTION RESULTS

**PEOPLE RECEIVED HEALTH SERVICES** 

**OUTREACH ACTIVITIES** 

**VISITS** TO PEDIATRIC **DEPARTMENT** 

**VISITS** TO GYNECOLOGY **DEPARTMENT** 



# M. FROM SIERRA LEONE

He was waiting for us early in the morning at the door of our clinic, with a downcast look and a worried expression on his face. Like when we had met him for the first time, when he arrived on Lesvos following the path of migration. But as we approached him, his eyes filled with light and joy. "I'm leaving" he said.

M. spent a lot of time living in RIC of Lesvos, so much so that it seems like a lifetime. Since our first meeting he was silent and frightened. With great difficulty he was able to tell our social service everything he had experienced up to that moment. He no longer expected anything better for his future. The torture he had survived in his country, his decision to leave, and the difficult journey to reach Lesvos. How many others have gone through the same, but without reaching their destination? What will happen the next day? Where will his family be? M. was overwhelmed by questions that had no easy answers while he was unable to cope with the new circumstances of his life.

The psychosocial support he received from our team was an ongoing effort to enable him to talk, to find ways to cope and to help him with the bureaucratic procedures. Every day, with perseverance, until the hope for a better tomorrow became visible again.

"I'm leaving" he said again, and in the corner of his eyes one could sense a melancholy. Because every time we take a step we leave something behind. Bad and good memories but also human relationships that might include care, protection and solidarity.

Today M. is a strong man who can smile again. Having the necessary documents, he will be able to continue his journey, hoping that one day he will meet his family again.



HUM. ALE



MÉDECINS DU MONDE



#### INTERNATIONAL HUMANITARIAN AID

# 

24 of February 2022 marked the escalation of violence in the war between Russia and Ukraine. The international network of Doctors of the World, which was already working in the country, immediately mobilised significant resources to address the needs of affected populations from the beginning of the war.

#### **MdM'S PRESENCE** IN UKRAINE

Doctors of the World International Network has been active in Ukraine since 2015, providing integrated Primary Health Care (PHC), including Sexual and Reproductive Health (SRH) and Mental Health and Psychosocial Support Services (MHPSS)in areas along the front line, an area of land that has divided the conflict-affected people living in the areas under the

control of the Government of Ukraine and the areas under the military control of the Russian Federation.

Doctors of the World helped to meet the most urgent and critical humanitarian needs of the affected population, providing access to essential medicines and medical supplies, enabling the provision of immediate health services at various levels of the health system. The MdM network is also responding to Ukraine's displacement crisis in the neighbouring countries of Poland, Slovakia, Romania and Moldova, improving the health and well-being of refugees in collaboration with national and regional health authorities and civil society organisations. The main focus was to support access to primary health care services by reducing existing barriers to access.

#### **IN ROMANIA**

In neighboring countries, the overall aim is to improve the health and well-being of refugees in such a difficult context. Doctors of the World - Greece has launched an emergency response with health care and psychosocial support activities at the border of Siret, Romania, following a first needs assessment mission carried out on 9-15 March 2022. MdM-Greece professionals, including volunteers and personnel, provided health and psychosocial support services at the temporary reception facilities for refugees from Ukraine in Suceava, Radauti and Milissauti, near the Romania-Ukraine border.

The primary objective of Doctors of the World's presence in the region was to ensure access to health care services for the displaced population during the first weeks of reception in Romania. The response focused on the cross-border area of Siret, where -for at least 4 months- was one of the most significant entry points of displaced population from Ukraine into Romania.



### Doctors of the World decided to step in to fill specific gaps:

- Provision of psychological first aid psychological first aid and mental health and psychosocial support through existing services or through civil society organisations
- Provision of community health advice and health education, including sexual and reproductive health to refugees.

#### IELINE TIMELINE TIMELINE

#### <u> 24.02.2022</u>

Russian invasion of Ukraine and massive influx of refugees in the neighbouring countries.

28.02.2022

food supplies

**Gathering of humanitarian** 

aid in Athens and Thessaloniki.

Medical supplies and Long-lasting



#### 09.03.2022

Departure of a 7-member team of MdM-Greece with a Medical Mobile Unit to Siret, on the Romanian/Ukrainian border. More than 4,000 displaced civilians go through every day.



#### 15.03.2022

Launch of healthcare services in temporary accommodation centers in the border region.



#### 16.03.2022

Help Desk operation in MdM's Open
Polyclinics, to take care of the
displaced persons from Ukraine
seeking protection in Greece.
Provision of primary health care,
Psychosocial and Administrative Support
as well as the provision of material assistance
with essential items.



#### **IN UKRAINE**

The main objective of Doctors of the World's strategy in Ukraine is to facilitate access to comprehensive healthcare services and address unmet medical needs, including mental health and psychosocial support for the conflict-affected population, with particular emphasis on the vulnerable population and internally displaced people. This includes:

#### Addressing unmet health needs

- Providing comprehensive primary health care services (including sexual and reproductive health) directly to the population facing severe constraints in accessing health care
- Strengthening the capacity of the public health care system to provide critical services, ensuring coverage of internally displaced populations and other vulnerable groups and restoring disrupted services (through donations of medical equipment and financial support to health facilities).
- Ensuring access to basic necessities for the internally displaced population and people in areas severely affected by hostilities

TIMELINE TIMELINE TIMELINE TIMELINE TIMELINE TIMELINE TIMELINE TIMELINE TIMELINE TIMELINE



#### 04.2022

Hosting of women from Ukraine and their children in the "A Step Forward" Open Accommodation Center of MdM



More than 30 tonnes of humanitarian aid were shipped and delivered by MdM-Greece to the Help Ukraine organisation and the Lviv Oblast



#### 05.2022

Provision of health services through MdM clinic in Siret



#### 06.2022

**Upscaling activities with Mobile** Medical Unit in the Khotyn region of Ukraine.



#### 09.2022

Provision of primary healthcare and psychosocial support services to vulnerable groups and internally displaced people in Odessa region.



Advance activities with a second Mobile Medical Unit in the town of Kuty, of Ivano-Frankivsk Oblast.





**18.6 MILLION** 

PEOPLE HAVE LEFT UKRAINE

**5.3 MILLION** 

PEOPLE ARE ESTIMATED
TO BE INTERNALLY DISPLACED



**MORE THAN 18.000** 

CIVILIANS HAVE BEEN KILLED OR INJURED IN UKRAINE

### MORE THAN 800

ATTACKS HAVE OCCURRED
ON HEALTH FACILITIES SINCE
THE BEGINNING

OF THE

FULL-SCALE CONFLICT





14.5 Million

PEOPLE IN UKRAINE ARE ESTIMATED TO NEED HEALTH ASSISTANCE THE ACTIVITIES OF DOCTORS
OF THE WORLD HAVE SUPPORTED:

**20** HEALTH **5** LOCAL FACILITIES **5** N.G.O.s

REGIONS OF UKRAINE



**550.000** 

PEOPLE HAVE BEEN SUPPORTED BY MDM THROUGH VARIOUS ACTIVITIES



**15.000** 

PEOPLE HAVE RECEIVED DIRECT CARE FROM MÉDECINS DU MONDE

### MORE THAN 100 TONS



HUMANITARIAN AID HAVE BEEN SENT TO TO UKRAINE FROM MDM-GREECE

25



SHIPMENTS OF HUMANITARIAN AID

MDM PRESENCE IN THE FIELD WITH:

2 MEDICAL MOBILE CLINIC
40 VOLUNTEERS



10.184 ACTIONS OF HEALTH CARE

4.636

2.962

2.586

**IN UKRAINE** 

**IN ROMANIA** 

**IN GREECE** 

**237** PSYCHOSOCIAL SUPPORT & MENTAL HEALTH ACTIONS

67 GROUP MEETINGS

100 INDIVIDUAL CONSULTATIONS

### Addressing unmet mental health and psychosocial support needs

- Provide MHPSS services directly to the conflict-affected population
- Strengthen the capacity of the public health system to provide MHPSS services
- Communicate, raise awareness and advocate for mental health and psychosocial support services, from the community level to government authorities, to reduce stigma and improve access to services

### Strengthening coordination mechanisms to improve the quality and impact of humanitarian aid

- Increase and improve cooperation and networking to engage communities and build resilience with local partners.
- Increase and improve cooperation and networking with NGOs and UN agencies to ensure an integrated and effective humanitarian response

MdM-Greece constantly monitors and adjusts its response strategy according to the changing context and security and logistical constraints.

#### **IN GREECE**

In Greece it is estimated that more than **75,000 Ukrainian citizens** have entered the country since the beginning of the crisis. The number of beneficiaries of temporary protection is about **27,000**. Doctors of the World has been setting up its services from the very first period, ready to respond to the needs of refugees from Ukraine who have fled to Greece seeking protection.

# CARE FOR DISPLACED PERSONS FROM UKRAINE SEEKING PROTECTION IN GREECE

Activities were based on three axes for the support and care of internally displaced persons in Greece through MdM's Open Polyclinics and helpdesk structures in Athens and Thessaloniki:

- 1 Specialized Health Care Services for displaced Ukrainian citizens (Maternal and Child Care, Sexual and Reproductive Health, etc.)
- 2 Provision of Mental Health and Psychological Support Services
- 3 Provision of Social Support and Material Assistance

Since the beginning of the crisis, a total of **1,895 people** have benefited from the services offered, while a total of **2,856 visits** have been made.



## HOSTING OF UKRAINIAN REFUGEES INTO THE OPEN ACCOMMODATION CENTRE "A STEP FORWARD"

In the context of caring and supporting the most vulnerable cases of women and mothers seeking asylum, recognised mothers with children of beneficiaries of international protection in Greece, Doctors of the World took the initiative since the first arrivals of refugees from Ukraine in Greece, to allocate a part of the capacity of the Open Accommodation Center "A Step Forward" to mothers with their children from Ukraine. As of April 2022, a total of **35 people**, **23 women** and **12 children**, have been accommodated in the Open Accommodation Centre. The total number of cases involves **10 single-parent families** as well as extended families.

Six of these individuals were experiencing some type of serious illness and/or developmental disorders, while 2 of the beneficiaries were elderly women with chronic diseases and an increased risk of comorbidity. In order to ensure a proper and appropriate response to the cases, the Open Accommodation Center was staffed with professional and volunteer Ukrainian/Russian language interpreters, while a volunteer with sign language communication skills was activated to facilitate communication with a Ukrainian beneficiary with deafness and a tablet was made available for direct written communication with the Social Services.

Throughout their stay, the beneficiaries participated (in several cases jointly with beneficiaries from other cultural backgrounds) in a variety of educational, cultural and creative programmes both inside and outside the structure: visits to museums, festive events of the Ukrainian community, Greek and English language, computer lessons, music and movement education sessions.

On June 2022 MdM-Greece had the honour of welcoming and giving a tour of the "A Step Forward" facility to the ambassador of Ukraine and the ambassador of Norway, where they had the opportunity to discuss with the hosted women and children from Ukraine.



### CONTINUATION OF THE ACTIONS

Doctors of the World remains in the interior of Ukraine, with a stable team of health professionals and two mobile units operating in the Chernivtsi, Ivano-Frankivsk and Odessa regions. With a local presence and in cooperation with local authorities and Civil Society organizations at community level, they continue to strive to provide comprehensive health care and protection services to the most vulnerable people who are either displaced from their homes or excluded from access to health care due to the generalised crisis and shortcomings in the Ukrainian health system.

After intensive cooperation with the Ukrainian health system, Doctors of the World warns and continues to point out that the health system is at serious risk following numerous attacks on health infrastructure, due to a shortage of medicines and health supplies, as well as restrictions on the movement of the population that prevent them from receiving medical care.





#### **MOTHER & CHILD**

# **S.** FROM UKRAINE

S. was waiting in the corridor of the MdM Polyclinic for her appointment, while her young daughter, just one year old, was sleeping in her arms. The mother and young daughter came to Greece shortly after the start of hostilities in Ukraine, leaving her husband and eldest son behind.

Upon arriving in Greece, she was hosted by a friendly family who had come to Greece in 2014, after the crisis in Crimea. They had all experienced the devastating effects of the war and the immense difficulty of leaving their country in search of safety in a foreign land.

After the first few days in Greece, immediate issues that needed to be addressed emerged. S. suffers from diabetes mellitus, chronic respiratory problems and breast cancer. She had started chemotherapy but her deportation from Ukraine interrupted the treatment long before it was completed. After the difficult journey from Kharkiv to the Romanian border and from there to Greece, she was again faced with the uncertainty of her health.

She found out about the operation of MdM Open Polyclinic through a group of Ukrainian women living in Greece. From her first visit, her immense concern was evident, both for what she and her family are already experiencing and for the future. Her first contact with the Social Service of the Polyclinic was reassuring for her, as she was able to get answers to many practical questions that were troubling her. How she will find her medication, how she will integrate into the new community, what support she will have and of course what will happen with her chemotherapy treatments.

The MdM team made sure that she had a thorough clinical examination for her health, matching her medications with those available according to the active substance and the necessary medical instructions. She was soon linked to a public hospital for monitoring and continuation of her chemotherapy treatments.

In their Open Polyclinics, Doctors of the World operate daily an integrated and cross-sectoral system of support services focusing on the case management approach, including the individual electronic file of each beneficiary, aiming at the relief and care of displaced people arriving in Greece from Ukraine. Since the beginning of the action, more than 2,400 people have been supported, receiving medical care, psychosocial support and/or material assistance in order to cope with the daily difficulties they experience. This initiative is supported by Sani/ Ikos Group, which, with a sense of social responsibility, supports the action of Doctors of the World, ensuring the protection and well-being of vulnerable people seeking help in Greece.

In the hallway of the Polyclinic, S. stood in front of a photo of three children from Baghdad who, despite the disaster around them, were smiling at the photographer. The pediatrician at the polyclinic greeted her and after talking about her daily life, asked her to come into the examination room. That day, the visit to the polyclinic was for her young daughter's vaccinations and her medical booklet.

### HINKING AHEAD: ORGANIZATION & STRATEGIC ROADMAP 2022-2025

The implementation of the multi-year Strategic Plan (2022 - 2025) of Doctors of the World Greece, THEO.RO. (Thinking Ahead: Organizational & Strategic Roadmap 2022-2025), derives from the initials of Theophilos Rosenberg's name, paying tribute to the founder of Doctors of the World Greece.

MdM-Greece THEO.RO project is programmatically identical to the strategic plan of the organisation for the coming years. The project builds upon a culture of institutional memory, thus contributing to the reintegration of older members and the mobilisation of new members of the organisation. In addition, it promotes the upgrading of the organisation's tools and internal procedures, thus enhancing transparency and accountability.

MdM-Greece's operational strategy is based on high quality interventions at the community level, innovation and investment in people. The Strategic Plan organises and categorises future actions and objectives, thus contributing to the organisation's self-awareness and its potential restructuring in order to maintain its role in a rapidly changing civil society ecosystem where resources are shrinking.

#### THE PROJECT THEO.RO:

- helps the organisation to organise and capitalise on its experience and enhance the quality of its services, thereby increasing its coverage in the face of the growing needs of the populations it serves.
- It strengthens research and innovation by prompting for investment in the knowledge of staff and by seeking new partnerships with the ultimate aim of necessary renewal.

The THEO.RO project has the following thematic axes of actions of Doctors of the World for the coming years:

#### **ENVIRONMENT AND VULNERABLE POPULATIONS**

Environmental injustice and poor individual health and hygiene associated with it, pose a direct risk to public health in situations such as the Covid-19 pandemic and constitute a violation of human rights.

# STRATEGIC PLAN **2022-2025**

#### **MIGRANTS AND REFUGEES**

Defending the right of third country nationals to decent living conditions, basic services and a safe asylum procedure, in cooperation with the relevant stakeholders and local partners.

#### **MOTHER AND CHILD HEALTH PROTECTION**

Maternal and child health is also a "major focus of the entry point" to other topics such as Gender-based violence but also the most important stakes of gender and age discrimination.

#### **SKILLS DEVELOPMENT -**INTEGRATION AND INCLUSION

New, innovative ideas and programs that empower the most vulnerable fellow human beings aiming at reducing inter-community tensions, bridging differences, integration and inclusion.

#### **IMMEDIATE RESPONSES** TO EMERGENCIES

MdM-Greece remains on the side of the affected and maintains their ability to respond to emergency disasters within the territory within a time frame of 48-72 hours in cooperation and agreement with local, national authorities and local communities.

The THEO.RO project is supported by the Active citizens fund programme, which focuses on empowering and strengthening the civil society in Greece. This is an innovative grant that differs significantly from the previous six Active citizens fund programmes, as it provides grants to support general actions of organisations, based on their multiannual strategic plan, rather than actions in the context of thematic projects. This call is part of a pilot initiative of the European Economic Area (EEA) financial mechanism, which responds to the request of civil society organisations for grants for their basic operational needs to help them fulfil their strategic objectives and mission.

The project THE.RO is being implemented under the Active citizens fund in Greece by Doctors of the World - Greece. The Active citizens fund in Greece is supported through a € 13.5M grant from Iceland, Liechtenstein and Norway as part of the EEA Grants 2014 – 2021. The programme aims to develop the sustainability and capacity of the civil society sector in Greece, and to strengthen its role in promoting and safeguarding democratic procedures, active citizenship and human rights. The Fund Operator for the Active citizens fund in Greece is Bodossaki Foundation in consortium with SolidarityNow. For more information visit: www.activecitizensfund.gr/en/

In the light of cooperation and a shared vision for the defense of the common values and goals for a fairer and more equitable, more humane society, Doctors of the World - Greece normally participate in national and international networks, in view of being kept updated and exchange experiences and know-how.

At European level, MdM-Greece has been an active member of **FEANTSA** (European Federation of National Organisations Working with the Homeless) and **VOICE** (Voluntary Organ isations in Cooperation in Emergencies) networks for more than a decade. MdM-Greece also participates in the European Alliance for Responsible Research and Development and Affordable Medicines, as well as taking part in the consultations of **EUAA** (European Union Agency for Asylum), FRA (European Union Agency for Fundamental Rights), EPHA (European Public Health Alliance) and the Special Network ECO-AS-**CO**: Impact of the War in Ukraine on Cancer. As a member of the International Network of MdM, they also participate in the European Network for the Reduction of Vulnerabilities in Health.

At a national level, Doctors of the World are members and actively present in the following working groups and national networks:

- Greek Network for the Right to Housing
- Greek Antipoverty Network
- Athens Coordination Center for Migrant and Refugee issues (ACCMR)
- National Drug Platform
- Racist Violence Recording Network
- Working Group on Mental Health and Psychosocial Support for Refugees in Greece (MHPSS Working Group)
- Advocacy Working Group
- Climate Alliance
- Working Group on the Legal Framework for Volunteering in Greece



# SUMMARY

30.500 BENEFICIARIES OF MDM'S SERVICES

40.563 **MEDICAL ASSESSMENTS** 

**PROGRAMS** 

INTERVENTION LOCATIONS IN GREECE

**INTERNS** 

**EMPLOYEES** 

AXES OF

1.776

**VOLUNTEERING** 

 Environment and Key Populations Refugees and Displaced Persons Health and Rights of Women and Children Social Integration and Inclusion Preparedness and Emergency Response

Doctors of the World is a transparent organization. A key priority is given to the reduction of office operating expenses, performance expenses and public relations and promotion expenses, so that most of the revenue is allocated to the financing of the missions.



■ 36,89% INSTITUTIONAL FUNDS

1.121.978,55€

■ 30,67% FOUNDATIONS & PRIVATE FUNDS

932.772,08€

31,90% INDIVIDUALS

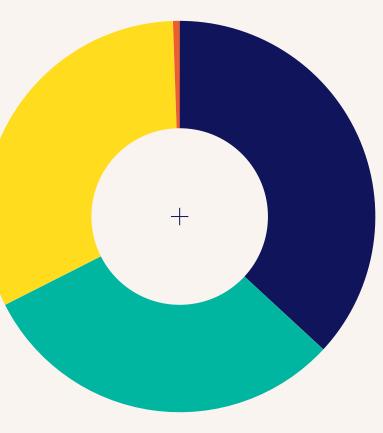
**970.255,41€** 

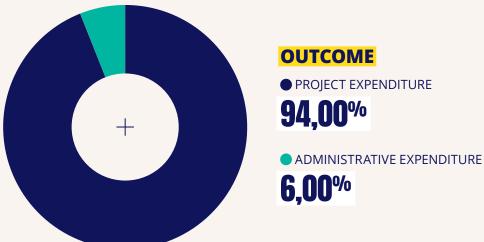
**0,54%** OTHER

16.583,78€

**TOTAL** 

3.041.589,82€







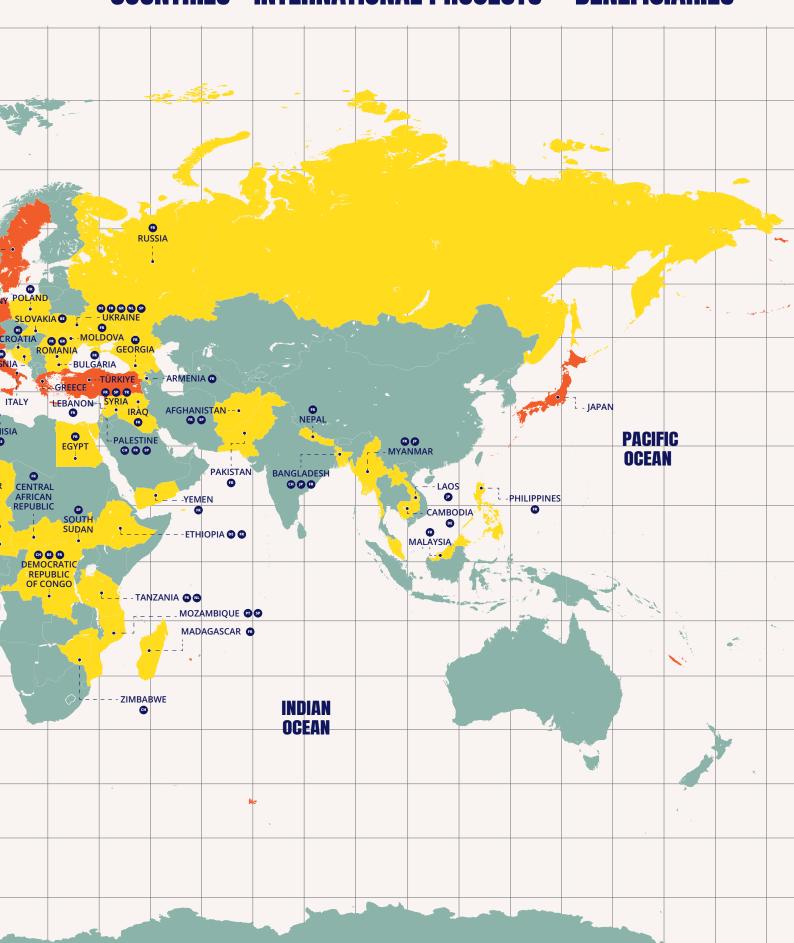
Consisting of 17 independent civil society associations, the International Network of Doctors of the World shares a common vision: a world where there are no barriers to health and where health is recognised as a fundamental human right. Guided by the same values of activism, empowerment, social justice, independence and balance, the members of the International Network are working together towards this vision and greater impact in the world.



**59 260** 

>1.6M

COUNTRIES INTERNATIONAL PROJECTS BENEFICIARIES



# THANK YO

# **EVERY DONATION IS APPRECIATED**

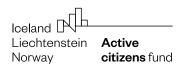
Donations - financial or in kind - from companies, foundations, institutions or individuals are a key element of Doctors of the World, as the main source of resources for the implementation of our work, since they provide us with the necessary means and strength to continue with targeted actions towards society and our fellow human beings. Through our supporters, we are allowed to strengthen our physical presence in every corner of the country, next to the most vulnerable, next to those in need.

 $\downarrow$ **SEE EVERY WAY YOU TOO CAN SUPPORT DOCTORS OF THE** WORLD mdmgreece.gr

#### THANK YOU FOR YOUR SUPPORT

ACS COURIER, AEGEAN AIR, ALPHA BANK, BIO, COCA COLA 3E, COSMOTE, PIERCE COLLEGE, EM-FASIS FOUNDATION, EUROBANK, EY GREECE, **HOWDEN HELLAS INSURANCE & REINSURANCE** BROKERS S.A., KORA BAKERY, L'ORÉAL, MATTEL, MEDTRONIC, MEGA DISPOSABLES, METRO/MY MARKET, ORIGINAL SENSES GREECE, P&G, PQH SINGLE SPECIAL CLEARANCE, SANI RESORT / IKOS RESORTS, SKROUTZ, ST. LAWERENCE ENGLISH JUNIOR SCHOOL, UNILEVER, AB VASSILOPOU-LOS, ATHINAIKI ZYTHOPIOIA, ANIMA - ASSOCIA-TION FOR THE PROTECTION AND CARE OF WILD-LIFE, ARSAKEIO GYMNASIUM EKALIS, BIOIATRIKI, MUNICIPALITY OF AGIOS DIMITRIOU, EK KOS-TEAS-GEITONAS SCHOOLS, PLATON SCHOOLS, GREEK-FRENCH URSULINE SCHOOL-TOD-DLERS-GOGEIO, DES KE VRES BROADCAST, BARK-INGWELL MEDIA, RHODES MEDICAL ASSOCIA-TION, ANGELIKOUSSI FOUNDATION, GEORGIOU & ASIMIN FOUNDATION AS PERDIKAKI, LASKA-RIDI FOUNDATION, LEONTIOS SCHOOL NEAS SMYRNIS, FOTEINI KINDERGARTEN, HYGEIA HOS-PITAL, DENTAL ASSOCIATION OF DODEKANIS, OPTIKA ORATRON, OPTIKA OPTHALMOS, EDU-CATIONAL GROUP OF MARABOU, EDUCATION-AL DEPARTMENT OF PRIMARY EDUCATION OF THE UNIVERSITY OF AEGEAN, WOMEN'S ASSOCI-ATION OF NAXOS, CULTURAL CENTER ERGAZOS MEON EYDAP, TULIPA GOULIMI ASSOCIATION, IR-INI ASSOCIATION, AGET EMPLOYEES ASSOCIA-TION OF HERACLES VOLOS

#### DONORS AND FUND OPERATORS





ΠΕΡΙΦΕΡΕΙΑ ΚΕΝΤΡΙΚΗΣ ΜΑΚΕΛΟΝΙΑΣ ΕΙΔΙΚΗ ΥΠΗΡΕΣΙΑ ΔΙΑΧΕΙΡΙΣΗΣ





































































#### THANK YOU FOR YOUR COLLABORATION

MUNICIPALITY OF ATHENS, MUNICIPALITY OF THESSALONIKI, MUNICIPALITY OF AMBELOKIPON-MENEME-NI, MUNICIPALITY OF EVOSMOS, MUNICIPALITY OF NAPLES - SYKEON, MUNICIPALITY OF KATERINIS, MU-NICIPALITY OF PIRAEUS, GENERAL SECRETARIAT OF SOCIAL SOLIDARITY & FIGHTING POVERTY, POSITIVE VOICE, HIGGS, NKUA - MSC IN MEDIA & REFUGEE/MIGRATION FLOWS, NKUA - MSC. GLOBAL HEALTH - DISAS-TER MEDICINE, INTERSOS HELLAS, WE NEED BOOKS, NETWORK FOR THE RIGHTS OF THE CHILD, KMOP - SO-CIAL ACTION & INNOVATION CENTER, SYNCNIFY, CITIZENS IN POWER, CYPRUS UNIVERSITY OF TECHNOLO-GY, MOVEMENT ON THE GROUND, ELDIROM (UNION OF HELLENIC ROMA MEDIATORS AND PARTNERS), ELKE EKPA, LABORATORY THE SCHOOL OF INTERCULTURAL EDUCATION, KETHI, NATIONAL AND KAPODISTRIAN UNIVERSITY OF ATHENS - NKUA (SCHOOL OF PHYSICAL EDUCATION AND SPORT SCIENCE

# **VOLUNTEERING**

### BECOME A VOLUNTEER AT DOCTORS OF THE WORLD. EVEN ONCE A MONTH IS ENOUGH!

By offering part of your free time, you can essentially support vulnerable people, gain useful scientific and social experience, and become a member of a new group of people interested in the improvement of our Society.

#### 1 Who can volunteer?

Anyone! Depending on your skills, availability and experience, we will choose together the action in which you will participate.

#### 2 How often will I need to come?

Whenever you have availability. Even once a month is enough.

#### I have no medical knowledge. Can I help?

Of course! It is not necessary to deal only with the Healthcare sector In addition to medical services, there are needs for social workers, interpreters and other forms of support in the offices, field activities or structures. Every skill can be very useful!

#### 4 What training will I receive?

MdM-Greece provides all volunteers with general training and orientation before participating in any activity. Some volunteering positions may require more formal training depending on the activity chosen.

#### 5 Can I participate in a mission abroad?

As long as there is a mission abroad and a need for voluntary participation. A necessary condition is experience and the development of a collaborative relationship with Doctors of the World, initially in Greece.

### **JOIN OUR TEAM**

Call 210.32.13.150 (Volunteer Department) or send an e-mail at **volunteers@mdmgreece.gr** by writing the following information:

- Name and surname
- Contact information
- Available days and hours
- Specialty (If there is one)





#### **GOVERNANCE**

#### **BOARD OF DIRECTORS**

The elected Board of Directors of Doctors of the World -Greece has a two-year term of office. It meets on a monthly basis as part of the democratic governance of the organisation and the systematic monitoring of the implementation of the strategic planning objectives of the organisation.

The members of the Board of Directors for the year 2022:

#### **President**

Tziouvara Charikleia

Pediatrician – Neonatologist

#### **Vice President**

**Androutsos Antonios** 

**Economist Deputy** 

#### **Vice President**

**Giannakopoulos Ioannis** 

Photojournalist

#### **General Secretary**

**Terzides Agapios** 

Pediatrician

#### **Secretary Special**

**Oikonomou Ilias-Marios** 

Medical doctor

#### **Treasurer**

**Skolarikos Christos** 

IT specialist - Programmer

#### **Public Relations**

Kalagia Maria

Economist

#### **Member**

**Kanakis Nikitas** 

Dentist

#### Member

**Marinos Nikolaos** 

Medical doctor (Orthopaedic Surgeon)



#### **MANAGEMENT TEAM**

#### **ADMINISTRATION**

Looking towards the continuous improvement of the quality of their programs and actions, Doctors of the World - Greece focuses on human resources and new tools that further ensure the quality, transparency and accountability of actions both to donors and to the general public and -mainly- their beneficiaries. Specific written policies and procedures are followed by MdM in

relation to Human Resources Management, while the effectiveness of the organization's strategy, as well as the degree to which it is integrated, complies with and follows the procedures, as determined by international HRM standards, are evaluated in regular basis, through financial and programmatic risk analyses.

#### **General Director**

Thanou Evgenia

#### **Operations Director**

Yfantis Anastasios

#### **Coordination of Projects**

Yiovanios Anna

Klimis Aimilios

**Mpakas Giorgos** 

Xenou Elli

Petradellis Costas

**Roussos Thanos** 

Tzanedaki Aliki

Yfantis Anastasios

Fasouli Maria

**Chiotis Stratos** 

#### **Advocacy**

Xenou Elli

#### **Logistics / Procurement / Donations**

Lianou Artemis Karagiorgou Katerina

Stamatiou Konstantina

#### **Financial Service**

Smaraidou Vasiliki

#### **Volunteers Coordinator**

Mavrikou Aggeliki

#### **Human Resources Management**

Govari Aggeliki

#### **Communications Office**

Veronikis Thodoris Chatzidimitriou Marina

Doctors of the World would also like to thank all the staff and volunteers for their valuable contribution

#### WE AT DOCTORS OF THE WORLD, ARE **COMMITTED TO THE FOLLOWING:**

- The services we provide to vulnerable groups will fully satisfy and cover their requests as well as the applicable regulatory and legislative requirements.
- Our goal always remains the continuous and complete satisfaction of the relevant stakeholders.
- To the immediate response to requests and needs.
- To the continuous improvement of the Quality Management System and the operations of the Organization.

#### To implement the Quality Policy, our organization operates with the following principles:

- Each employee is responsible for the quality of his own work and fully informed about the implemented Quality Management System and the goals / indicators that have been set.
- We set goals as an organization, we provide the required resources to achieve them and the results of the statistical analysis we do are analyzed in the context of our continuous effort to improve the services provided.
- We provide appropriate training to staff as well as the appropriate equipment and infrastructure to properly perform the tasks assigned to them.

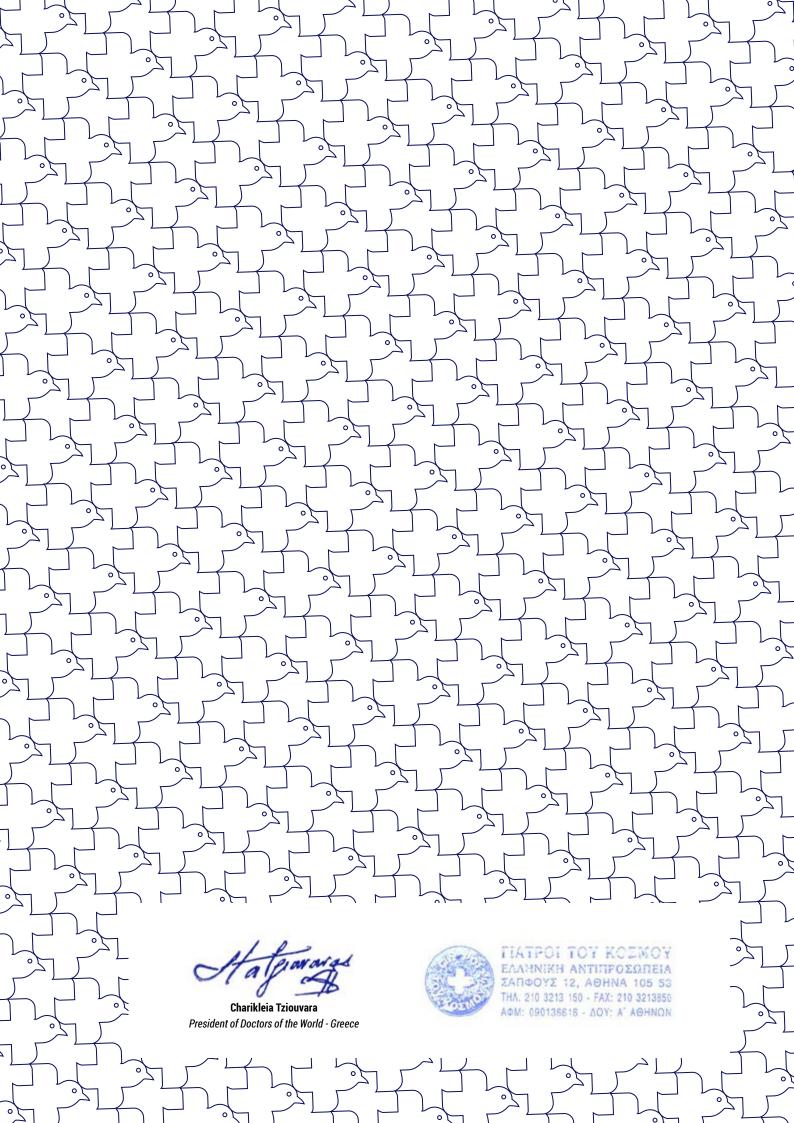
- The organization has appointed a Quality Process Manager who has organizational independence and jurisdiction to ensure that the QMS is applied in cases where it is required to take the corresponding corrective actions.
- The suppliers with whom we cooperate respect the commitments of our organization.
- All staff and external partners (when required) are obliged to implement the Quality Management System that falls within their scope of activities.

#### The strategic objectives of the Organization are defined as follows:

- Compliance of the organization with legal and regulatory requirements.
- Continuous Improvement of the organization and its offered services.
- Ensuring the continuity and availability of the service.
- Continuous monitoring of the efficiency and effectiveness of operations based on goals and indicators.









HQ ATHENS

12 Sapfous Str 10553, Athens T: 210.32.13.150 POLYCLINIC ATHENS

12 Sapfous Str (GF) 10553, Athens T: 210.32.13.485 POLYCLINIC THESSALONIKI

29A Ptolemeon Str 54630, Thessaloniki T: 2310.56.66.41 KAVALA OFFICE

13 Karanou Str 65302, Kavala T: 2510.227.224

