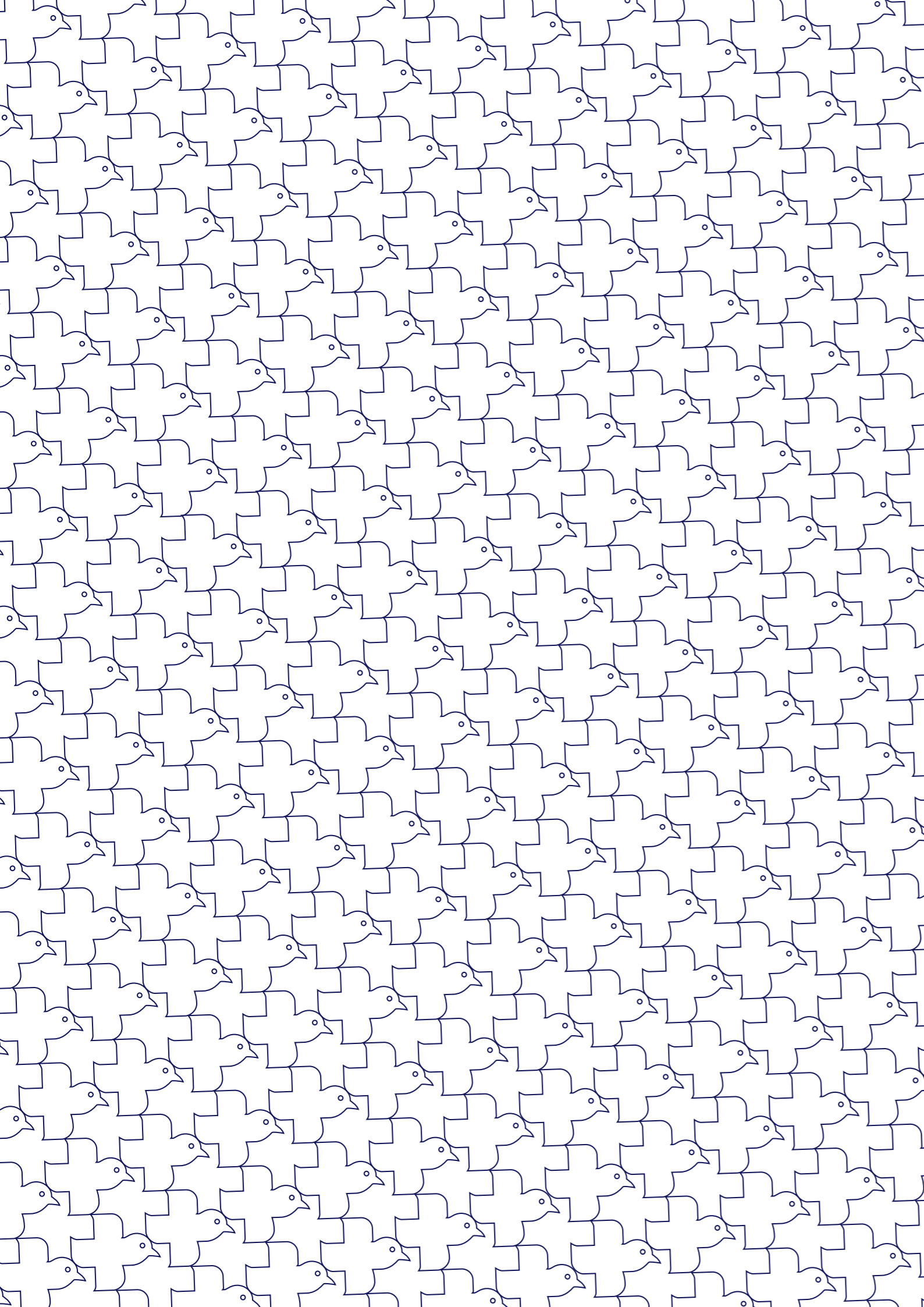




ANNUAL REPORT

2023





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WE REMAIN COMMITTED TO ADVOCATING THE RIGHT TO HEALTH THROUGH COORDINATED, EFFECTIVE ACTIONS AND BY SUPPORTING SOCIAL CARE PROGRAMMING FOR VULNERABLE GROUPS. ADDITIONALLY, WE CONDUCT LOCAL, NATIONAL, AND INTERNATIONAL CAMPAIGNS TO DEFEND HUMAN RIGHTS AND PROMOTE UNIVERSAL HEALTHCARE, ENSURING THAT NO ONE IS LEFT BEHIND



MÉDECINS DU MONDE GREECE

FOR MÉDECINS DU MONDE, PUBLIC HEALTH, ETHICS, AND HUMAN RIGHTS ARE INEXTRICABLY LINKED, WITH THE LONG-TERM GOAL OF DRIVING SOCIAL CHANGE THROUGH ENSURING UNIVERSAL ACCESS TO HEALTHCARE.

Médecins du Monde Greece (MdM Greece) was founded in 1990 as a medical and humanitarian Non-Governmental Organization. It is part of the International Network of Médecins du Monde, which comprises 17 delegations, including those in Argentina, Belgium, Canada, France, Germany, Greece, Italy, Japan, Turkey, Luxembourg, the Netherlands, Portugal, Spain, Sweden, Switzerland, the United Kingdom, and the United States.

The organisation's guiding principle is that every human being has the right to humanitarian assistance, regardless of gender, origin, sexual orientation, religion, ideology or political belief. Accordingly, Médecins du Monde operates on the principles of neutrality and impartiality. However, the fact that they maintain their neutrality does not prevent them from speaking openly about human rights abuses when they themselves witness them. Where possible, Médecins du Monde highlights the dangers of

such abuses, either through tacit diplomacy or through their intervention in the media.

Since its founding, MdM Greece has implemented numerous programs both domestically and internationally, aimed at providing medical and other services to marginalized groups who lack access to healthcare.



OUR MISSION

MdM's primary mission is to provide universal health care. However, activities extend beyond direct healthcare services. Always drawing on field experience, MdM speaks openly against obstruction of access to health care, against the violation of human rights and in favour of human dignity.



The year 2023 echoed with the words humanity and peace in bold, black letters, amid an international climate marked by catastrophic geopolitical developments. A new war erupted in Palestine, reaching genocidal proportions, with over 41,000 dead and 1.7 million displaced. Military tensions are escalating and affecting neighbouring countries.

Concurrently, the war in Ukraine has intensified, with continued airstrikes and relentless bombing in the east. Humanitarian aid efforts are severely hampered due to restricted access for relief missions. It is estimated that since the beginning of the conflict until the end of 2023, 10 million people have been displaced, with 6 million seeking refuge in EU member states.

At the same time, the outbreak of a new civil war in Sudan has claimed the lives of more than 13,000 people, leaving 33,000 seriously injured and displacing over 8 million, with 2 million already recognized as refugees. Meanwhile, in Greece, the tragic shipwreck off Pylos on June 14, 2023, which resulted in at least 82 deaths and

hundreds of missing persons, underscores the ongoing humanitarian crisis tied to unsafe migration over the last decade. This incident highlights the failure of destination countries to establish safe and legal migration routes for people fleeing in search of protection and safety.

Amid this landscape of war and displacement, local communities are increasingly affected by extreme natural disasters, driven by severe weather events and unexpected earthquakes. On February 6, Turkey experienced the worst disaster in its modern history following a 7.8 magnitude earthquake. More than 53,000 people died across 11 provinces in the Hatay region of south-eastern Turkey, while around 6,000 more perished in the northern border regions of Syria. Over 100,000 buildings collapsed, 2.3 million were damaged, and 700,000 people remain homeless, living in temporary shelters.

Greece is also grappling with the aftermath of devastating events in 2023. During the summer of 2023, 1,726,260 hectares of forest were destroyed by wildfires, wiping out entire ecosys-

tems, including the Dadia-Lefkimi-Soufli Forest National Park. These fires severely impacted local flora, fauna, and the economic and social fabric of nearby communities.

In September 2023, the unprecedented storm Daniel swept through Thessaly, devastating both residential and rural areas. Villages were submerged, infrastructure were destroyed, and livestock farms and crops were wiped out. Hundreds of citizens were left homeless, many were injured, and one person died. The psychosocial toll on the local population is enormous, as entire villages face uncertain futures, while unemployment and anxiety about what lies ahead continue to rise.

In a year marked by multiple crises and significant challenges, MdM remained steadfast in their mission. From Ukraine to Turkey and Palestine, and from the fire-ravaged regions of Attica, Rodopi, and Evros to flood-stricken Thessaly, Médecins du Monde stood on the front lines, providing aid to those most in need.

A YEAR IN REVIEW



In a year marked by violence and devastation, MdM has stood on the forefront, working tirelessly to support communities and individuals who have been victims of immense suffering, striving to keep the hope for a better world alive.

Our many years of experience, driven by the selfless motivations of voluntary service and solidarity, have enabled us to strategically plan the continuation of our programs in a realistic, effective, and sustainable way. As a result, we successfully maintained our projects and facilities both in Greece and abroad, always guided by tangible evidence from the field.

Basic human needs, as well as fundamental human rights, when disrupted by war, oppression, or the increasingly severe impacts of the climate crisis, highlight that for most affected people, the priority is the immediate addressing of their daily essential needs—such as safe housing and timely healthcare.

We, therefore, believe it is our moral obligation and legitimacy to continue operating health service programs, invest in primary prevention by raising awareness and providing information to local communities, and help meet material and housing needs. And we never cease to defend the right of every person to live in dignity and have access to basic health services.

**MÉDECINS DU MONDE
WILL CONTINUE TO VOICE
ITS PERSPECTIVES WITHIN
THE FRAMEWORK OF
AN EFFECTIVE HUMAN
RIGHTS ADVOCACY.**

To achieve our goals in 2023, we collaborated closely with the International Network of Médecins du Monde, local partners, international NGOs, charities, and other institutions. Key highlights include our continued presence in Ukraine for the second consecutive year, delivering projects that strengthened local health services and provided relief to citizens, direct assistance to earthquake-affected areas of Turkey and Syria, humanitarian aid shipments to the Gaza Strip, the rapid deployment of mobile clinics to support victims of the devastating storm Daniel in Thessaly, as well as the development of a local help desk to offer med-term support to the region's residents.

In a world where humanitarian space and democratic gains are shrinking, MdM remains steadfast in its commitment to human rights advocacy. We will continue to maintain a strong operational and human presence alongside vulnerable populations and communities, ensuring that we closely listen to their needs and address the broader dimensions of social exclusion as expressed by the people themselves.



CHARIKLEIA TZIOUVARAS
PRESIDENT OF MDM-GREECE

**MESSAGE FROM
THE PRESIDENT**

**HEALTH CARE
AND PREVENTION**

HEALTH CARE AND PREVENTION

OPEN POLYCLINICS

Starting in 1997 in Athens and 2001 in Thessaloniki, the Open Polyclinics of Médecins du Monde have steadily operated, relying on the voluntary contributions of health professionals. Their primary objective is to bridge the gap between Public Health and primary healthcare services while facilitating access to the National Health System for vulnerable social groups who would not have access otherwise.

The Open Polyclinics, located in central, accessible locations in Athens and Thessaloniki, bring together specialists from various medical fields to address the healthcare needs of socially vulnerable populations.

In 2023, the Athens Polyclinic served **4,121 people**, with a total of **12,156 visits** recorded. Similarly, the Thessaloniki Polyclinic provided care to **2,500 people** across **9,210 visits**. In addition to providing medical care, the dedicated staff conducted regular training sessions and briefings for other personnel and Mdm volunteers.

As part of health prevention activities, beneficiaries received rapid diagnostic testing, along with counselling and awareness-raising on HIV, Hepatitis, and sexually transmitted diseases (STDs).



SERVICES

The following services are provided in Mdm Open Polyclinics to people facing economic, cultural, linguistic and social barriers to health care:

- Primary health care
- Primary health care
- Emergency pharmaceutical care
- Access to biochemical tests
- Strengthening the enrolment of beneficiaries in the NHS and the social welfare system
- Social counselling and psychosocial support
- Access to housing and education
- Coverage of material needs and support with basic necessities
- Continuity of care for the chronically ill

AVAILABLE MEDICAL DEPARTMENTS

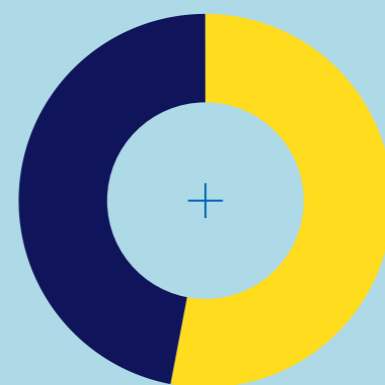
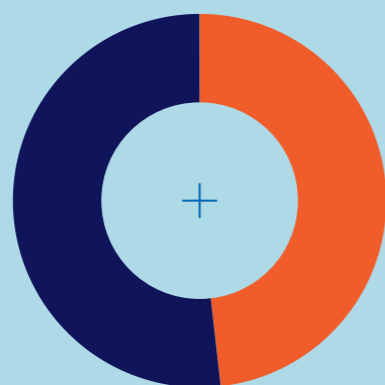
- Pathology clinic
- General Medicine Clinic
- Paediatric
- Dermatology
- Cardiology
- Ophthalmology
- Orthopaedic
- Gynaecology
- Dentistry
- Mental Health Clinic

Psychosocial support and interpretation services are available daily

ON RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION

6.621
PEOPLE RECEIVED
HEALTH SERVICES

21.366
MEDICAL VISITS
WERE CARRIED OUT



→ All the beneficiaries of Mdm Polyclinics are people facing social inequalities, significant barriers to access to health services and experiencing serious socio-economic problems, such as long-term unemployment, income poverty, precarious living conditions and lack of support networks, while they are in immediate need of friendly and affordable health services and psychosocial support. Those served also include people at risk and children living on the streets, in shelters, in child protection programmes or in precarious and temporary accommodation.

ATION INFORMATION INFORMATION INFORMATION INF

ATHENS

12 Sappous Str, 10553
T: 210.32.13.485

THESSALONIKI

29A Ptolemaion Str,
54630 T: 2310.56.66.41



Find out about the weekly schedule of the Open Polyclinics of Mdm at www.mdmgreece.gr

G.M. IS NO LONGER ALONE

If you hadn't insisted that I come, I would probably have left it all to chance, not caring about tests and medicines that I couldn't get anyway.

G.M. first visited the Athens Polyclinic in November 2023 presenting with difficulty breathing and severe coughing. After a thorough clinical examination by the general internist, he was diagnosed with a lower respiratory tract infection. Rapid test for Covid-19 and influenza was negative. He was prescribed an antibiotic to treat symptoms of what was identified as a common viral infection. During the medical examination swelling of the lower lip was also noted. This swelling was found to be a side effect of his antihypertensive medication, which had to be adjusted. With the appropriate treatment, G.M.'s condition improved significantly.

However, as a long-term unemployed, G.M. lacked housing, family, and social network to help him return to a normal life. He found the support network he needed at the Médecins du Monde Polyclinic, which arranged shelter and protection for him at the organization's Homeless Shelter.

The Polyclinic's social worker communicated regularly with the shelter's to address

the emerging needs for G.M. and the rest of the shelter's residents. This ongoing communication allowed the early detection and treatment of medical or psychological issues, which, if left unchecked, could worsen over time and create further problems for people already struggling with despair.

G.M. expressed his gratitude to the medical staff of MdM: **"If you hadn't insisted that I come, I would probably have left it all to chance, not caring about tests and medicines that I couldn't get anyway. Thank you for your persistence and the immediate help you always give me."**

i Through the **THI Australia Public Health Project**, MdM Greece works to improve the health and prevent diseases among vulnerable social groups, providing essential healthcare services to those most in need.

SOCIAL DENTAL CLINIC

The Social Dental Clinic program of Médecins du Monde 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 behavioural patterns and habits for the improvement of oral hygiene. 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 MDM - 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 2023, **695 people** received specialized dental care and **1.445 visits** at the Social Dental Clini



ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS

695

PEOPLE HAVE RECEIVED
SPECIALIZED
DENTAL CARE

1.445

VISITS AT THE
SOCIAL DENTAL
CLINIC

HEALTH CARE FOR ALL

HEALTH PREVENTION MEDICAL MISSIONS

The Medical Missions of Médecins du Monde 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.

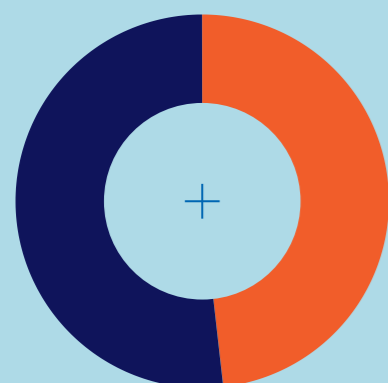
Residents of remote and rural areas, both on the mainland and on the islands - especially during the winter months - have reduced access to structures (like hospitals and health centres) ei-

OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION

1.335
PEOPLE RECEIVED
HEALTH CARE

10
SPECIALITIES
PARTICIPATED

21
MISSIONS
IN GREECE



BENEFICIARIES PER SPECIALTY

DENTIST:	327
CARDIOLOGIST:	163
OPHTHALMOLOGIST:	65
PULMONOLOGIST:	104
PAEDIATRICIAN:	374
GYNAECOLOGIST:	33
ENT:	60
PHYSIOTHERAPIST:	30
ORTHOPAEDIST:	17
PATHOLOGIST:	162

761 ADULTS
574 MINORS

MEN 595
WOMEN 740



AEGEAN AIRLINES

Médecins du Monde would like to thank **Aegean Airlines** for its support to the medical missions of the organization. Aegean Airlines, as Official Air Transport Sponsor, ensures the safe transport of the Mdm teams so that they can be at the side of our fellow human beings, even in the most remote areas.

ther 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. Amid these challenges, Médecins du Monde assesses local needs and, in consultation with local authorities, intervenes with health promotion initiatives and preventive medical screenings to ensure that no one is excluded from essential healthcare services due to economic, social, geographical, or other barriers.

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

HEALTH CARE ACTIVITIES

KAVALA OFFICE

Consistently present in Kavala, Médecins du Monde remained active in the wider region throughout 2023, providing medical services through its volunteer medical team. The local branch continued to deliver healthcare, as well as prevention and health promotion services, focusing on the most vulnerable populations.

Believing that prevention is the best defence for public health, Mdm intensified its information and awareness-raising campaigns for all age groups. This included visits to schools, nursing homes, and healthcare facilities across the region, offering free medical check-ups and distributing medical, health, and hygiene supplies.

From kindergartens and the Primary School of Nikisiniani in the Municipality of Paggaio, to the

Special High School of Kavala, and from the Physical Medicine and Rehabilitation Center in Chrysoupolis (Municipality of Nestos) to the Centre of Chronic Diseases in Eleftheroupolis, Mdm continued to reinforce the message that health is a fundamental human right, one that everyone should enjoy, regardless of social, economic, or other circumstances.

To support this, Mdm used interactive tools like games and videos to engage students at all educational levels, teaching them the importance of personal and oral hygiene in an engaging and accessible way. These sessions also introduced students to concepts like volunteerism, solidarity, and social responsibility, while familiarizing them with Mdm's work.

HEALTH IS NOT A PRIVILEGE BUT A HUMAN RIGHT.

VACCINATIONS FOR CHILDREN IN THE MUNICIPALITY OF NESTOS

In an effort to support a particularly vulnerable and historically marginalized group, 18 Roma children aged 1 to 12 from the Municipal Department of Piges and 18 from Chrysochori in the Municipality of Nestos received paediatric check-ups and vaccinations from Mdm medical teams. The organization's psychosocial staff provided further support. These vaccinations, crucial in preventing school dropouts, were conducted in collaboration with the Medical Association and the Chamber of Commerce of Kavala.



Meanwhile, adult beneficiaries and children at the Creative Employment Centre for People with Disabilities (KDAPMEA) in the Municipality of Kavala received both detailed health education and medical care. Services provided included dental care, as well as consultations with specialists in internal medicine, cardiology, and orthopaedics, supported by nursing and administrative staff.

Every Mdm activity in the region was accompanied by the distribution of essential items such as personal protective equipment, pharmaceuticals, hygiene products, and oral hygiene kits.

OF ACTION	RESULTS OF ACTION	RESULTS OF ACTION
160 BENEFICIARIES	20 HEALTH PROMOTION ACTIVITIES	

REMOTE ISLANDS

OPERATION OF THE LOCAL CLINIC IN FOLEGRANDROS

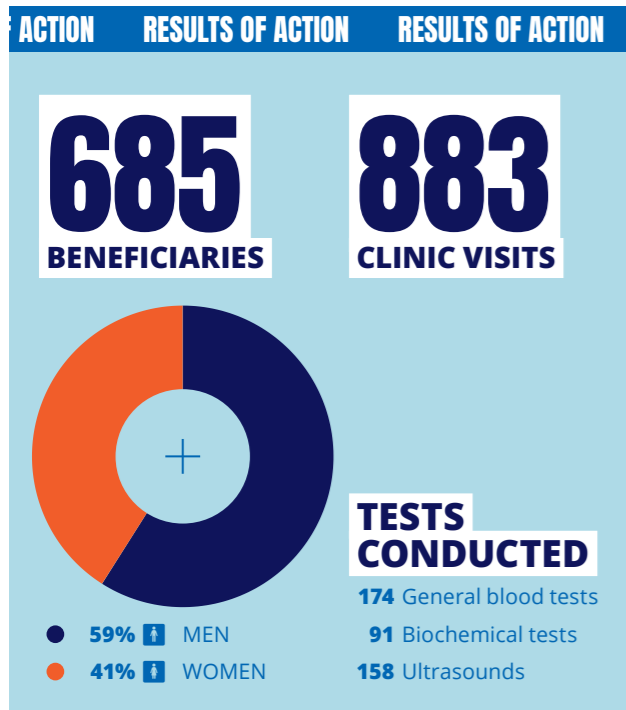
In 2023, Médecins du Monde continued its mission to provide essential healthcare to Greece's most remote regions, including the outlying islands of the Aegean. A significant milestone in this initiative was the operation of a fully equipped medical centre in Folegandros, originally established in April 2016. This facility not only serves the residents of Folegandros but also supports neighbouring islands such as Sikinos, Herakleia, and Koufonissia.

Throughout 2023, the clinic remained operational on a daily basis, fully equipped and staffed with medical and nursing professionals, ensuring consistent access to primary healthcare to the island's 685 permanent residents, as well to people visiting Folegandros. Services included blood tests, biochemical tests, electrocardiograms, ultrasounds, and the facilitation of patient transfers to emergency rooms.



The staff of the clinic provided free primary healthcare services to the island's residents, including blood draws and home visits when necessary. Additionally, the clinic offered all residents a free annual medical check-up, fully covering the pharmaceutical costs for those in need.

At the clinic's microbiological laboratory, residents were able to access basic biochemical tests and radiological examinations. These healthcare services were provided under the supervision of the Health District.



**WOMEN
AND CHILD**

**SOCIAL CARE
AND PROTECTION**

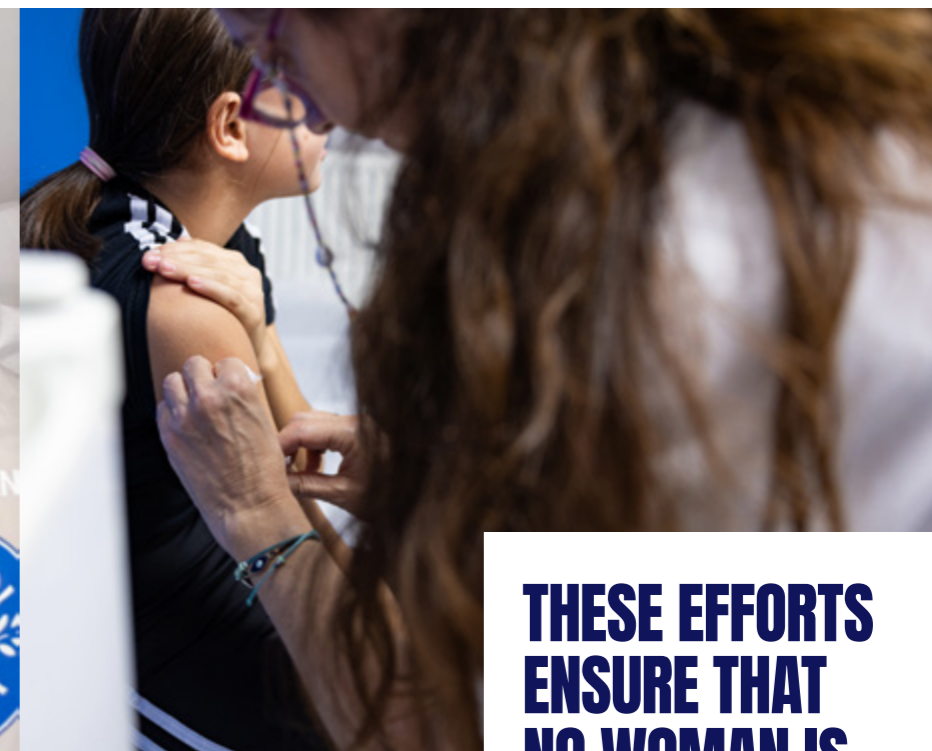
PAEDIATRIC AND GYNAECOLOGICAL CARE

INTENSIVE HEALTHCARE AND PROTECTION FOR WOMEN AND CHILDREN

Médecins du Monde consistently provides critical health and social protection services to the most vulnerable populations, without discrimination or exception.

The organization's Polyclinic prioritizes mothers and children, two groups especially at risk of marginalization, exploitation, and health neglect.

In 2023, Médecins du Monde continued its «Woman and Child» initiative using its own resources. This program focuses on health prevention, awareness-raising, and the promotion of parenting skills to support women and children from vulnerable social groups.



THESE EFFORTS ENSURE THAT NO WOMAN IS DEPRIVED OF HER RIGHT TO HEALTHCARE AND EMPOWER MOTHERS TO CONTINUE PROVIDING CARE FOR THEIR CHILDREN.

The initiative provides intensive support to women with children who are at risk of marginalization, abuse, exploitation, and deprivation of human rights, as well as limited access to healthcare. It offers childcare and sexual and reproductive health services to ensure that vulnerable pregnant women, new mothers, and their infants receive quality healthcare.

As part of its outreach efforts, the organization's permanent staff and volunteers conducted targeted weekly visits to key areas in Athens where homeless refugees and migrants are often found, focusing on women, throughout the year. The outreach team, which included a paediatrician, midwife, social worker, and interpreter, regularly visited areas like Victoria Square, Areos Square, Fix Park, Koliatsou Square, and Kypseli neighbourhoods to provide care.

Additionally, the Paediatric Clinic served children from local shelters for unaccompanied minors and reception centres, who often face barriers in accessing public hospitals due to a lack of interpretation services.



ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULT

2.299
WOMEN SERVED

PROVIDED SERVICES

3.875
CHILDREN SERVED

- Gynaecological and paediatric screenings
- Antenatal and postnatal care
- Vaccination for children
- Comprehensive sexual and reproductive health services
- Pharmaceutical coverage, medical supplies, and medical examinations
- Material support (baby care and personal hygiene items for mothers)
- Group psychoeducation programs
- Individual counselling for new mothers
- Free blood tests in collaboration with a specialized microbiological laboratory

SOCIAL CARE AND PROTECTION

A STEP FORWARD

OPEN ACCOMMODATION CENTRE

Discrimination and violence against women and girls around the world are still very much persisting: 1 in 3 women worldwide have been physically or sexually abused, and 2 million girls per year are at risk of genital mutilation. Médecins du Monde at “A Step Forward” Open Living Centre work every day to support these women so that they can take their lives into their own hands.

The opportunity for a meaningful step forward for women seeking international protection in Greece is given through the “A Step Forward” Open Accommodation Centre, operating in central Athens from January 2021. By putting in place a practical alternative option of safe housing and a protective environment for a population in high vulnerability, Médecins du Monde provide shelter and support to women -along with their children- who have experienced or de facto face a high risk of exploitation, abuse and marginalization, in order to ensure their protection and enhance their social inclusion process.

Within the structure, the host women and children receive, on a daily basis, housing and protection services, along with a range of support services aimed at empowering them and moving towards autonomy, so that they can build their new lives in dignity.

In alignment with best practices for reception and social integration, the Centre offers a comprehensive range of services, including psychosocial assistance and counselling, psychological support, psychoeducation, language learning activities, social orientation, creative employment opportunities, and legal information and guidance. Its location within the urban fabric of the capital facilitates networking and connections between beneficiaries and the local community, as well as access to social services and schools for children’s enrolment.

The Centre has a total capacity of 44 individuals and operates as both an intermediate shelter and a full-day living facility. In 2023, it served 50 women and their children, relying solely on the organization’s own funding. The Centre temporarily paused operations for two months in May

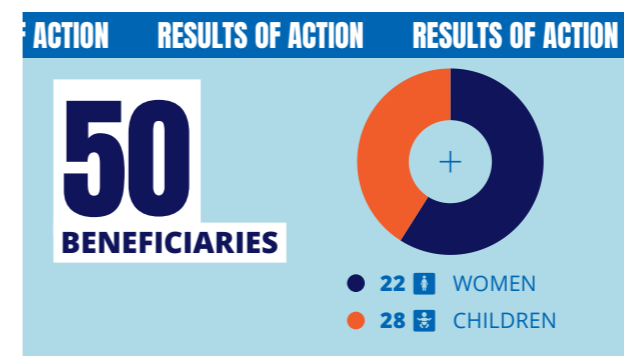


for renovations made possible by the generous sponsorship of Hellenic Petroleum. Following the renovations, the building received significant upgrades, and the «Educator’s Room» was remodelled, enhancing the children’s engagement in collective educational activities.

Throughout the year, all residents enjoyed daily opportunities for creative cultural, educational, and recreational activities. Regular yoga classes and communal cooking sessions fostered socialization and enjoyment. Each week, the women also explored the city through visits to performances, exhibitions, and festivals. A highlight was their visit to the Acropolis Museum, where they attended the «Tango Acropolis» music and dance event in the museum courtyard under the full August moon.

Located near a metro station and within walking distance of the Mdm headquarters and Open Polyclinic in Athens, the Centre prioritizes inclusion based on vulnerability criteria. Priority is given to mothers with infants and toddlers, as well as women at risk of physical or psychological violence. Boys from single-parent families can be accommodated if they are under 14 years of age, while there is no age restriction for girls. Nationality, religion, and gender identity are not exclusionary factors.

The housing structure «A Step Forward» is well-connected with all public and social services in Athens. To meet the comprehensive needs of its beneficiaries, the Centre collaborates with the National Centre for Social Solidarity, relevant Public Prosecution Authorities, the Reception and Solidarity Centre of the Municipality of Athens, and the Social Solidarity Directorate of the Municipality of Athens.



FROM NIGHTMARE TO DREAM

R. was born and raised in a village in Somalia. R. was never given the choice to go to school. Confined to a house, she experienced daily physical and verbal violence from her family environment. At 15 she decided to escape, but was quickly tracked down and then forced to marry a man 30 years her senior. The sexual abuse continued for R. She had to once again escape the nightmare she lived every day.

She managed to escape and found herself homeless in Smyrna. From Turkey she travelled to Greece, where she was again sexually exploited. Here, she was then placed in a shelter for unaccompanied minors and, during her first days of adulthood, she was referred to Médecins du Monde’s Open Accommodation Centre, where, with the assistance of specially trained staff, she was enrolled in formal education, found a job and, after receiving all the legal documents, went to France for a new start.

R. has now definitively left behind the abusive environment she lived in as a minor girl. Today she has moved One Step Forward, she is an independent young woman with dreams who lives as she wants, free, doing what she loves.

**EMPOWERMENT
AND INCLUSION**



SUPPORT TO VULNERABLE PEOPLE

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT SERVICES FOR ALL

Over the past 15 years, Greece has faced a series of significant crises—ranging from economic austerity to health emergencies, and from the refugee-immigration crisis to alienation due to the pandemic. These challenges have had profound psychosocial impacts on the population. However, access to quality and effective mental health and psychosocial support services remains a considerable challenge, particularly for our most vulnerable communities.

Recognizing the substantial gaps in psychosocial support, which existed even before these crises, Médecins du Monde has continued to provide essential mental health and psychosocial services through its programs. These ser-

vices complement the healthcare and social services offered by Open Polyclinics, aiming to deliver appropriate support to socially vulnerable groups. A particular focus is placed on improving the well-being of vulnerable adolescents and young people residing in temporary housing and rehabilitation centres.

The target population comprises three distinct groups:

- Unaccompanied adolescents and young people seeking international protection in Greece.
- Children and young people with disabilities living in rehabilitation centres.
- Their caregivers and frontline staff.

The initiatives focus on health promotion and psychosocial support for the aforementioned groups through various activities, including health promotion initiatives, thematic discussions, and workshops to assess the needs of vulnerable youth. The provision of psychosocial support services is also a key component.

The sessions are tailored to meet the unique needs of each beneficiary and are not comparable to any other member of the group. Furthermore, the team emphasizes on inclusion by soliciting beneficiaries' feedback and documenting their personal suggestions to develop a collaborative plan with the relevant professionals.

Objectives of action:

- Provision of psychological support
- Offering psychiatric care and psychotherapy sessions
- Conducting mental health diagnoses
- Delivering social support and counselling
- Providing individualized services based on personal needs assessments
- Facilitating Referrals for Integration into the National Health System and Community Centers
- Ensuring clinical follow-up
- Administering treatment and medication when necessary

OP.E.N | PSYCHOLOGICAL FIRST AID FOR ADOLESCENTS

Médecins du Monde has launched the OP.E.N project, a mechanism for assessing the need for psychological first aid among adolescent students. This project features a modern mental health first aid tool and guide tailored for professionals in the education sector—teachers, school administrative and support staff, and parent representatives. This enables them to identify and respond effectively to mental health emergencies. The overarching goal of the project is to foster a safer school environment. A total of **434 participants** were informed and received the accompanying manual.

As the coordinating agency of OP.E.N, MdM aims to institutionalize early identification systems for psychosocial issues within the student community, promote positive interactions among various stakeholders of the school community, and strengthen psychosocial care policies within educational settings.

Development of an Assessment Tool for Psychological First Aid

The OP.E.N project aims to:

- Prevent the risk of mental health crises by creating a supportive environment for students.
- Enhance the psychosocial resilience of students and educational staff.
- Ensure effective preparedness and response to psychological emergencies.
- Guarantee a safe learning environment for all children.
- Develop a methodology for Psychological First Aid (PFA) targeting students and school facilities.
- Establish an early warning mechanism for mental health and psychosocial support (MHPSS) within schools.

For more information, read the Compendium of International Good Practices and Tools for Psychosocial Support in School Settings and the "Teachers' Guide to Promoting a Safer School Environment" at <https://open.mdmgreece.gr>

SELF-CARE FOR THE ELDERLY

ACTIVE AND HEALTHY AGEING

Healthy aging is the process of maximizing opportunities for physical, social, and mental health so that older adults can actively participate in society without discrimination and enjoy an independent, high-quality life. Recognizing the need to support older individuals in promoting health and improving their living conditions—especially following the pandemic, which has highlighted issues of loneliness among the elderly—Médecins du Monde adheres to the international standards set by the WHO social welfare system by actively promoting “self-care.” This initiative aims to enhance the independence and resilience of older people.

Under the thematic area of “**Capacity Building: Inclusion and Empowerment**”, Médecins du Monde seeks to protect individuals aged 60 and over, a group that remains vulnerable to health

risks and marginalization without proper care and inclusion. In 2023, MdM continued the “Substantive Intervention for Vulnerable People Over 60,” offering medical and psychosocial support to socially and economically disadvantaged older adults without family or support networks, focusing on four key areas:

1. Specialized health and psychosocial support services at the Athens Polyclinic
2. Home-based assistance
3. Online companionship
4. Information and awareness visits to Friendship Clubs

FRIENDSHIP CLUBS

As part of the “**Promoting Healthy Aging for People 60+**” program, Médecins du Monde began educational seminars on self-care for the elderly in collaboration with the Municipality of Athens in July 2023. The Municipality operates 25 community centres for the elderly (Friendship Clubs) throughout the city, tailored to the economic and social contexts of each area.

A team from Médecins du Monde, including a social worker, medical specialists, a physician-gerontologist, an administrative officer, and, when necessary, a psychologist, visited 22 Friendship Clubs in the Municipalities of Athens and Alimos. They conducted presentations and group self-care sessions focusing on health and mental well-being. Key topics included nutrition, physical exercise, medication management, biological aging, and dementia, followed by discussions and responsible counselling



SPECIALIZED HEALTH SERVICES AND PSYCHOSOCIAL SUPPORT AT THE ATHENS POLYCLINIC

The Open Polyclinic of Médecins du Monde in Athens continued to operate its Pathology Clinic, staffed by a specialized pathologist-gerontologist, serving individuals aged 60 and over through general practitioner services and referrals to specialized departments (Cardiology, Neurology, etc.). Patients with chronic conditions received regular follow-ups, emphasizing medication adherence, preventive care, and exercise. Our team also conducted home visits for people facing mobility challenges.

ONLINE COMPANIONSHIP

The Online Companionship, initiated during the pandemic to combat isolation and marginalization among older adults through technology, and, thus, the toll that aloneness has on their mental health care, continued during 2023 with 2-3 weekly meetings. These sessions featured a psychologist and gerontologist who facilitated group discussions, allowing participants to express themselves and address issues such as anger management, psychosomatic symptoms, sleep disorders, and fostering hope and physical well-being.

TOPICS COVERED:

- Anger management
- Understanding happiness
- Experiences of joy
- Hope and psychological well-being
- Sleep disorders in older age
- Medications for summer-related effects
- Empowerment in older adults
- Thyroid function
- Adult kyphosis

ACTION	RESULTS OF ACTION	RESULTS OF ACTION
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675 BENEFICIARIES	22 VISITS TO FRIENDSHIP CLUBS
18 ONLINE COMPANIONSHIP SESSIONS	

ROMA COMMUNITIES

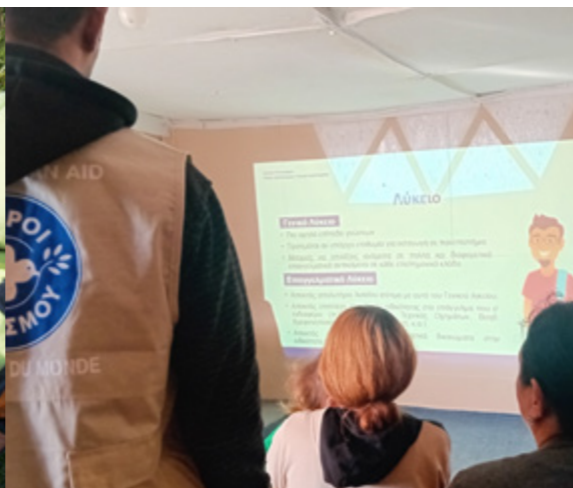
ROM-BOOST EDUCATIONAL ACTIVITIES

BREAKING DOWN THE WALLS OF EXCLUSION

Continuing its long-standing social action supporting Roma populations in Greece since 1997, Médecins du Monde launched the project “Rom-Boost - Educational Activities in Roma Communities” in September 2023. This initiative is funded by **EEA Grants** through the **Active citizens fund** program, with the **Bodossaki Foundation** and **SolidarityNow** acting as grant managers.

Recognizing the exclusion experienced by many Roma communities across the country, this project aims to promote social and economic empowerment through intensive training and skill development.

To combat the vicious cycle of marginalization and broader social exclusion, MdM has implemented a series of seminars for women using a “bottom-up” participatory approach, empowering them to become knowledge multipliers within their communities.



THROUGH ONGOING DIALOGUE, AWARENESS-RAISING, AND PARTICIPATORY ACTIONS, WE ARE OPTIMISTIC ABOUT EMPOWERING YOUNG ROMA FOR A BETTER TOMORROW AND A BRIGHTER FUTURE—ACKNOWLEDGING THAT WHILE POSITIVE CHANGE MAY BE SLOW, IT WILL COME.

The project includes intensive and targeted training for existing mediators and the wider community across three key areas: health, protection, and advocacy of rights, as well as communication and culture. These strands are accompanied by practical applications that integrate theoretical knowledge and translate it into practice through three cycles:

- Participation in MdM vaccination campaigns, enhancing access to primary healthcare.
- Organization of open discussions featuring public figures.
- Preparation for the labour market and connections with potential employers.

Through a coherent package of training and best practices, the project focuses on involving the community in shaping public policies that affect them, enabling members to become agents of positive change. This involves raising awareness about basic rights and responsibilities, including access to education for children, youth, and adults, as well as promoting health, hygiene, employment, and income generation.

By the end of the year, 8 raining sessions had been conducted with 48 beneficiaries in the municipalities of Athens, Spata, and Pallini-Gerakas. The project continues into 2024.



HE.RO.ES PROJECT

TARGETED ACTIONS FOR AN EQUAL AND INCLUSIVE SOCIETY

The HE.RO.ES initiative was designed to promote equal treatment, education, lifelong learning, personal and public health, and ultimately the socio-economic integration and active participation of Roma in social life. This aligns with the EU Council Recommendation on Roma Equality, Inclusion, and Participation, as well as the National Strategy for Roma Social Inclusion 2021-2030.

This action was implemented by the Laboratory of Intercultural Education at the University of Athens’s School of Philosophy, in collaboration with MdM and the Postgraduate Program in “Global Health - Disaster Medicine” at the University of Athens’s School of Medicine. The initiative was co-funded by EEA Grants and the national resources of the Ministry of Labour and Social Affairs.

As part of this initiative, a comprehensive educational program was developed, combining the expertise of the partner institutions and tailored to the needs, skills, and aspirations expressed by the Roma community.



EDUCATION

INFORMATION AND EDUCATIONAL PROGRAM



By offering both in-person and remote presentations, the program has successfully reached students in both urban centres and remote areas across the country. In total, **1,181 students** participated in **14 distinct educational activities**.

CPR SEMINARS

As part of a broader effort to enhance the skills of municipal employees, Médecins du Monde organized a series of seminars for municipalities in Attica. These seminars provided training in Cardiopulmonary Resuscitation (CPR) for infants and adults, the treatment of minor injuries, as well as basic first aid and personal hygiene practices.

Workers from the Homelessness Multipurpose Centre, the Citizens' Assistance Hub, and Street Work teams received specialized training from the MdM team on critical topics such as the importance of early resuscitation, proper emergency assessment, checking consciousness levels, performing chest compressions, and operating an automated external defibrillator (AED) to restore normal heart rhythm



SCHOOL COMMUNITY

With approval from the Ministry of Education and Religious Affairs, and aiming to foster a culture of mutual respect and active participation within the student community, Médecins du Monde has been implementing annual educational programs in Primary and Secondary schools across Greece since 2022.

These presentations, tailored to the age, grade, and learning needs of students, offer responsible information and raise awareness on a variety of important topics:

- Personal hygiene & infection prevention
- First Aid
- Volunteering & active participation
- Promotion of gender equality & prevention of gender discrimination
- Respect for diversity, human rights & prevention of social discrimination
- Racism, xenophobia & racial discrimination

O.D.I.SO.S. PROGRAM

In collaboration with volunteers and with support from the U.S. Embassy in Greece and the Alumni Engagement Innovation Fund, MdM launched the O.D.I.SO.S. (Open Democracy in a Society of Solidarity) program. Building on the empathy and solidarity fostered by the Ukrainian crisis, the program provided a series of training seminars aimed at improving reception and social care for the Ukrainian refugee community and other vulnerable populations on the move.

These seminars, designed for NGOs, professionals, and volunteers working in the reception of third-country nationals in Greece, covered a range of critical topics, including protection policies, humanitarian assistance, gender-based violence, and the recognition of vulnerabilities and capacities of disaster-affected individuals. The program contributed to promoting democratic practices and safeguarding humanitarian values.

ПОКИДАЮ LEAVING BEHIND

ПОКИДАЮ / LEAVING BEHIND

As part of the O.D.I.SO.S. (Open Democracy in a Society of Solidarity) project, Médecins du Monde organized a photography exhibition and thematic discussions at the Serafio of the Municipality of Athens and the Goethe Institute in Thessaloniki.

The photo exhibition, titled “Покидаю / Leaving Behind,” aimed to raise awareness about the Ukrainian refugee crisis. Having completed 10 months of humanitarian action in Ukraine, MdM showcased photographic material and stories from their mission at the Ukraine/Romania border, where they provided support to displaced people following the Russian invasion.

Captured through the lens of Yannis Giannakopoulos, a photographer and MdM-Greece Board member, the photographs carried a strong narrative. They reflected the intense experiences and observa-



tions of MdM-Greece during their mission. The exhibition placed particular emphasis on vulnerable groups—children, women, and the elderly—who are often the primary victims (whether intentionally or not) of the modern tragedies facing humanity.

In conjunction with the exhibition, panel discussions were organized on the theme of Cooperation and Solidarity in Refugee Reception, featuring representatives from Civil Society and the State.

During these events, MdM also honoured the volunteers who selflessly participated in their mission to Ukraine, recognizing their invaluable contributions with commendations.

**VULNERABLE
POPULATIONS**

SOCIAL CARE AND PROTECTION

SUPPORTING VULNERABLE PEOPLE

NO ONE LEFT BEHIND

NIGHT SHELTER FOR THE HOMELESS

The Médecins du Monde Night Shelter for the Homeless, operating in the Municipality of Athens, addresses a segment of the population living in precarious conditions, exposed to significant health and safety risks. The shelter provides overnight accommodation for those living on the streets, with a capacity of **55 beds**.

Operating at night, the shelter meets urgent housing needs while also offering personal care, hygiene services, psychosocial support, and connections to housing services. Additionally, the shelter provides psychological support, legal assistance, counseling, and access to healthcare, welfare, and social reintegration services, all while addressing the people's basic material needs. Throughout 2023, a total of **102 individuals benefited** from the shelter's services.

To enhance the living experience and ensure a quality stay, weekly educational and recreational activities such as film screenings and musical events were organized. In 2023, a group of scouts from France visited the shelter to provide meals, and **Wella** volunteers



visited twice to offer hairdressing services, boosting the beneficiaries' sense of joy and self-confidence. During the Christmas season, **Coca-Cola** sponsored festive meals for the residents.

The beneficiaries also had the opportunity to engage with institutional representatives. George Stamatias, Member of the State and the Parliamentary Committee for Equality and Non-Discrimination, participated in the New Year's celebrations at the Night Shelter.

The Mayor of Athens, Harris Doukas, also visited its premises, listening to the thoughts and concerns of the beneficiaries and reaffirming the productive collaboration between MdM and the Municipality of Athens to protect vulnerable populations.

i The operation of the shelter is co-funded by the Regional Operational Programme "Attica".



ACTION	RESULTS OF ACTION	RESULTS OF ACTION	RESULTS OF ACTION
	102 BENEFICIARIES	55 BED CAPACITY	

STREET WORK

Supporting the Homeless: Weekly Outreach in Athens and Thessaloniki

Throughout 2023, Médecins du Monde sustained its Street Work initiative, delivering crucial services to homeless individuals in Athens and Thessaloniki. Living in urban areas, homeless people often lack essential means of personal protection and face significant barriers to accessing health services, public information, and basic food and hygiene items.

MdM's Street Work teams, consisting of a general practitioner, nurse, social worker, and administrator, offer primary medical care and social counseling, along with referrals to access essential services such as food, primary health care, and protection from extreme weather conditions. The team also distributes vital items, including sleeping bags, blankets, snacks, and water. By engaging directly with the community, our teams provide immediate medical, social, and material support.



MdM intensified its outreach during extreme weather events. In winter, the team distributed hot meals, tea, and cold-weather supplies at the Port of Piraeus, where many homeless individuals gather. During summer heatwaves, the team provided cold water and first aid to protect those at risk.

The Street Work activities were designed to meet the needs of homeless people in the urban fabric of Athens and especially Piraeus, as well as the neighbouring municipalities of Attica. MdM identified 14 primary living locations for homeless individuals, with the highest concentrations found in train stations, central squares, and the Port of Piraeus. This mapping of key areas enabled MdM to ensure continuous outreach and effectively target support services.

In 2023, a total of **330 unique beneficiaries** in Athens and Piraeus received **500 medical interventions**, with participants averaging between 45 and 70 years of age. Notably, the demographic comprised nearly equal numbers of Greek citizens and migrants from both the European Union and third countries.

In Metropolitan Thessaloniki, regular interventions were conducted through a mobile medical unit to support, protect, and care for vulnerable populations. Over the course of the year, **86 individuals** received **138 medical interventions** during weekly sessions lasting approximate-

ly four hours. These services targeted individuals living on the streets or in precarious housing, many of whom struggle with substance use disorders. This initiative was implemented in collaboration with the Municipality of Thessaloniki.

STREETS OF ATHENS AND THESSALONIKI

The programme is one of MdM's longest-running public health activities. It aims to reduce harm and provide primary medical care and psychosocial counselling to addicted people in the centres of Athens and Thessaloniki, complementing the organisation's wider strategic effort to combat discrimination and the exclusion of marginalised groups from access to safe, acceptable, appropriate, and quality health services.

The project seeks to promote voluntary testing in the community, early diagnosis, referral, testing, and treatment of HIV, viral hepatitis, and STIs through peer outreach and support.



COOPERATING WITH INSTITUTIONS

On July 24, 2023, Médecins du Monde received by decision of the President of the Republic Katerina Sakellariopoulou a meal offer after the cancellation of the commemorative festivities at the Presidential Mansion on the occasion of the restoration of the Greek Republic, due to the wildfire outbreak. In a gesture of strong symbolism, a total of **130 portions** of prepared food were donated to **130 of our fellow human citizens**, which were distributed by MdM's Street Work team to underprivileged and homeless people in Athens and Piraeus.



In the reporting year, numerous interventions were carried out with the MdM Mobile Health Unit in locations where homeless populations or populations experiencing a co-morbid situation with concomitant chronic health problems and psychotropic substance use were concentrated to reduce harm.

The interventions took place in targeted areas of interest in Athens, Piraeus, and the urban fabric of Thessaloniki—in places where a number of vulnerable populations are concentrated, as well as in the Dendropotamos area of Thessaloniki, which is part of the administrative boundaries of the Municipality of Ampelokipi-Menemeni—where there is an increased need for specialised medical services.

General practitioners, surgeons, a nurse, and a social worker are involved in the interventions, while the services provided include screening and clinical examination for chronic health problems, symptom management, and surgical assessment and wound treatment for people living in precarious housing conditions and with contaminated wounds due to long-term intravenous use of psychoactive substances.

HARM REDUCTION INTERVENTION SERVICES:

- Primary medical and nursing care
- Trauma assessment and care for intravenous drug users
- Rapid STI testing and referrals to infection units
- Vaccinations for seasonal flu and pneumococcal diseases
- Distribution of health supplies and educational materials
- Medication administration
- Coordination with mental health professionals for individuals with dual diagnoses

Η αρχή της μείωσης της βλάβης βασίζεται στην προστασία του “Δικαιώματος στην Υγεία” των ατόμων που κάνουν χρήση ουσιών εξάρτησης, τόσο σε σχέση με την πρόληψη της μετάδοσης του ιού HIV και των άλλων μολυσματικών ασθενειών, όσο και σε ό,τι αφορά τη σύνδεση των ατόμων αυτών με υπηρεσίες υγείας και θεραπευτικές δομές.

INTERVENTION LOCATIONS

In Thessaloniki, MdM extended its services to urban areas like Dendropotamos, with the support of organizations such as OKANA and Positive Voice. Services were also provided in shelters for vulnerable groups, including unaccompanied minors and asylum seekers, further broadening MdM's reach to those in need.



LESVOS

HEALTH ACTIONS FOR VULNERABLE ASYLUM SEEKERS

AT THE FOREFRONT OF ADDRESSING THE HEALTH NEEDS OF REFUGEES AND MIGRANTS SINCE 2011.

Operating in the Mavrovouni Reception and Identification Centre (RIC) on Lesbos—the only NGO present inside the camp—Mdm provide essential health services and fight for the right to health for all, especially for vulnerable children, women, and victims of violence who are forced into migration.

In 2023, the United Nations High Commissioner for Refugees (UNHCR) reported the highest number of humanitarian crises in a decade, driven by wars, food shortages, and natural disasters. Greece received **48,721 new arrivals**, with the North Aegean islands—particularly Lesbos—absorbing most of the displaced people. Countries of origin included Palestine, Afghanistan, and Somalia.



Lesvos faced a surge in asylum seekers, sometimes receiving **250 new arrivals daily**. Due to delays in medical screenings and asylum application processes, overcrowding and poor infrastructure limited access to healthcare, medicines, and other services. As a result, vulnerable people were confined in inadequate living conditions without proper medical care.

MÉDECINS DU MONDE'S RESPONSE:

Mdm has implemented an array of health interventions, providing critical services five days a week. Their team at Mavrovouni includes a paediatrician, gynaecologist, midwife, interpreter, social worker, and field

coordinator, addressing key health needs of children, pregnant women, and victims of violence.

In 2023, Mdm's specialized medical team delivered comprehensive Primary Health Care, Sexual and Reproductive Health, and Psychosocial Support services to **2,725 unique individuals**. Over the course of the year, they delivered **8,662 health and psychosocial services**, including **2,065 vaccinations** for women and children, and conducted **1,014 rapid tests** for HIV, hepatitis B and C, and syphilis.

In parallel, their Sexual and Reproductive Health Clinic ran **50 awareness-raising sessions** on topics like gender-based violence and sexual health, reaching more than **290 people** through community outreach.

KEY HEALTH SERVICES:

1. Primary Health Care
2. Child Health Care
3. Women's Health Care
4. Mental Health Care
5. Psychosocial Support

OUTREACH AND NETWORKING:

Over the years, Mdm has established strong partnerships both within and beyond the refugee camps. Through collaboration with Médecins Sans Frontières (MsF), they provided essential vaccinations for children, while their work with Greece's National Public Health Organization (EODY) ensured comprehensive medical coverage for patients. In December 2023, Mdm renewed its agreement with the General Secretariat for Vulnerable Citizens and Institutional Protection, expanding their reach to additional refugee reception centres on the Greek islands, where they now deliver health services to unaccompanied minors. While their work with Greece's National Public Health Organization (EODY) ensured comprehensive medical coverage for patients.

ACTION	RESULTS OF ACTION	RESULTS OF ACTION	RESULTS OF ACTION
	2.725 BENEFICIARIES	8.662 MEDICAL INTERVENTIONS	
	2.065 VACCINATIONS FOR WOMEN AND CHILDREN	50 HEALTH AWARENESS AND EDUCATION ACTIVITIES	

↓

MISSION TO SAMOS

In December 2023, at the request of Greece's Ministry of Migration and Asylum, an Mdm team traveled to Samos to help register and address the medical needs of newly arrived unaccompanied minors. The team, consisting of a paediatrician, internist, social worker, nurse, and interpreter remained at the island for a 6 day period, during which it provided primary health care and conducted rapid STD tests to consenting individuals.

HIV/AIDS | HEPATITIS | STIS

CROSSING COUNTRIES, CROSSING COMMUNITIES

SAFEGUARDING PEOPLE AT RISK OF DOUBLE MARGINALISATION

Tri-national Partnership to Protect Against HIV, Hepatitis B & C, and STDs in Migrant-Refugee Populations of the LGBTQ+ Community.

With the primary objective of addressing the issue of double marginalization faced by LGBTQ+ migrant-refugee populations in Greece, but also the Netherlands, and Spain, Mdm-Greece has partnered with four organizations (Aids-fonds, Projecte dels Noms-Hispanosida, MdM-Netherlands, and Positive Voice). This partnership aims to improve access to community health services for vulnerable groups at risk of sexually transmitted diseases (STDs).

To eliminate HIV, STDs, and viral hepatitis among migrants, men who have sex with men, trans individuals, and sex workers, services and rapid testing, considered as best practice, have been provided at the Polyclinics in Athens and Thessaloniki, the Shelter in Lesvos, and other locations served by the MdM Mobile Unit.

RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION

3.536
BENEFICIARIES

2.454
RAPID TESTS



The programme, which continues into 2024, seeks to empower the community through services that enhance the lives of people living with HIV and other STDs, while also building resilience among those most vulnerable to these diseases. This is achieved through a combination of awareness-raising activities and rapid testing for necessary prevention and/or treatment.

In the framework of the Crossing Countries, Crossing Communities (4C) programme, in 2023, a total of 3,536 people participated in group and individual awareness-raising activities focused on the importance of STD prevention, protection, and treatment. Additionally, 2,454 rapid tests were administered, with 17 individuals referred to a local hospital or infectious disease clinic after testing positive for at least one disease. Further-

more, 11 targeted activities took place in shelters for refugees and asylum seekers, as well as in reception centres in Lesvos, Samos, Chios, and in the mainland. These efforts ensured both testing opportunities and vital information reached vulnerable migrant and refugee groups, as well as those around them.

i The project is being implemented under the EU4Health 2021-2027 programme of the European Commission, in partnership with Médecins du Monde Netherlands, Positive Voice - Greece, and Projecte dels Noms - Hispanosida - Spain, with coordination by Aidsfonds - Soa Aids Nederland.

#AS LONG AS IT TAKES

UKRAINE

Facilitating Access to Comprehensive Health, Psychosocial Support, and Protection Services for War-Affected Populations & Strengthening the Resilience of Local Communities and National Infrastructure through Synergies with Local, National, and International Partners.

The Russian Federation's invasion of Ukraine on 24 February 2022 triggered an international armed conflict marked by disproportionate attacks on civilians and infrastructure, forced displacement, and a high risk of sexual violence and mental distress. Now in its third year, the conflict has forced over **6.5 million people** to flee as refugees, while another **3.5 million** are internally displaced. More than **11.5 million people**, including internally displaced persons, returnees, and non-displaced individuals, are in need of humanitarian protection and services. Populations in the eastern, southern, and northern front lines (approximately 3.3 million people) and those in occupied territories are particularly vulnerable.



The invasion escalated the ongoing violence between Russia and Ukraine. Since 2015, the MdM International Network has been active in Ukraine, and it quickly mobilized significant resources to address the needs of affected populations in the wake of the war.

In the days following the Russian invasion, MdM-Greece initiated emergency health and protection operations at the Siret border in Romania. Partnering with the Chernivtsi District Council, MdM supported the local health system by operating a mobile health unit in the district's eastern areas, conducting medical excursions in remote rural regions, and facilitating referrals and transfers for patients requiring specialized treatment. Starting December 2023, this initiative was extended to the Ivano-Frankivsk region in collaboration with the Kutu City Council.

Additionally, in partnership with the Odesa-based NGO Way Home, MdM provided primary health care and psychosocial support to vulnerable populations and internally displaced persons. Nearly 100 tons of humanitarian aid, including medicines, medical supplies, equipment, food, essentials, and hygiene items, were deliv-

ered to health facilities and communities across Ukraine. The organization's operational approach focused on three levels of intervention:

- Support for conflict-affected and at-risk individuals and families.
- Strengthening community support networks.
- Building community resilience through awareness-raising, capacity building, and technical support to local health and welfare systems.

EMERGENCY RESPONSE PHASE V: COUNTRY RECOVERY PLAN

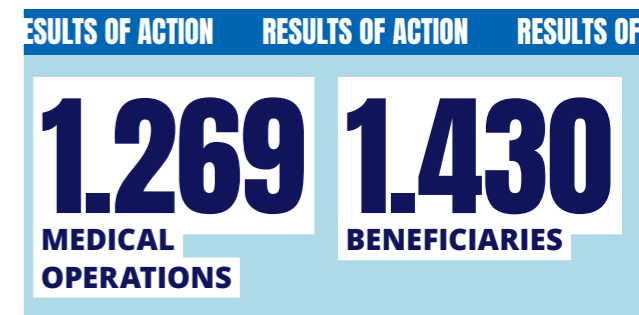
With support from Americares, this project, which began in October 2023 and continues into the following year, focuses on improving health and mental health services in Sumy, a region on the Russian border with significant needs and limited resources. MdM's mobile medical unit provided primary health care services to **12 communities** (hromadas) in the Sumy region and **29 border villages**. In partnership with the Sumy Regional Development Agency and local authorities, it reached **1,430 unique beneficiaries**, delivering **1,269 medical procedures** and **369 referrals**. Additionally, **550 individual counseling** and psychological assistance sessions were

held, while **39 people** participated in two training sessions for health professionals (MhGAP training) and other field professionals (PM+ training).

HIR PROJECT

WHILE THE WAR TEARS DOWN, WE BUILD

Thanks to the invaluable support of the Ministry of Foreign Affairs of Japan and the Japanese people, MdM-Greece and MdM-Japan have focused on rehabilitating health infrastructure in Chernivtsi and Sumy through the HIR Project (Health Infrastructure Rehabilitation). The rehabilitation of Chernivtsi Emergency Hospital was completed in November 2023, while work on the Bilopil-



ACTIONS FOR UKRAINIAN REFUGEES IN GREECE

PSYCHOSOCIAL SUPPORT AT THE POLYCLINIC OF THESSALONIKI

Thanks to the generous donation from the A.I. Foundation Martinou, support for the mental health and psychosocial services of the Open Polyclinic of Thessaloniki continued throughout the year. In addition to the regular beneficiaries of Mdm services, displaced individuals from Ukraine—carrying the trauma of both war and displacement—had the opportunity to receive comprehensive psychosocial care. Mdm's multi-disciplinary team worked within a holistic and inclusive framework, ensuring the best possible outcomes for each beneficiary.

EQ4YOU

TRAUMA MANAGEMENT FOR CHILDREN & ADOLESCENTS

In order to support personality development and enhance trauma management skills for vulnerable children and adolescents, Mdm implemented the EQ4You programme in 2023, within the administrative and geographical boundaries of the



Municipality of Athens. This programme was specifically designed to empower refugee populations from Ukraine, aged 7 to 17.

Through weekly cycles of meetings and activities, young refugees were able to develop a range of skills, including creativity and self-expression, concentration, team building, communication, critical thinking, responsibility, time management, as well as basic management and leadership abilities.

The programme, tailored to three age groups with a total of 50 participants, was supported by professionals from the Ukrainian refugee community with expertise in trauma management, personality development, and emotional empowerment. This familiar and supportive context allowed these vulnerable children and adolescents to gradually integrate into their new social environment.



Iya and Velyka Pysarivka hospitals progressed throughout 2023. Renovations included examination rooms (for both children and adults), the entrance hall, offices, rest areas for doctors and staff, and other critical areas necessary for the hospital's operation. The total renovated space covers nearly 240 square meters.

Mdm also provided medicines and medical equipment to support the newly renovated facilities through two separate procurements. Additionally, three four-day training sessions were held, with 89 participants receiving training.

ENHANCED EQUITY & ACCESS

The HIR project played a crucial role in ensuring that people living in rural and underserved areas have access to quality health services. Reconstruction efforts along with the provision of essential medicines and medical equipment improved the availability and affordability of basic health services in difficult-to-reach areas such as Sumy and Chernivtsi.

FILL THE MHPSS GAP

COVERING GAPS IN PSYCHOSOCIAL SUPPORT

Despite the ongoing Russian aggression, Ukraine continues its efforts to maintain and defend its public services. Part of these efforts includes pro-

moting health and mental health reforms aimed at modernizing the country's health system. While the first positive outcomes of these reforms are already visible, additional efforts and a holistic approach are needed to ensure long-term success.

With the support of the World Bank, Mdm-Greece implemented the Fill the MHPSS Gap project to develop a community-based model of Psychosocial Support (MHPSS). The project specifically targets underserved areas and provides the Government of Ukraine with a comprehensive MHPSS model to address mental health and psychosocial problems. This model is designed to be responsive to both communities highly exposed to war violence and those less exposed, covering both urban and rural areas, with a particular focus on rural regions. The MHPSS model was piloted in the Chernivtsi, Sumy, and Odesa regions.

**EMERGENCY
RESPONSE**

STORM DANIEL

EMERGENCY ASSISTANCE IN THESSALY



THE THESSALIAN PLAIN VANISHED BENEATH THE FLOODWATERS. THE TOLL WAS DEVASTATING: BY THE END OF THE DISASTER, OVER 730,000 HECTARES OF LAND HAD BEEN DESTROYED, AND 45 MUNICIPALITIES WERE AFFECTED. IN ADDITION, THERE WERE SIGNIFICANT THREATS TO PUBLIC HEALTH.



MISSION TO THESSALY

ACTIVE SUPPORT FOR THE FLOOD VICTIMS

On 5 September 2023, Thessaly faced the unprecedented wrath of Storm "Daniel." Headlines dominated the news with phrases like "Record rainfall with 754 tons of water in just 20 hours," "The biggest downpour in such a short time in our country's history," "Two and a half years of rain in one day," "First we were burned, now we are drowning," "Images of apocalypse in Volos and Pelion," and "Biblical disaster." Reports of fatalities and missing persons emerged as thousands were trapped under tons of water and mud. At the same time, homes, infrastructure, and agricultural crops in Karditsa, Larissa, and Volos were submerged and destroyed.

Médecins du Monde's emergency response commenced immediately after the devastating floods in Thessaly. Emergency teams, operating through mobile units, focused on providing immediate relief to affected individuals and assessing community-level needs. The coordinated and integrated presence of MdM teams during the initial emergency phase resulted in strong cooperation with local stakeholders and effective alignment of interventions with the real needs of the communities.

Following the first emergency phase, MdM established and staffed a Help Desk to ensure the smooth and continuous implementation of its ef-

forts in the flood-affected municipalities across Thessaly, with a particular focus on vulnerable groups such as children, the elderly, women, local Roma communities, and people with low incomes or chronic diseases. This allowed for a daily presence of trained staff within the communities, offering psychosocial care services and distributing non-food items. Local supply management also supported the rehabilitation of flood-damaged households by providing clothing, personal hygiene products, cleaning and disinfecting supplies, personal protective equipment, and items for minor home repairs.

MdM's emergency aid efforts in Thessaly were made possible by the human chain of solidarity, supported by donors and volunteers. We extend our gratitude to the Bodossaki Foundation, The Hellenic Initiative, the TIMA Charitable Foundation, Coca-Cola Hellas, Sani Ikos Resort, the Antoniou and Ioannou Angelikosis Foundation, Athenian Brewery, and the Fund for Staff Health of Athens (TYPATE) for their invaluable contributions. We also thank the local authorities in Thessaly for their unwavering cooperation and coordination, ensuring the effective delivery of aid: the



Delivery of material aid to people accommodated in the Koutsochero structure

Municipality of Palamas, Municipality of Farkadonna, Municipality of South Pelion, Municipality of Karditsa, and the 5th Regional Health Authority. We are deeply grateful to everyone who supported our continued efforts to stand alongside our fellow flood victims.



ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION RESULTS OF ACTION

SEPTEMBER - DECEMBER 2023

700 
BENEFICIARIES RECEIVED EMERGENCY MEDICAL CARE

977 
PEOPLE PARTICIPATED IN INFORMATION EVENT

26 
AFFECTED AREAS VISITED BY MDM

455
BENEFICIARIES RECEIVED PSYCHOSOCIAL SUPPORT SERVICES

 **75 TONNES OF MATERIAL AID DISTRIBUTED**

- Medicines & medical supplies
- Personal hygiene & protection items
- Cleaning & disinfectant products
- Long-life food & bottled water
- Clothing & footwear
- Pieces of bed linen
- Pieces of furniture for private individuals & medical structures
- Radiators

38 **ACTIONS WITH THE MOBILE HEALTH UNIT**

THE K.E. FOUND THE STRENGTH TO START ANEW

WE FOUND PEOPLE HURT, ANGRY. PEOPLE DESPERATE.

At 82 years old, with her health already compromised, K.E. faced a violent upheaval in her daily life when Storm "Daniel" completely destroyed her home. She narrowly escaped just before the walls and debris collapsed around her. She was fortunate in more ways than one, as a friend offered her a house in a neighbouring area to relocate. In her new home, Mrs. K. received holistic support from Médecins du Monde, who not only provided her with basic furniture, electrical appliances, heaters, food, clothing, and footwear, but also helped her find the motivation and strength to rebuild her life and start anew.

WITHIN AN HOUR EVERYTHING WAS DESTROYED. OUR SOULS HAVE BEEN DESTROYED - I'M NOT TALKING ABOUT THE HOUSE, BUT OF OUR SOULS.

— Testimony of an affected woman



WILDFIRES

AT THE FOREFRONT OF THE BLAZE

In July 2023, Greece endured an extreme and prolonged heat-wave that fuelled widespread wildfires, 600 across the country, within the final two weeks of the month. This 15-day heat-wave significantly contributed to dangerous fire conditions, causing many uncontrollable blazes throughout Greece. Wildfires broke out again in the second half of August, particularly devastating the Evros region, which battled flames for 16 consecutive days until all outbreaks were finally extinguished

Médecins du Monde provided immediate support to those affected by the wildfires, working closely with local authorities to ensure continuous medical care for residents.

In a year when climate change definitively escalated into a climate crisis, Greece saw 1,726,260 acres of forest land destroyed by fires in the summer of 2023. The fires affected not only local flora and fauna but also the broader economic and social life of the impacted areas. In response to this major disaster, MdM deployed trained professional teams according to the organization's standard operational protocols. These teams, equipped with Mobile Health Units, were urgently dispatched to fire-affected areas such as Rodopi, Evros, Aspropyrgos, Acharnes, Attica, Corfu, Tanagra, and Karystos. They provided door-to-door visits and support in shelters where fire victims had gathered, offering first aid, psychosocial support, food, masks, personal hygiene items, and clothing. MdM also collaborated with local authorities to reinforce their efforts in providing long-term support for those in need.



TURKEY - SYRIA

EMERGENCY MISSION TO EARTHQUAKE-AFFECTED AREAS

On 6 February, twin earthquakes with a magnitude of 7.8 struck Turkey and Syria, followed by numerous strong aftershocks. In Turkey, over 53,000 people lost their lives across 11 provinces around Hatay in the southeast, with nearly 15 million people affected. More than 100,000 buildings collapsed, and 2.3 million structures sustained significant damage. In Syria, at least 7,259 deaths were reported, primarily in Aleppo, Hama, Latakia, and Tartus.



MEDICINE IN THE FIELD, ALONGSIDE MDM TURKEY

Médecins du Monde has been at the forefront of the massive rescue operation since day one, responding to the needs of earthquake survivors. MdM Greece teams joined their Turkish colleagues in the disaster-stricken areas, starting in Antioch.

Only a few days after the quakes, MdM health teams in Turkey provided 32,190 essential health services to 26,531 people. They treated individuals for chronic and communicable diseases, while MdM nurses and midwives led health promotion activities, focusing on hygiene and sexual and reproductive health. Over 5,000 antenatal and postnatal care counselling sessions were conducted, alongside family planning sessions. Additionally, psychosocial counsellors and psychologists facilitated group and individual sessions, providing psychological trauma care to more than 7,100 participants.

In war-torn Syria, MdM deployed a humanitarian aid operation, offering medical services through three mobile units, 11 primary health care centres, and two community centres. These services covered primary health care, sexual and reproductive health, mental health, psychosocial support, and pharmacy services.

In this long-term operation, MdM has continued to expand its initiatives by increasing safe spaces and reinforcing primary health care and psychosocial support. In total, MdM has delivered over 425,000 medical sessions to more than 200,000 people across Turkey and Syria. The aid also included ongoing distributions of hygiene and maternity kits to those affected by the earthquakes.

INTERNATIONAL HUMANITARIAN AID

PALESTINE

HUMANITARIAN AID MISSION IN GAZA

Providing a fully equipped reception and basic patient care unit for a population enduring horrific trauma, acute hunger, and severe disease risks

In December 2023, Médecins du Monde Greece intensified its calls for immediate humanitarian access and a ceasefire in Gaza. Through the EU Humanitarian Airlift Bridge (EU-HAB), MdM sent a **€23,000 Health Care Kit** to the Gaza Strip, designed to meet the needs of **10,000 people** for three months. The donation was directed to the World Health Organization's Emergency Medical Team in the region (WHO EMT oPt), supporting a temporary health facility for the civilian population.

The humanitarian aid arrived at Egypt's El Arish airport, facilitated by the Ministry of Foreign Affairs and the EU. The cargo included a fully equipped reception and basic patient care unit.



MDM CALLS FOR AN IMMEDIATE CEASEFIRE

Civilians—women, children, and all those suffering from the war—must be protected, and their unrestricted access to humanitarian aid must be ensured.

MÉDECINS DU MONDE'S STRATEGIC PLAN FOR 2022-2025 OUTLINES THE KEY PILLARS, THEMATIC AREAS, AND STRATEGIC DIRECTION OF THE ORGANIZATION OVER THE NEXT THREE YEARS.

In developing this plan, our aim was to create a balanced and accessible framework that is easy to adapt and adjust. It is organized around objectives that cover 5 distinct thematic areas, ensuring that the various dimensions and dynamics of the organization are well represented and that we respond effectively to the critical issues raised by different parts of the organization, all while keeping our common objectives in focus.

The objectives established include:

1. Digital transformation in program management
2. Strengthening partnerships and networking for national and international projects
3. Implementation of new programs through alternative and innovative approaches
4. Communication, advocacy, representation, and policy-making

RESULTS OF THE STRATEGIC PLAN

The new CRM software acquired by the organization is now fully operational. Its implementation has enhanced coordination among the communications, private donor, and finance departments, resulting in time savings and improved data archiving and storage. The CRM system has specifically improved the monitoring of the organization's contact database, enabling the communications department to track the density and quantity of outreach efforts more effectively. Likewise, the sponsorship and fundraising department can now better manage its interactions with existing and new donors, enhancing the frequency and quality of communication. Additionally, the software has significantly aided in updating the organization's data.

The organization has also transitioned to a new, fully functional server that allows for remote access beyond the local network.

On 8 November 2023, the updated and modernized MdM website was launched. Its new features include a graphic design that adheres to the Visual Communication Guidelines of the MdM International Network and simplified, user-friendly navigation across different sections. The website is optimized for all types of devices. Emphasis was placed on content that records information about Médecins du Monde from both a historical and organizational perspective, showcasing useful documents, reports, newsletters, and certificates to demonstrate the organization's transparency and provide valuable information to the public. Furthermore, detailed information about opportunities to donate and about partner organizations, foundations, and supporters is presented.

In this context, Médecins du Monde conducted two thematic campaigns and one campaign addressing the extent of the disasters in Thessaly and MdM's immediate response in 2023. The campaign "We Don't Care" was launched on the MdM Greece website on 27 March 2023. Its key message reflects the commitment of the entire international MdM network to universal health coverage, emphasizing the principle of "leaving no one behind," in alignment with WHO precepts and the Sustainable Development Goals (SDGs).

In response to the needs of flood-affected populations in Thessaly, the organization's intensive communication efforts raised public awareness of the challenges faced by residents and helped secure new resources to support MdM's actions

in the field. Regular communication utilized social media, national and local news outlets, email contacts, and interviews with television and radio stations.

The campaign "Next to Every Invisible Person" commenced on 24 October 2023 and ran for about a month. By presenting "obvious" dilemmas through imagery, this campaign highlights social issues—such as homelessness, gender-based violence, migrant populations, and child protection—that Médecins du Monde encounters daily, inviting the public to support the organization.

STRATEGIC PLAN 2022-2025

In pursuit of cooperation and a shared vision for a fairer, more humane society, Médecins du Monde actively participates in national and international networks. These collaborations allow us to share experiences, expertise, and to enhance open consultation and advocacy aimed at formulating effective public policies for vulnerable groups.

At European level, MdM has been an active member of the FEANTSA (European Federation of National Organisations Working with the Homeless) and VOICE (Voluntary Organisations in Cooperation in Emergencies) networks for over a decade. Additionally, MdM participates in the European Alliance for Responsible Research and Development and Affordable Medicines, and engages in consultations with the EUAA (European Union Agency for Asylum), FRA (European Union Agency for Fundamental Rights), EPHA (European Public Health Alliance), and the ECO-ASCO network, focusing on the impact of the war in Ukraine on cancer. As a permanent member of the International Network of MdM, the organization also participates in the European Observatory for Health Vulnerability Reduction.

At a national level, MdM is a member of and actively participates in several working groups and national networks, including:

- Hellenic Network for the Right to Shelter and Housing
- Hellenic Network for the Fight against Poverty
- Athens Coordination Centre for Migrant and Refugees (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

NETWORKS AND PARTNERSHIPS



REPORT

26.763

BENEFICIARIES OF MDM'S SERVICES

47.647

MEDICAL ASSESSMENTS

7 VEHICLES AVAILABLE

4 MOBILE MEDICAL CLINICS

18

PROGRAMS

7

INTERVENTION LOCATIONS IN GREECE

36

INTERNS

1.922

VOLUNTEERING PARTICIPATIONS

105

EMPLOYEES

5

AXES OF ACTIVITIES

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

FINANCIAL DATA 2023

Médecins du Monde is a transparent organization. A key priority is to minimize operational costs, performance expenses, and public relations expenditures to ensure that the majority of income is allocated to funding missions.

INCOME

● 35,30% INSTITUTIONAL FUNDS

1.034.084,72€

● 39,48% PUBLIC BENEFIT ENTITIES

1.156.577,21€

● 24,38% INDIVIDUALS & COMPANIES

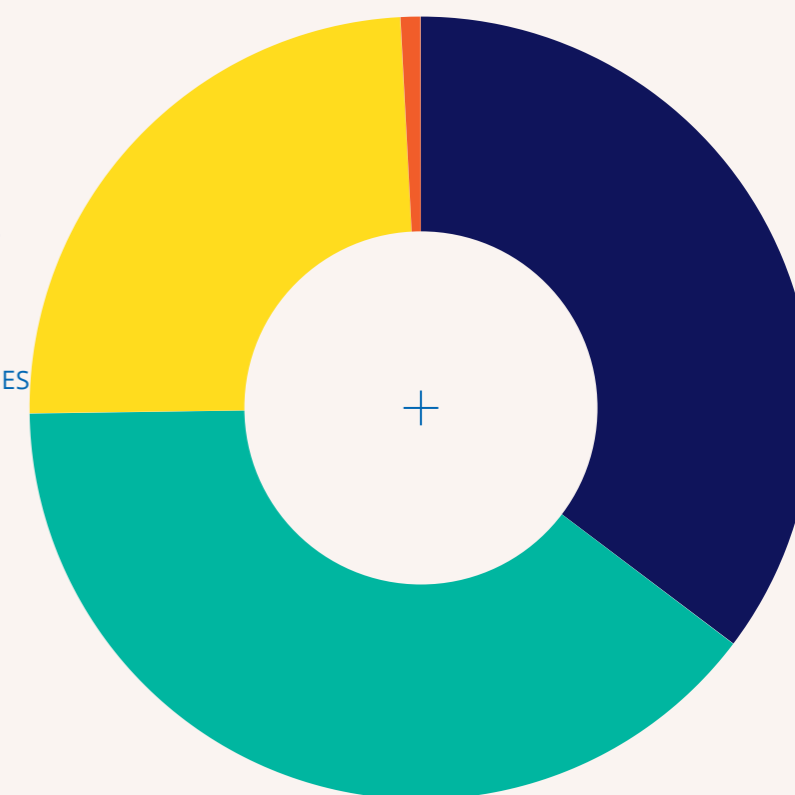
714.360,74€

● 0,84% OTHER

24.658,15€

TOTAL

2.929.680,82€



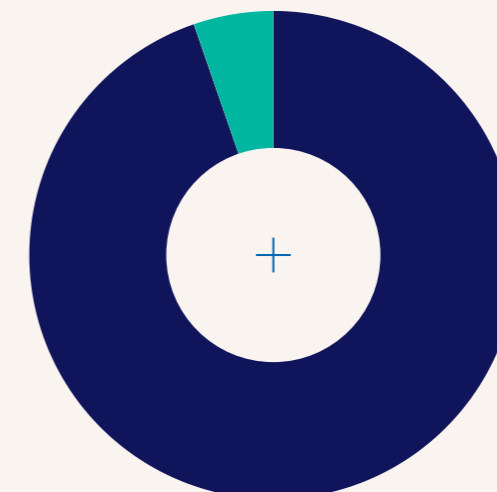
OUTCOME

● PROJECT EXPENDITURE

94,73%

● ADMINISTRATIVE EXPENDITURE

5,27%





The International Network of Médecins du Monde consists of 17 civil society organizations united by a common vision: **a world where health is recognized as a fundamental right.** We provide care, and testimony, and we advocate for social change while fighting against injustice.

70 COUNTRIES

400 PROGRAMS

Our network operates over 400 domestic and international programs in more than 70 countries, enabling people at risk to access quality medical services.



THANK YOU

EVERY DONATION IS APPRECIATED

Donations - financial or in kind - from companies, foundations, institutions or individuals are a key element of Médecins du Monde, 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.



SEE EVERY WAY YOU TOO CAN SUPPORT MÉDECINS DU MONDE

www.mdmgreece.gr

THANK YOU VERY MUCH FOR YOUR SUPPORT

ACS COURIER, AEGEAN AIR, ALPHA BANK, BIO, COCA COLA 3E, COSMOTE, PIERCE COLLEGE, EMFASIS FOUNDATION, EUROBANK, HOWDEN HELLAS INSURANCE & REINSURANCE BROKERS S.A., L'ORÉAL, MATTEL, MEDTRONIC, MEGA DISPOSABLES, METRO/MY MARKET, ORIGINAL SENSES GREECE, P&G, PQH SINGLE SPECIAL CLEARANCE, SANI RESORT / IKOS RESORTS, SKROUTZ, ST. LAWRENCE ENGLISH JUNIOR SCHOOL, UNILEVER, AB VASSILOPOULOS, ATHENIAN BREWERY, ANIMA - ASSOCIATION FOR THE PROTECTION AND CARE OF WILDLIFE, ARSAKEIO HIGH SCHOOL OF EKALI, BIOIATRICKI, MUNICIPALITY OF AGIOS DIMITRIOS, KOSTAS-GITONAS SCHOOLS, PLATO SCHOOLS, URSULINES GREEK-FRENCH SCHOOL - KINDERGARTEN, DES KE VRES BROADCAST, BARKINGWELL MEDIA, RHODES MEDICAL ASSOCIATION, ANGELIKOUSIS FOUNDATION, GEORGE & ASIMINA PERDIKAKIS FOUNDATION, LASKARIDIS FOUNDATION, LEONTEIOS SCHOOL OF NEA SMYRNI, FOTINI KINDERGARTEN, HEALTH HOSPITAL, DODECANESE DENTAL ASSOCIATION, ORATRON OPTICS, OPTICS OPHTHALMOS, MARABOU PEDAGOGICAL GROUP, DEPARTMENT OF PRIMARY EDUCATION OF THE UNIVERSITY OF THE AEGEAN, NAXOS WOMEN'S ASSOCIATION, CULTURAL CENTER OF EYDAP EMPLOYEES, TULIPA GULIMI ASSOCIATION, IRINI UNION, VOLOS HERCULES AGET EMPLOYEES UNION, AEOLIS-KOYOUNTZIS MICHALIS & CO. E., EMPLOYMENT CENTER OF NAFPAKTU, OASA, INTERTRADE HELLAS, HENKEL, ΠΣΒΑΚ, NIVEA, FLAX LTD, AB VASSILOPOULOS, SKLAVENITIS, ZAGORI BOTTLED WATER, VIKOS BOTTLED WATER, NEA ODOS, KENTRIKI ODOS, DESMOS, ATHENIAN CHAMBER OF COMMERCE AND INDUSTRY, OPTIKA OPHTHALMOS, KAKOGIANNIS FOUNDATION, FAMILY OF ODYSSEUS KYRIAKOPOULOS, BOOK: THERINI EROTES BY KATASTANIOTIS PUBLICATIONS, THANNOPOULOS SUPERMARKET, THRACE PLASTICS, IVOCOLA VIVADENT, MEGA, KERKYRA SEAWAYS, MARE BLUE BEACH RESORT KERKYRA, GEFYRA HARILAOS TRIKOUPIIS, VETO. GR, GERMANOS MEDICAL, ABB, PHARMASEPT, AKOUSSON, TAINIOTIKI, KORA BAKERY, MORAITIS SCHOOL TEACHERS, AUTHENTIC MARATHON, ASSOCIATION OF LAND SURVEY WORKERS/SECT, OILCHEM S.A., ELBISCO, MARE MARINE ENTERPRISES LIMITED, G.K. RIZAKOS A.V.E.T.E., HERAKLION PORT AUTHORITY SA, FASOPLAST /GRIG.CH.FASOIS ABEE, VITANET - DIMITRIADIS PORTOKALIDIS OE, K.O.POSEIDONAS ILISION, PROTUGS, TAX ACCOUNTING S.A., OLYMPIA ODOS, EVENT- KISIN-NIARCHOS, NEA PEDEIA EDUCATIONAL INSTITUTIONS, INSTRASOF, INTRALOT, PAPASTRATOS, BANK EUROBANK S.A., VODAFONE, MSD, G. ZOIS SCHOOLS, MSD, ORACLE, APIVITA, AEGEAN AIRLINES, AGRABELI BOOKS, INTRALOT, INTRASOFT, IASO, EUROBANK, STRICOS TECHNICAL SA, COUNCIL OF STATE - PRESIDENT, ST.LAWRENCE SCHOOL, EDITORIAL/ORGANIZING TEAM - TOPERIODIKO. GR (THE MAGAZINE), KARATZAS + PARTNERS LAW OFFICE, MESOPOTAMIA - MOSCHATO CITIZENS' MOVEMENT, EDRINGTON, HELLENIC DEVELOPMENT BANK EMPLOYEES' UNION, MY MARKET/METRO, GRAND GUIGNOL THEATRE GROUP, CHILDREN'S ROOFS ONLINE TITONIDOU DIMITRA, STELIOS FOUNDATION, EDOEP, MENTAL HEALTH AND RESEARCH CENTRE, PIRAEUS, WELLA, AKOUSON, N. J.V. ATHENS PLAZA, COCOMAT, FLEXCAR SA, BIOIN RAPTIS AGGELOS M.EPE, DESMOS, LDS CHARITIES

DONORS AND FUND OPERATORS



THANK YOU FOR YOUR COOPERATION

MUNICIPALITY OF ATHENS, MUNICIPALITY OF THESSALONIKI, MUNICIPALITY OF AMBELOKIPOI-MENEMENI, MUNICIPALITY OF EOSMOS, MUNICIPALITY OF NEAPOLIS-SIKEON, MUNICIPALITY OF KATERINI, MUNICIPALITY OF PIRAEUS, GENERAL SECRETARIAT OF SOCIAL SOLIDARITY & POVERTY ALLEVIATION, ΘΕΤΙΚΗ ΦΩΝΗ/POSITIVE VOICE, HIGGS, NKUA - MSC IN MEDIA & REFUGEE/MIGRATION FLOWS, NKUA - MSC. GLOBAL HEALTH - DISASTER MEDICINE, INTERSOS HELLAS, WE NEED BOOKS, NETWORK FOR CHILDREN'S RIGHTS, KMOP - SOCIAL ACTION & INNOVATION CENTRE, SYNCNIFY, CITIZENS IN POWER, CYPRUS UNIVERSITY OF TECHNOLOGY, MOVEMENT ON THE GROUND, ELDIROM (ASSOCIATION OF GREEK ROMA MEDIATORS AND PARTNERS), ELKE EKPA, LABORATORY OF INTERCULTURAL EDUCATION, KETHI, NATIONAL AND KAPODISTRIAN UNIVERSITY OF ATHENS - NKUA (SCHOOL OF PHYSICAL EDUCATION AND SPORT SCIENCE)

VOLUNTEERING

BECOME A VOLUNTEER AT MÉDECINS DU MONDE. 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.

3 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 Médecins du Monde, 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 Médecins du Monde - 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 2023:

President

Tziouvara Charikleia
Pediatrician – Neonatologist

Vice President

Androutsos Antonios
Economist Deputy

Vice President

Kanakis Nikitas
Dentist

General Secretary

Terzides Agapios
Pediatrician

Secretary Special

Oikonomou Ilias-Marios
Medical Doctor

Treasurer

Skolarikos Christos
IT specialist – Programmer

Public Relations

Giannakopoulos Ioannis
Photojournalist

Member

Kalagia Maria
Economist

Member

Kassarar Georgios
Medical Surgeon

MANAGEMENT TEAM

Looking towards the continuous improvement of the quality of their programs and actions, Médecins du Monde - 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 strate-

gy, 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.

Médecins du Monde would also like to thank all the staff and volunteers for their valuable contribution

**AT MÉDECINS DU MONDE,
WE ARE COMMITTED TO:**

- Providing fully satisfactory services for vulnerable groups that meet their needs and comply with applicable regulatory and legislative requirements.
- Ensuring the continuous satisfaction of all relevant stakeholders, which is our primary objective.
- Responding promptly to requests and issues.
- Continuously improving the Quality Management System and the operations of the organization.

To implement this Quality Policy, our organization operates according to the following principles:

- Each employee is responsible for the quality of their own work and is fully informed about the Quality Management System and the set objectives and indicators.
- We provide the necessary resources and analyze the results of our actions as part of our continuous effort to enhance the services offered.
- Appropriate training, equipment, and infrastructure are provided to staff to perform their assigned tasks effectively.

- The organization has appointed a Quality Process Manager with the independence and authority to ensure the QMS is implemented and to take corrective action when necessary.
- All suppliers are required to adhere to the principles and obligations of the Quality Management Model (QMM).
- All staff and external partners (where applicable) are required to implement the Quality Management System that pertains to their activities.

The strategic objectives of the organization are defined as follows:

- Ensuring compliance with legal and regulatory requirements.
- Continuously improving the organization and the services provided.
- Ensuring the continuity and availability of services.
- Continuously monitoring the efficiency and effectiveness of operations based on objective metrics.

QUALITY POLICY



Charikleia Tziouvara
Charikleia Tziouvara
 President of Médecins du Monde -
 Greece



ΓΙΑΤΡΟΙ ΤΟΥ ΚΟΣΜΟΥ
 ΕΛΛΗΝΙΚΗ ΑΝΤΙΠΡΟΣΩΠΕΙΑ
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