



**VOLUNTARY  
ORGANISATION  
FOR CHILDREN**  
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# Smile of the Child

**VOLUNTARY ORGANISATION FOR CHILDREN**





## The Diary of Andreas



"We all know and talk about children in the streets that don't smile. They don't smile because they don't have money, no toys, they don't have any food and, some, don't even have parents. So, start thinking and stop talking empty words, let's all unite and give what we can to the poor ones; Albanian children, white and black, they are all just children and deserve to smile. This organisation shall be called 'The Smile of the Child'. So, let's all help, united we can make it."

November 1995. The voluntary Organisation "The Smile of the Child" is the vision of the 10-year old Andreas Yannopoulos who, shortly before losing his own battle for life, documented this dream of his, in his journal.



# Mission - Vision – Values

## Mission

- Nationwide
- 365 days a year
- 24 hours a day
- Direct and effective actions with the aim to ensure the protection, health and well-being of all children

## Vision

The Smile of every Child

## Values

- Love
- Dignity
- Selflessness
- Equality
- Innovation
- Respect
- Participation
- Consistency
- Cooperation

Today, “The Smile of the Child” is staffed by

- **400** professionals
- **1.800** active volunteers



**sos1056**  
NATIONAL HELPLINE  
FOR CHILDREN

AMBER  
**ALERT**  
HELLAS

**116000**  
EUROPEAN HOTLINE  
FOR MISSING CHILDREN

SOUTHEASTERN EUROPEAN  
CENTER FOR MISSING AND  
EXPLOITED CHILDREN (SEEC)



**DIRECT INTERVENTION**



# National Center of Direct Social Intervention

The National Center of Direct & Social Intervention is the Operational Center with main goal:

- The direct and interdepartmental mobilization of all social and supportive actions provided by “The Smile of the Child” to those children in need/at risk.
- The mobilization of public and non-public actors active in the child protection field.

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# National Center of Direct Social Intervention



Northern Greece  
Thessaloniki-based

Central & South Greece  
Athens-based

Disaster Recovery Area  
Athens International  
Airport

Western Greece &  
Peloponnese  
Patras-based

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# National Center of Direct Social Intervention

Marousi, Athens, Central & South Greece



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# National Center of Direct Social Intervention

Kareas, Athens, Central & South Greece



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# National Center of Direct Social Intervention

Thessaloniki, Northern Greece



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# National Center of Direct Social Intervention

Patras, Western Greece



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# National Center of Direct Social Intervention Disaster Recovery Area at Athens International Airport



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# National Helpline for Children SOS 1056

In **2013** the National Helpline for Children received **272.605** calls (747 calls/day).

**68.192 calls** related to specific issues of children that were handled by "The Smile of the Child".

**1<sup>st</sup> Semester 2014: 117.850** calls (655 calls/day)

**16.147** calls related to specific issues of children that were handled by "The Smile of the Child".





# National Helpline for Children SOS 1056

**2013: 158** incidents of direct intervention related to **264** children

**679** reports on serious cases of child abuse

These reports related to **1.296** children

**1<sup>st</sup> Semester 2014: 64** cases of direct intervention related to **101** children

**284** reports of serious cases of child abuse.  
These reports related to **548** children.





# 116 000 European Hotline for Missing Children Amber Alert Hellas

**2013: 7.138** calls and **160** requests in total in support of searches for missing children.

We finally handled **124** cases out of which 118 children (**95%**) were found.

**1<sup>st</sup> Semester 2014: 3.073** calls and **49** requests in total in support of searches for missing children.

We finally handled **39** cases out of which **35** children were located.

AMBER  
**ALERT**  
HELLAS

**116000**  
EUROPEAN HOTLINE  
FOR MISSING CHILDREN





## OUR HOMES

SUPPORT TO CHILDREN  
AND FAMILIES WITH  
WELFARE PROBLEMS

INFORMATIVE SESSIONS  
FOR CHILDREN,  
PARENTS & TEACHERS

PSYCHOLOGICAL  
AND SOCIAL SUPPORT  
TO CHILDREN



# WELFARE



## Our Homes – Day Care

Our first home operated in 1997

**17** years later, **14** homes are operating across Greece

All over these years more than **600** children have found a true family!

In the **first semester of 2014**, **363** children at different ages and regardless of their citizenship and origin found a safe living environment in one of our homes upon an order of prosecution and judicial authorities

OUR HOMES





## Our Homes

**11** homes across Greece for **310** children

1. Melissa
2. Moschato
3. Kareas
4. Peristeri
5. Marousi
6. Ampelokipi
7. Ancient Corinth
8. Thessaloniki
9. Corfu
10. Kyllini
11. Aigio



In **2013** we received **136** requests for providing a safe living environment to **239** children in danger.

In the **1<sup>st</sup> Semester of 2014** we received **63** similar requests related to **112** children at risk

From 2002 till June 2014 - due to lack of space- we haven't managed to meet **1.413** similar requests for children.



# Daycare

“The Smile of the Child”  
operates Daycare  
Homes in:

- Vroxitsa, Iliia
- Mitikas, Evia
- Kalivia, Agrinio

**1<sup>st</sup> Semester 2014: 53**  
children were provided  
with services in our  
Daycare Homes.

**90%** of these children  
need this kind of services  
due to social factors  
(serious health problems  
of their parents,  
monoparental families  
etc.)

OUR HOMES



# Support for Children with welfare problems

2013: **10.547** children and their families were supported across Greece with food, clothing, shoes and anything else necessary through the Centers of Support to Children and Families. **1.257** of these families (48%) sought support from our organization for the first time.

**1<sup>st</sup> Semester 2014: 9.415** children and their families were supported across Greece. **86%** of these families include unemployed parents or family members under insecure employment status.

- Athens (Marousi & Ilion)
- Thessaloniki
- Patras
- Pyrgos
- Corinth
- Tripoli
- Chalkida
- Corfu





# Informative sessions for Students, Parents & Teachers

**2013:** interactive preventive interventions to **10.720** children were organized in the framework of 378 visits across Greece.

**1<sup>st</sup> Semester 2014:** interactive preventive interventions to **27.120** children were organized in the framework of 340 visits across Greece.

Participation from:

- Students of all educational levels
- Parents & Guardians' Associations
- Teachers' Associations
- General Public

Our tools:

- Stories & Puppet show
- Mobile Unit of Information, Education & Technology "Odysseas"
  - You Learn Interactive Platform of education & information

# Informative sessions for Students, Parents & Teachers

**ODYSSEAS**

**Mobile Unit of Information, Education & Technology**

- 1. Provision of information to children, parents and teachers on the proper use of technology** as well as the use of new technologies via an interactive platform.
- 2. Organization of seminars by our specialized staff to professionals** in the field related on the risks for children.

In addition, Odysseas has the capacity to:

- Operate as a **Crisis Management Mobile Center** in any region where is necessary as it disposes the appropriate equipment.
- Organize seminars on first aid medical assistance provided by our specialized staff to professionals working in children's protection field.

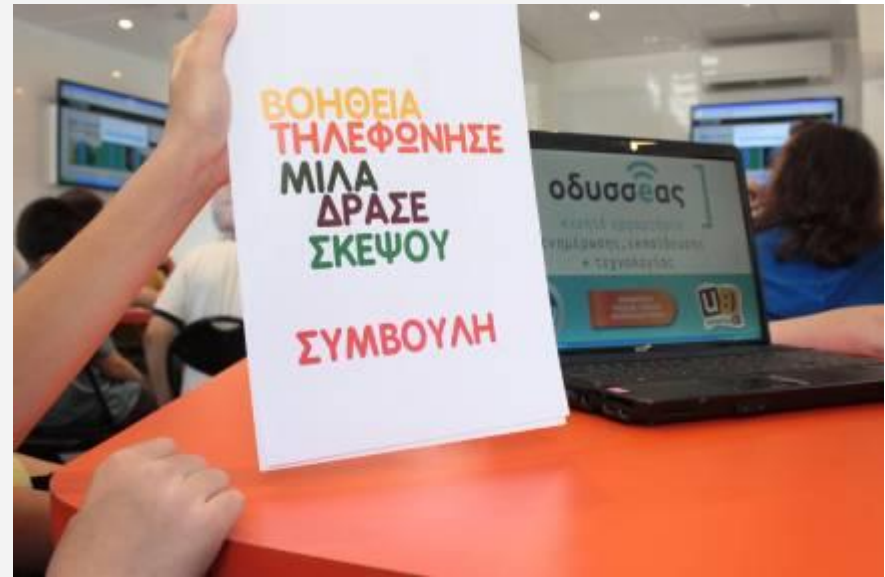


INFORMATIVE SESSIONS  
FOR CHILDREN,  
PARENTS & TEACHERS

[ οδυσσεας ]  
κινητό εργαστήριο  
ενημέρωσης, εκπαίδευσης  
+ τεχνολογίας



[ οδυσσεας ]  
κινητό εργαστήριο  
ενημέρωσης, εκπαίδευσης  
+ τεχνολογίας



INFORMATIVE SESSIONS  
FOR CHILDREN,  
PARENTS & TEACHERS



# giving voice to Children!

We are giving voice to children through YouSmile

- [www.yousmile.gr](http://www.yousmile.gr)
- [Yousmile.tv](http://Yousmile.tv)
- [Yousmile.radio](http://Yousmile.radio)
- [YouSmile.learn](http://YouSmile.learn)



INFORMATIVE SESSIONS  
FOR CHILDREN,  
PARENTS & TEACHERS





# Counseling Support to Children

**2013: 3.503** people sought counseling support through our services.

**1<sup>st</sup> Semester 2014: 1.668** people turned to our organization for counseling support services.

“The Smile of the Child” operates Mobile Units of Psychological Support staffed by specialized professionals.



PSYCHOLOGICAL  
AND SOCIAL SUPPORT  
TO CHILDREN





# MEDICAL CARE

SUPPORT  
TO CHILDREN WITH  
HEALTH PROBLEMS

PREVENTIVE  
MEDICINE

MOBILE MEDICAL  
UNITS

AMBULANCES



# Support of Children With Health Problems

**2013: 717** children (covering 1.852 requests) with serious health problems and their families were provided with solutions thanks to our intervention and mobilization.

**1<sup>st</sup> Semester 2014: 453** children (covering 1.105 requests) out of which **37%** had no **medical insurance**

We support children with health problems and their families  
Free– on 24/7 basis– Nationwide

Simply, with one Call to 1056!





# Recreational Activities for Children at Hospitals



**2013:** In Children's Hospitals in Athens, Thessaloniki and Patras we supported a total number of **9.816** children and their families.

**1<sup>st</sup> Semester 2014:** we stood by **4.558** children and their families.





# Ambulances



**2013:** our ambulances for newborns and children performed **2.459** hospital admissions across Greece.

**1<sup>st</sup> Semester 2014:** our 5 ambulances (3 in Athens and 2 in Thessaloniki) transported 527 children covering 1.285 requests.

Our units covered 97.225 km!



MOBILE MEDICAL  
UNITS

AMBULANCES



# Preventive Medicine

## 3 Mobile Medical Units



- Multi-Medical Unit «Hippocrates»
- Audiological /Ophthalmology - Eye
- Dentistry

In **2013** we performed preventive medicine actions to a total number of **17.955** children in **9** regions (49 Municipalities) across Greece.



Only in the **1<sup>st</sup> Semester 2014** we performed preventive medicine actions to a total number of **10.202** children in 7 regions (21 Municipalities) across Greece.

PREVENTIVE  
MEDICINE



# Recreational Activities at "Eleftherios Venizelos" Airport

2013: **5.542** children at different ages and of different nationalities were provided with recreational activities in a special area at Athens International Airport

**1<sup>st</sup> Semester 2014: 2.502** children visited us



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# “The Smile of the Child” internationally



- Founding member of the **European Anti-bullying Network**
- **Southeastern European Center for Missing and Exploited Children**
- **ICMEC**  
Member of the Board
- **UN ECOSOC**  
Special Consultative Status
- **UN DPI**  
Associated member
- Member of **Missing Children Europe**
- Member of **Child Helpline International**
- Member of **Eurochild**
- Member of **the European Federation for Street Children**



# European Anti-bullying Network



The European Anti-bullying Network (EAN) is representing 18 members/organizations from 13 EU Member States and was established in June 2014.

Main goals of the Network are:

- The coordination of anti-bullying actions and initiatives on the European level;
- The promotion of a common European strategy against bullying in Europe;
- The exchange of good practices and the provision of trainings to professionals working in the field;
- Raising awareness among the general public and the actors involved in the serious problem of bullying.





# Volunteerism

The cornerstone of our organization are **1.800** active volunteers who contribute substantially in continuing our work.

Our volunteers are active in all areas of our work nationwide and cover basic needs based not only on their professional background as well as their training on our actions.





# Transparency & Management Resources

- The invaluable work of our organization is exclusively based on donations and sponsorships – monetary or in-kind – provided by companies that contribute in covering the countless needs of those children that we support.
- We receive less than 3% of state funding
- Our financial results are reviewed by Ernst & Young
- According to the financial results of previous years only 10% of our revenues covers administrative needs. In other words, in each 1 euro donation to our organization 90 cents go directly for our main cause.
- With due respect to every offer and with the aim to further increase our transparency and credibility we issued a social responsibility and sustainable development report for 2011. This report is only 1 out of 10 similar reports issued by NGO's in Europe, having also been verified by an independent company.



“The Smile of the Child”  
with your support