

## The Smile of the Child...



### Our Founder...Andrea His Vision...Our Activities...2009



*"We all know and talk about children in the streets who can't smile. They can't smile because they don't have money, or toys, or food and some of them don't even have parents. Just think and leave all the talking behind: let's unite and give whatever we can to poor children, Albanians, white and black. They are all children and deserve a smile. This association will be called: "The Smile of the Child". Let's all help. If we unite, we will succeed"*

Diary Entry November 9, 1995

Our data from 2009 regarding the type of calls we receive and the services we provide at The Smile of the Child. What is not reflected in this data includes:

- The 9 community homes throughout Greece in which we love, nurture and raise 252 children to become healthy and productive adults
- Our creative programme in paediatric hospitals in Athens, Patra and Thessaloniki that support children with serious illnesses in hospitals
- Our social services offices throughout Greece that provide support to children and families
- Our ambulances, which operate 24/7 and are part of the Greek Ambulance Services equipped with modern equipment to safely transport newborns, infants and children
- Medical Coverage in Greece and abroad, of children with serious health problems
- Paediatric and Dental Prevention Programme in rural areas throughout Greece to reach marginalized children
- Lobbying & Advocating Reform in Child Protection Legislation on a National, European & International Level
- School visits throughout Greece to counsel children and teach them their rights
- Creative Entertainment Centres in the departure levels of the Athens and Thessalonica International Airports!

Thanks to the public's trust and support, the thousands of volunteers and our international partner organisations, we continue to spread smile on the faces of children. As our young founder Andrea stated so eloquently: *"Let's all help. If we unite, we will succeed"*

## DATA ON CALLS RECEIVED IN 2009 BY

### THE GREEK NATIONAL HELPLINE FOR CHILDREN: SOS 1056

SOS 1056 was designated as the “National Helpline for Children” by the Ministry of Health and Social Solidarity. The line operates 24 hours a day, seven days a week. Calls are free of charge to the caller and confidential. Calls are answered by trained and professionally qualified psychologists and social workers.



TOTAL NUMBER OF CALL RECEIVED AT THE HELPLINE:    **374.425**

The above calls can be categorized as follows:

Calls are answered by trained and professionally qualified psychologists and social workers.

- Immediate intervention and assistance of children in crisis.
- Intervention and assistance in cases of children in danger.
- Registering formal anonymous and named complaints with respect to abuse/neglect/commercial exploitation/victims of trafficking.
- Intervention in cases of Cybercrime with child victims.
- Support services to parents, liaison between media, public and police, hotline for information on missing children and activation of alert to locate missing children
- Provide support services to child victims of illegally smuggling.
- Intake requests and organising the preventative medicine and dentist programme in order to facilitate visits to schools throughout Greece.
- Organise information session on child abuse presented in schools and parent/teacher association meetings.
- Assistance to child victims of commercial exploitation.

- Support services, coverage of hospital and medical costs for children with health issues.
- Active drives for volunteers for blood, platelets and bone marrow donations.
- Use of the Association's vehicles to transport children with health issues
- Finding shelter for child victims of abuse/neglect.
- Organising volunteers to accompany and stay with child victims of abuse/neglect while they are in hospital because of lack of space in shelters.
- Assistance in meeting the material needs and providing social support to children and families facing economic difficulties.
- Providing information and assistance to children with special needs.
- Providing information on issues of psychological health.
- Providing support and information on issues of social marginalization.
- Counseling children/parents.
- Providing information about the services of the Association.
- Providing information on volunteering.
- Providing information and referral services for issues regarding adults.
- General referrals to other services.
- Wrong numbers.
- Other

*Who Calls the Helpline:*

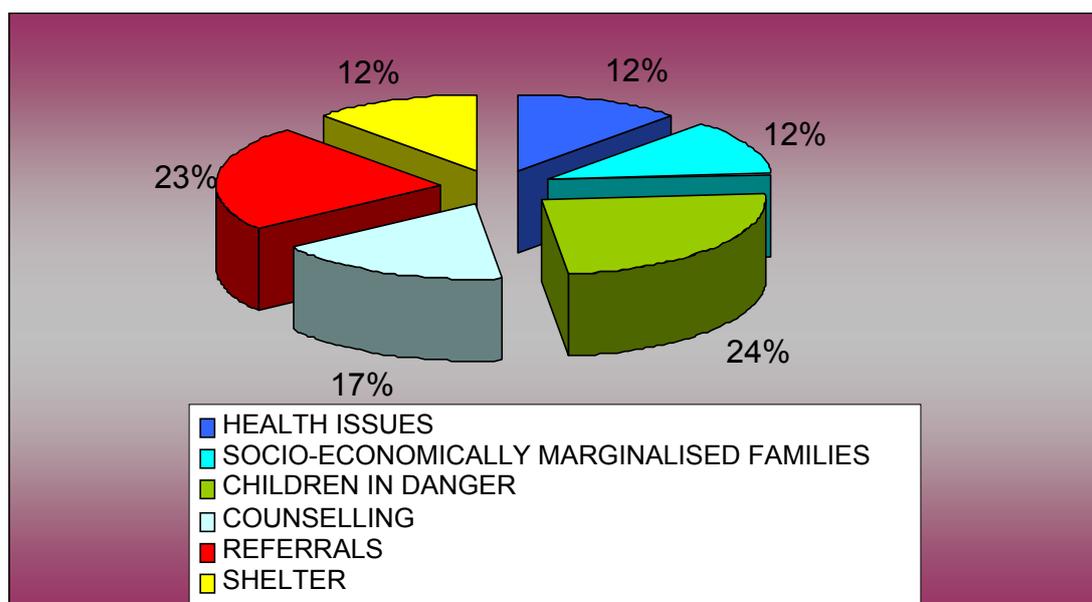
- *Child victims*
- *Children calling about information and counseling on children's issues*
- *Parents*
- *Adults looking for information on children's issues*
- *Agencies and services that are active in the field of child protection*

FROM THE ABOVE NUMBER OF CALLS RECEIVED, 50261 CALLS WERE SPECIFIC ISSUES REGARDING CHILDREN THAT THE ASSOCIATION HANDLED. THEY ARE CATEGORIZED AS FOLLOWS:

REASON FOR CALL	NUMBER OF CALLS	PERCENTAGE
HEALTH ISSUES (Referrals, financial support, support of children with health issues, finding donors for blood, platelets, bone marrow etc.)	6179	12%

FAMILIES FACING SOCIO-ECONOMIC MARGINALIZATION	5876	12%
CHILDREN IN DANGER (Complaints of abuse, neglect of children, immediate intervention, support children on the street, support children child victims of smuggling/trafficking; assistance in cases of missing children.)	11906	24%
COUNSELING CHILDREN AND/OR PARENTS	8739	17%
PROVIDING INFORMATION AND/OR REFERRALS TO ISSUES RELATING TO	11678	23%
ASSISTING/PROCESSING REQUESTS FOR SHELTER FOR CHILDREN	5883	12%
TOTAL	50261	100%

*Graph 1: Percentage of calls to SOS 1056 by issue*



## Formal Complaints: 2009

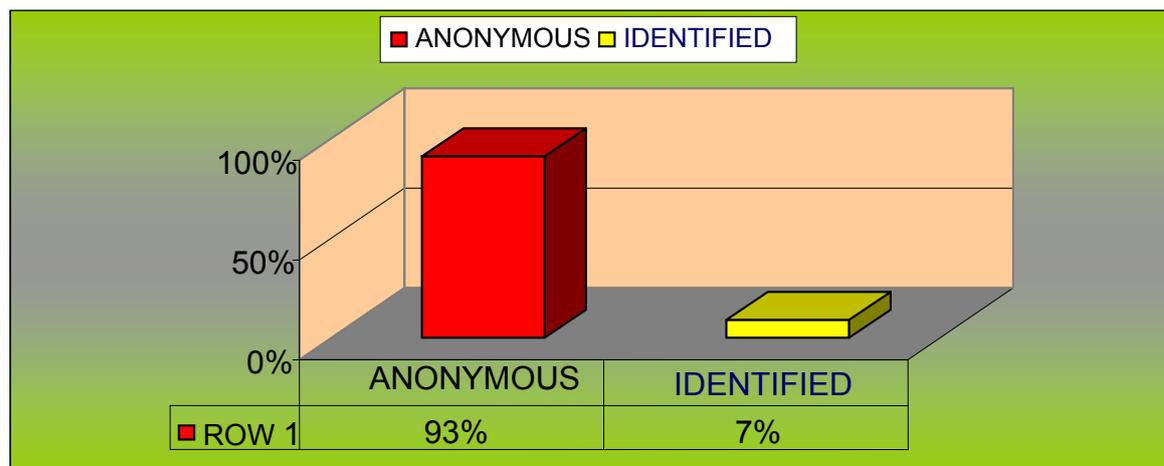
SOS 1056 receives complaints from the public on issues related to children. It should be noted that The Smile of the Child is the only organisation that accepts and records anonymous complaints. The complainant's information is not given to authorities and the organisation becomes the named complainant on the complaint that goes to the police and to the prosecutor for minors.

During the period from 01/01/2009 up to and including 31/ 12 /2009 the National Helpline for Children SOS 1056 recorded 583 formal complaints involving abuse of children.

From these:

- 541 ( 93%) were anonymous (complainant did not want his/her name given to authorities)
- 42 (7%) named/identified complainants

Graph 1: Chart of Complaints (Anonymous/Named)



Specifically, the complaints for the above mentioned period were with respect to 1219 children of which:

- 515 (42%) boys
- 472 (39%) girls
- 232 (19%) complaints were with respect to children whose gender and age were unclear.

Graph 2: Percentage of Children by Gender

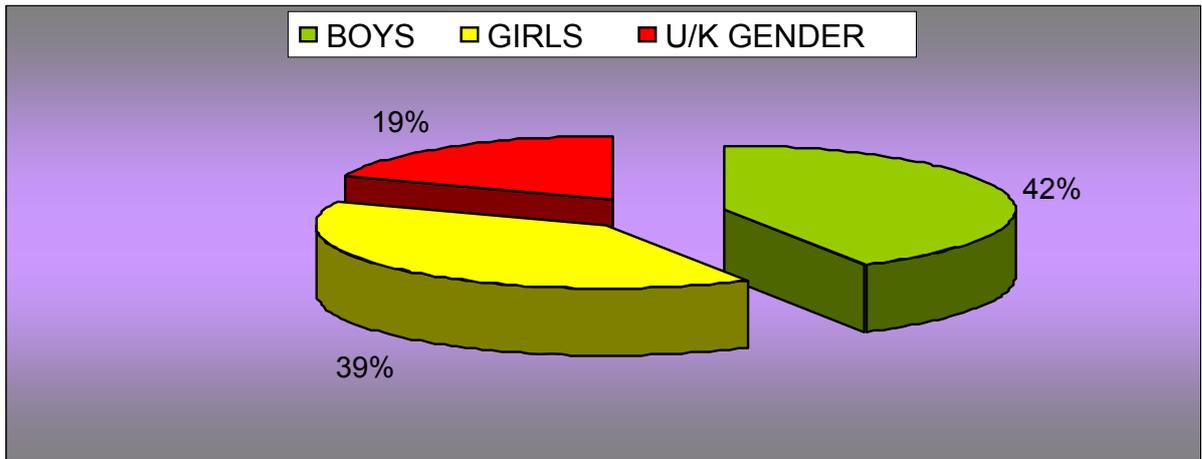


Chart of Children by Age and Gender:

AGES	BOYS	GIRLS	UNKNOWN GENDER	TOTAL
0-6 years old	200	157	58	415 (34%)
7-12 years old	210	167	4	381 (31%)
13-18 years old	78	123		201(17%)
Unknown Age	27	25	170	22(18%)
TOTAL	515(42%)	472 (39%)	232 (19%)	1219

Graph 3: Breakdown of Complaints by Age

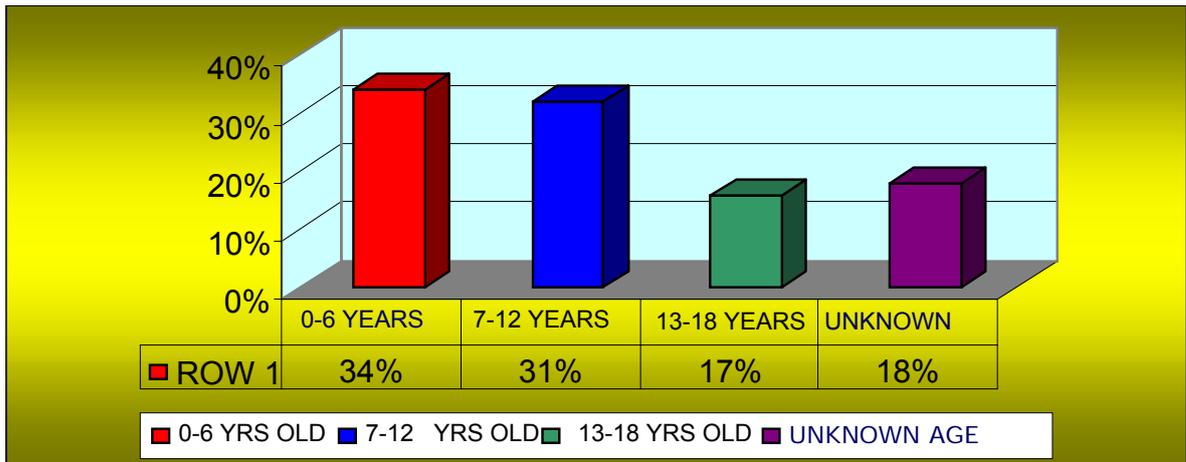
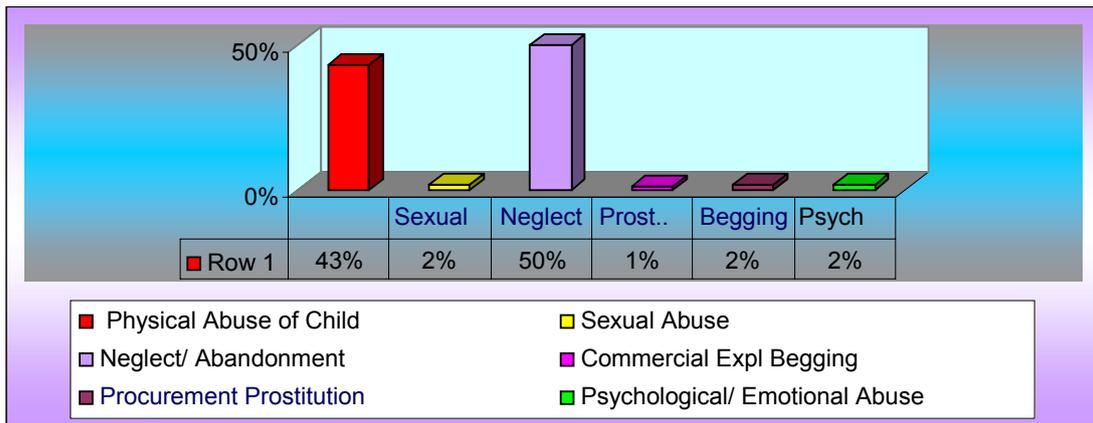


Chart by Type of Complaint and Gender:

TYPES OF ABUSE	BOYS	GIRLS	UNKNOWN GENDER	TOTAL
Physical Abuse of Child	245	208	74	527 (43%)
Sexual Abuse of Child	8	17		25 (2%)
Neglect/ Abandonment of Child	255	214	141	610 (50%)
Commercial Exploitation - Begging	5	2	8	15 (1%)
Commercial Exploitation- Forced Prostitution	1	15	5	21 (2%)
Psychological/ Emotional Abuse	1	16	4	21 (2%)
<b>TOTAL</b>	<b>515(42%)</b>	<b>472(39%)</b>	<b>232(19%)</b>	<b>1219</b>

Graph 4: Percentage of Complaints by Category of Abuse

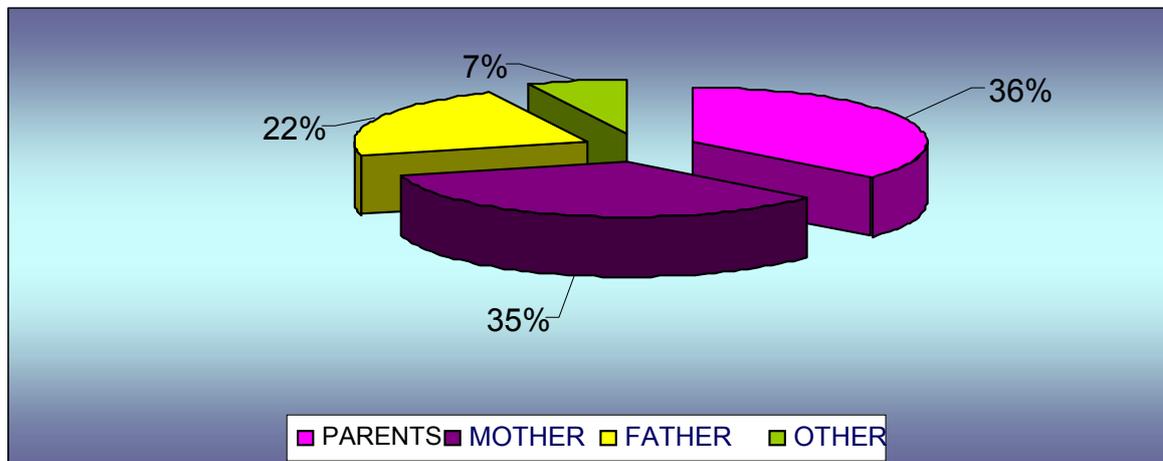


Breakdown of Relationship Between Victim and Offender:

From the 583 formal complaints, the relationship between victim and offender was as follows:

RELATIONSHIP	NUMBER OF COMPLAINTS
PARENTS (Complaint was regarding both parents)	211 (36%)
MOTHER	206 (35%)
FATHER	130 (22%)
OTHER	36 (7%)
TOTAL	583

Graph 5: Breakdown by Relationship Between Victim and Offender



## IMMEDIATE INTERVENTION: 2009

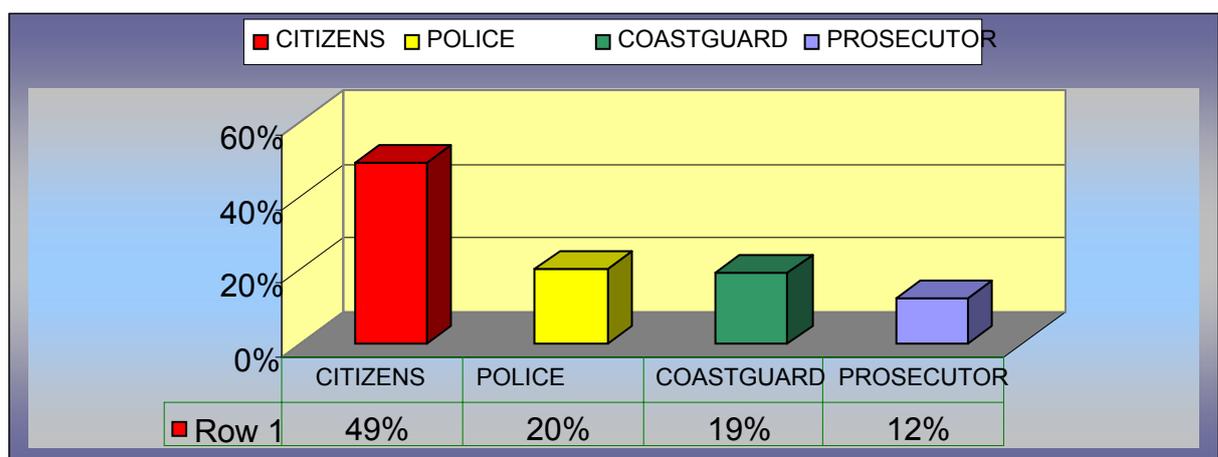
The Association provides support to police and child protection authorities by making available psychologists and social workers who upon request are dispatched to the scene to assist in the care and transportation of a child. Often the child has been removed from a dangerous environment and needs to attend hospital for emergency medical care. The Association's staff will accompany the child and ensure that his/her needs are met and his/her wishes and opinions are heard. As well, volunteers will be contacted and will provide 24/7 support to the child as long as he or she is in hospital.



*During the period from 01/01/2009 up to and including 31/12/2009, The Smile of the Child was called upon in 105 cases that required immediate intervention. The majority of the requests for immediate intervention were made by:*

- *Private Citizens (49%)*
- *Police (20%)*
- *Coast Guard (19%)*
- *Public Prosecutor/Child Protection (12%)*

**Graph 1: Percentage of Requests by Category**



Cases of immediate intervention were with respect to 196 children. Following the intervention and after investigations by social services, it was determined that from the 196 children:

- 26 ( 13%) children needed to be immediately removed from their family environment
- 95 ( 48%) children were in need of support and counseling
- 75 (39%) were in need of other specialized services

From the children that had to be immediately removed from their family environment, 9 (35%) children came to live in one of the Association's community homes while 17 (65%) children had to be referred to other shelters.

Chart By Age and Gender of Children in Need of Immediate Intervention:

AGE CATEGORIES	BOYS	GIRLS	UNKNOWN GENDER	TOTAL
0-6 years old	30	37	14	81 (41%)
7-12 years old	36	15		51 (26%)
13-18 years old	13	10		23 (12%)
18 years and older	1	3		4 (2%)
Unknown Age	26	1	10	37 (19%)
TOTAL	106 (54%)	66 (34%)	24 (12%)	196

Graph 2: Breakdown of Children By Age

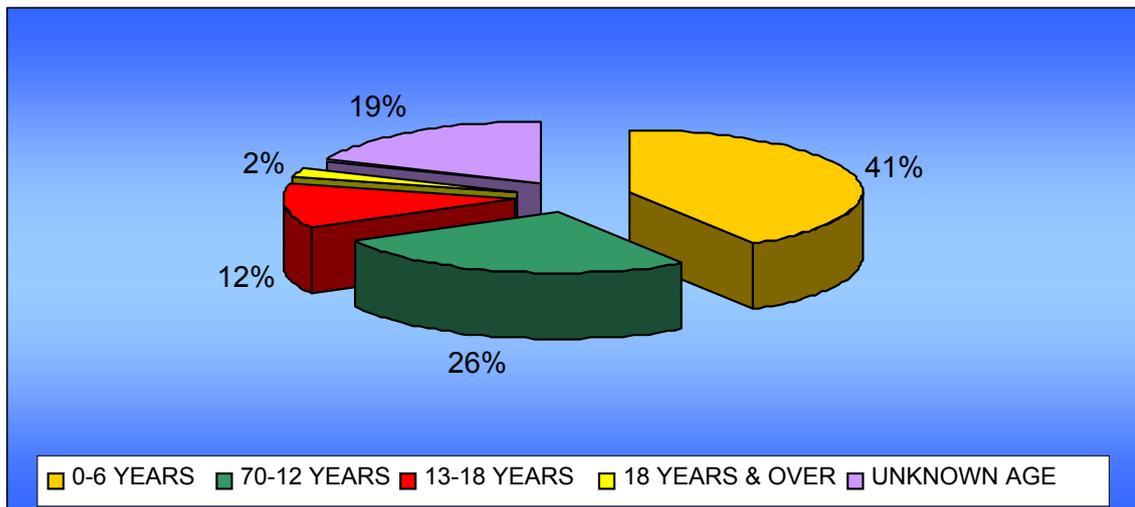
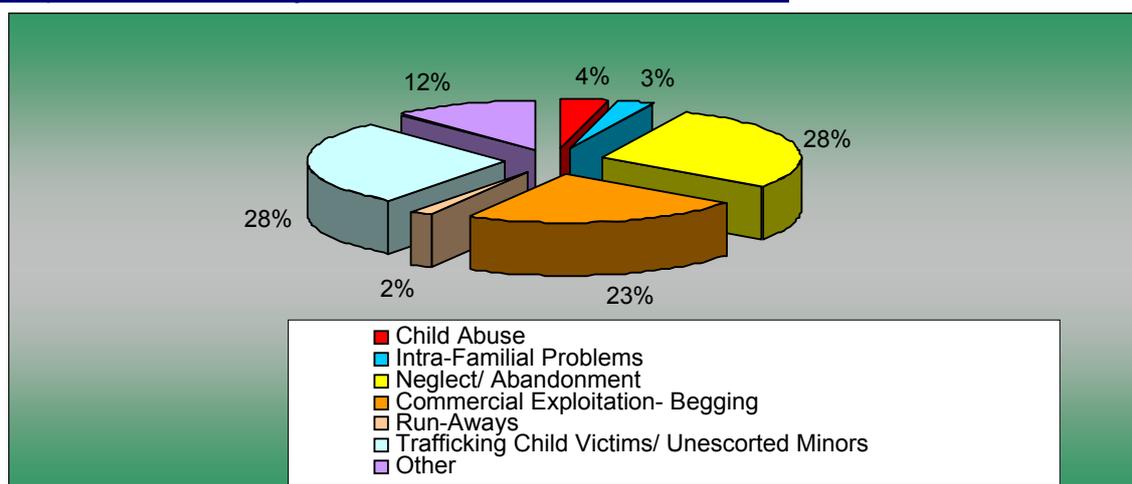


Chart by Gender and Reasons for Immediate Intervention:

REASON FOR INTERVENTION	BOYS	GIRLS	GENDER UNKNOWN	TOTAL
Physical Abuse of Child	3	5		8 (4%)
Intra-Familial Conflict		6		6 (3%)
Neglect/Abandonment	24	27	4	55 (28%)
Commercial Exploitation/ Forced Begging	21	11	13	45 (23%)
Adolescent Runaways	2	2		4 (2%)
Unescorted Minors	37	12	5	54 (28%)
Other	19	3	2	24 (12%)
<b>TOTAL</b>	<b>106 (54%)</b>	<b>66 (34%)</b>	<b>24 (12%)</b>	<b>196</b>

Graph 3: Breakdown by Reasons for Immediate Intervention



*In order to assist children in cases where the Association had to intervene immediately, The Smile of the Child worked closely with the following agencies and organisations:*

- *Prosecutor for Minors*
- *Prosecutors at First Instance*
- *Ministry of Health & Social Solidarity*
- *Local Police Stations*
- *Emergency Services*
- *Paediatric Hospitals*
- *Psychiatric Hospitals for Children*
- *Community Shelters*
- *Municipal Community Services*
- *Child Protection Services*
- *Youth Bureau of the Hellenic Police*
- *Cybercrime Unit of the Hellenic Police*
- *Central Port Authorities Patra*
- *Greek Red Cross*

## DATA ON MISSING CHILDREN 2009



The Smile of the Child runs the Greek Centre for Missing & Exploited Children. The Association is on the Board of Directors of the International Centre for Missing & Exploited Children (ICMEC) and of Missing Children Europe (MCE). As well, the Centre is a member of the Global Missing Children's Network. The Greek National Regulators have assigned the European Hotline for Missing Children "116 000" to the Association. Upon the request of the Greek National Police, the Greek Centre is also responsible for activating AMBER Alert Hellas, the public emergency broadcast system. The Centre receives tips and information on missing children, often anonymously. This information is sent to police for investigation.

**ΕΞΑΦΑΝΙΣΗ - MISSING**  
**Μπορείτε να βοηθήσετε;**

**ΠΡΟΣΩΠΙΚΑ ΧΑΡΑΚΤΗΡΙΣΤΙΚΑ**

**FAZLI SAMEEM**  
Ημ. Γέννησης: 24/12/2000  
Σημερινή ηλικία: 8,5 ετών  
Εξέλιξη: 14/7/2009  
Από: Κάτω Παλίσια  
Μάτη: Μαύρα  
Μαλλιά: Μαύρα κοντά  
Ύψος: 1,40 μ. Βάρος: Αβύσσος

**FAZLI SAMEEM**  
Born: 24/12/2000  
Age: 8,5 years old  
Missing: 14/07/2009  
From: Kato Patisia  
Eyes: Black Hair: Short Black  
Height: 140 cm  
He has a skinny build.

Το παιδί που εξαφανίστηκε φορούσε μπλε "Ο" πανταφόρι, μπλε μπλουζάκι και μαύρα αθλητικά παπούτσια.  
The boy he disappeared, he was wearing blue jeans, a blue t-shirt and black athletic shoes.

Όποιος γνωρίζει απίθωτος, παρακαλάμε να καλέσει τις αρμόδιες Αστυνομικές Υπηρεσίες στην Ευρωπαϊκή Γραμμή Για Το Ξεφρονισμένο Παιδί.

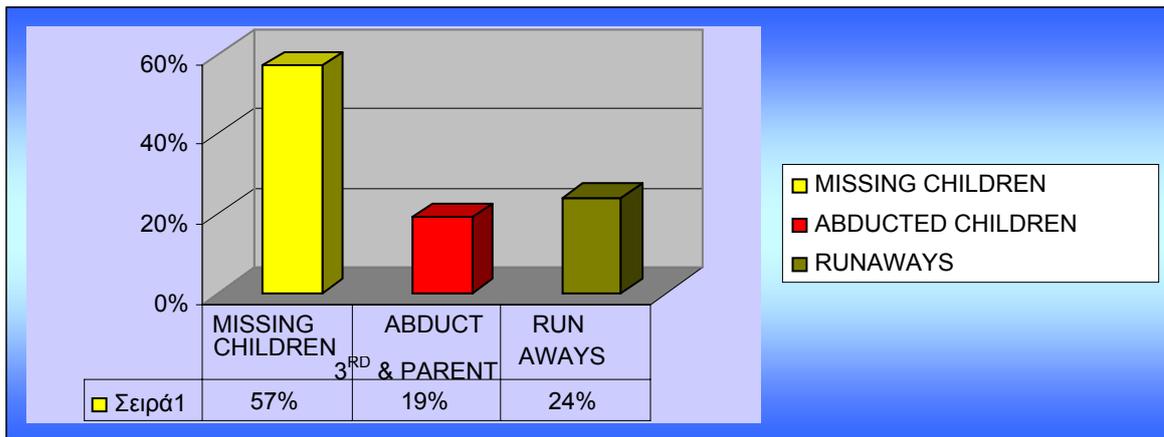
**116000** Fax: 210 7609554  
116000@hamogelo.gr

Missing Children Europe  
International Centre  
ΕΛΛΗΝΙΚΟ ΚΕΝΤΡΟ ΜΕΤΕΡΕΣΤΕΣ ΠΑΙΔΙΑ

During the period of 01/01/2009 up until and including 31/12/2009 The Smile of the Child received 263 requests to assist in the investigation to help locate missing children.

- 150 (57%) cases involved unexplained disappearance
- 50 (19%) cases involved child abductions
- 63 (24%) cases involved runaways

Graph 1: Percentage of children found and children still missing in 2009

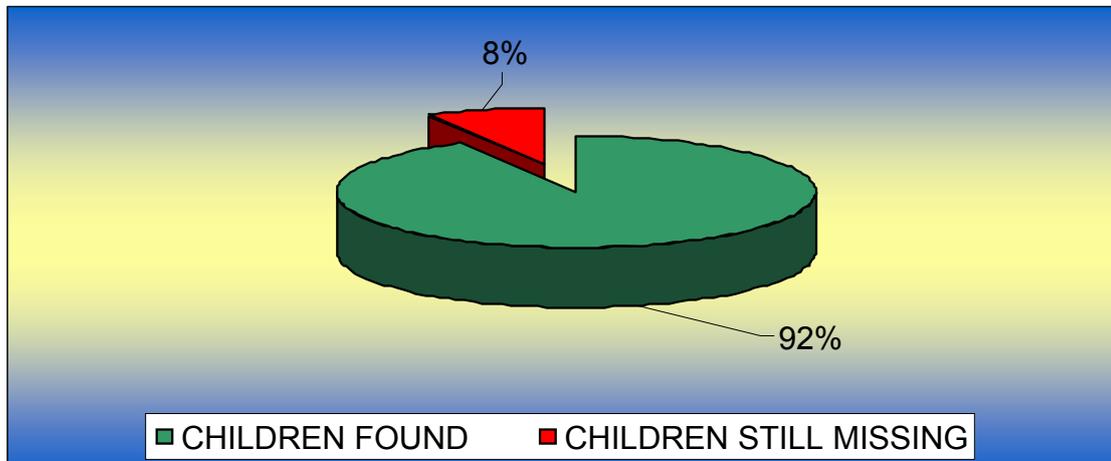


From the 263 cases the Association was able to intervene and assist in 189 cases. Because of serious legal impediments (i.e. custody issues, family disputes between parents etc.) we were unable to assist in 74 cases.

From the 189 cases that the Association became involved:

- 173 (92%) children were found and are safe
- 16 (8%) children are still missing

Graph 2: Breakdown of Missing Children Found and Still Missing



From the 189 cases of missing children that the Association dealt with in 2009:

- 4 cases required the activation of the AMBER Alert system (emergency public broadcast system)
- 34 cases required publicity and media attention
- In 15 cases we created small posters that were distributed in police stations and police cars
- In 6 cases there was secondary distribution (media release and poster campaign)

Chart of Cases of Missing Children By Age and Gender

AGE	BOYS	GIRLS	TOTAL
0-6 years old	23	14	37 (14%)
7-12 years old	20	17	37 (14%)
13-18 years old	32	139	171 (65%)
18 years and older	10	8	18 (7%)
TOTAL	85 (32%)	178(68%)	263

Graph 3: Percentage by Age Category of Missing Children

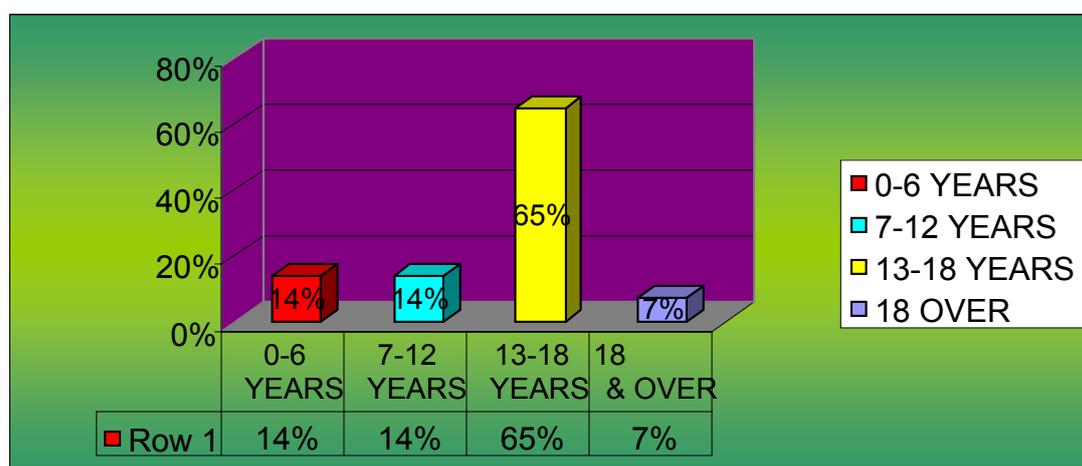
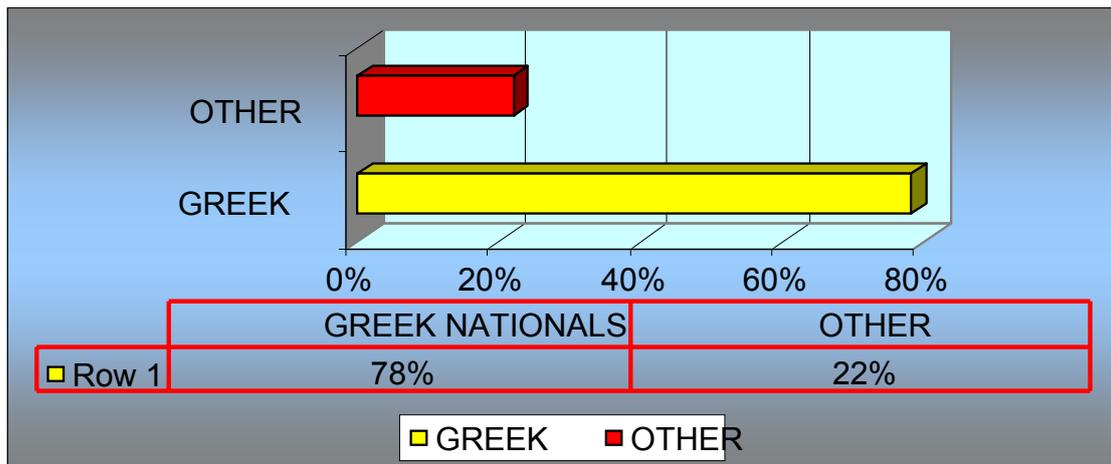


Chart by Nationality:

NATIONALITY	BOYS	GIRLS	TOTAL
GREEK	68	137	205 (78%)
OTHER <sup>1</sup>	17	41	58 (22%)
TOTAL	85 (32%)	178 (68%)	263

Graph 3: Percentage of Missing Children by Nationality .



1 Footnote:

The term "Other" refers to children from the following nationalities: Asian, Albanian, Russian, Egyptian, Syrian, Georgian, Afghani, Bulgarian, Moldavian, American and Polish.

The Association worked with the following agencies in order to assist in finding missing children:

- CENTRAL MISSING PERSONS' UNIT (ATTICA)
- CENTRAL YOUTH BUREAU (ATTICA)
- EMERGENCY SERVICES (ATTICA)
- EMERGENCY SERVICES THESALONIKI
- CYBERCRIME UNIT OF NATIONAL POLICE
- CHILD PROTECTION SERVICES
- 46 LOCAL POLICE STATIONS THROUGHOUT GREECE
- 4 COAST GUARD DIVISIONS
- HELLENIC RESCUE TEAM
- NATIONAL CENTRAL HEALTH SERVICES (ΕΚΕΠΥ)
- PROSECUTOR FOR MINORS' - ATHENS (CHILD PROTECTION)
- PROSECUTION SERVICES - ATHENS
- PROSECUTORS' OFFICE- CRIMINAL DIVISION
- PROSECUTOR AT FIRST INSTANCE (KO)
- PROSECUTOR AT FIRST INSTANCE (CHANIA)
- HOTEL ASSOCIATION OF ATHENS
- CITIZENS' SERVICES OFFICES
- SYRIAN EMBASSY
- AUSTRIAN EMBASSY
- AUSTRALIAN EMBASSY
- INTERPOL
- CHILD PROTECTION SERVICES
- PSYCHIATRIC HOSPITAL ATHENS
- CHILD FOCUS
- MISSING PERSON
- PUBLIC NATIONAL BUSES
- METRO
- TRAIN SERVICES - ATHENS
- MASS MEDIA (PRINT)

- MASS MEDIA (TELEVISION: SKAI, ANTENNA, MEGA, ALTER, STAR, ALPHA, NET, ET1, ET3)
- MASS MEDIA (RADIO)
- OTE: NATIONAL TELEPHONE OPERATOR
- MOBILE TELEPHONE COMPANIES
- SITES AND INTERNET SERVICE PROVIDERS
- INTERNATIONAL AIRPORT “ELEFThERIOS VENIZELOS”
- MINISTRY OF ROADS AND HIGHWAYS
- ATTICA PRIVATE HIGHWAY

## SUPPORTING CHILDREN WITH MEDICAL ISSUES: 2009

The Smile of the Child supports children with serious medical problems, in a variety of ways. The Association's neonatal ambulances transport critically ill children from rural areas to urban centres for treatment. Social workers and psychologists staff the three major pediatric hospitals in Greece (Athens, Thessaloniki and Patra); and, along with volunteers provide emotional and psychological support to children and their parents, as well as creative projects to occupy the children while in hospital. The Association's personnel also supports children and their families by assisting with bureaucratic procedures in order to access public health care within Greece and where care is unavailable in Greece, they assist children in the procedure to find medical care in hospitals in other countries. As well, the Association financially assists children by paying for hospitalisation, medicines or medical equipment, where necessary.

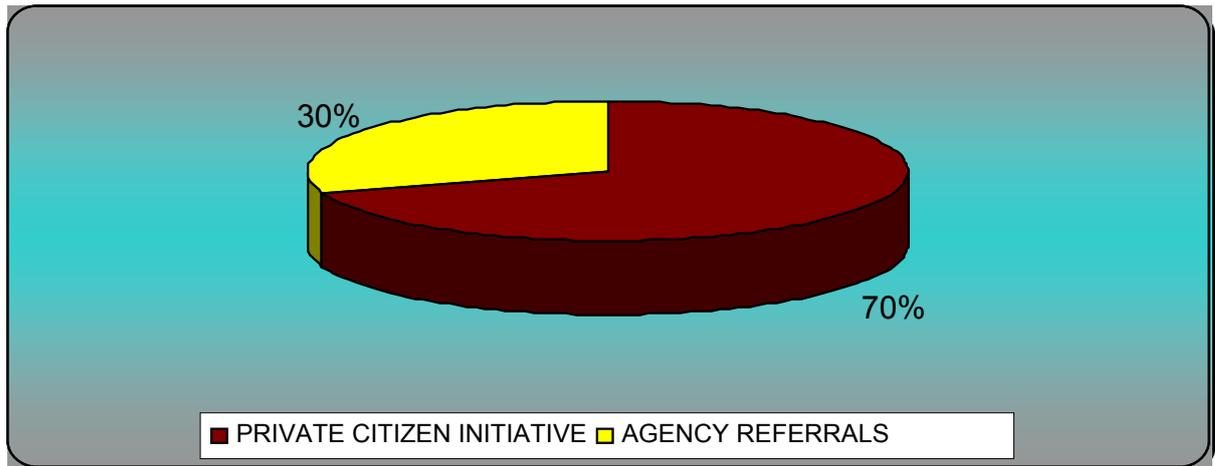


During the period from 01/01/2009 up to and including 31/12/2009 the Association's department of social and psychological support assisted in 345 cases where children faced serious health problems.

From these:

- 241 (70%) were requests directly from private citizens
- 104 (30%) were referrals from other agencies and/or organisations

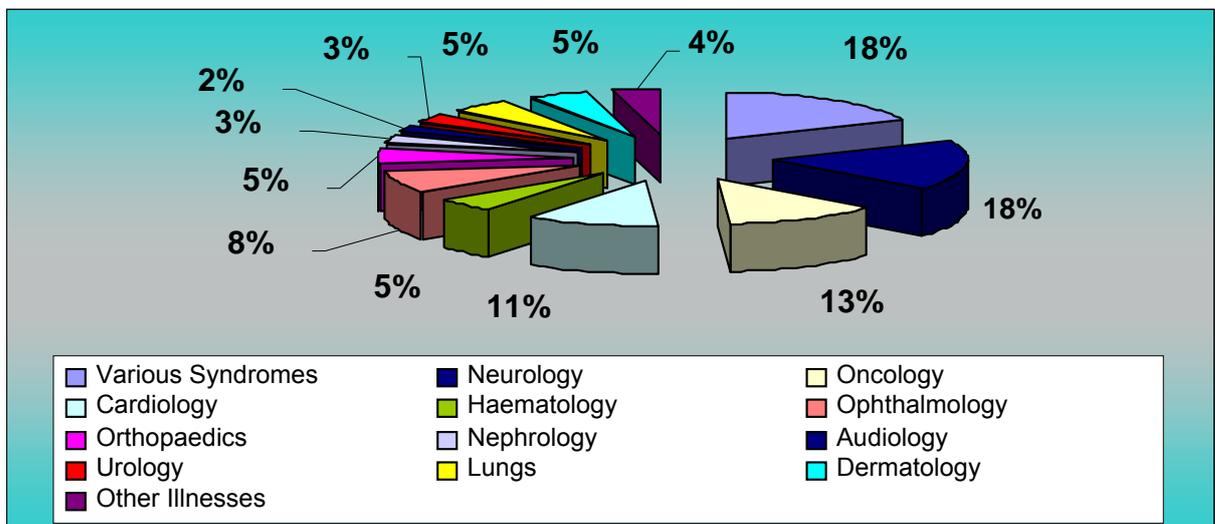
Graph 1: Percentage of request from private citizens and referrals from other agencies



The majority of medical issues were in relation to:

- Syndrome 18%
- Neurology 18%
- Oncology 13%
- Cardiology 11%
- Orthopaedic 7%
- Haematology 5%
- Ophthalmology 8%
- Orthopaedic 5%
- Urology 3%
- Nephrology 5%
- Hearing 2%
- Lungs 4%
- Dermatology 5%
- Other illness 7%

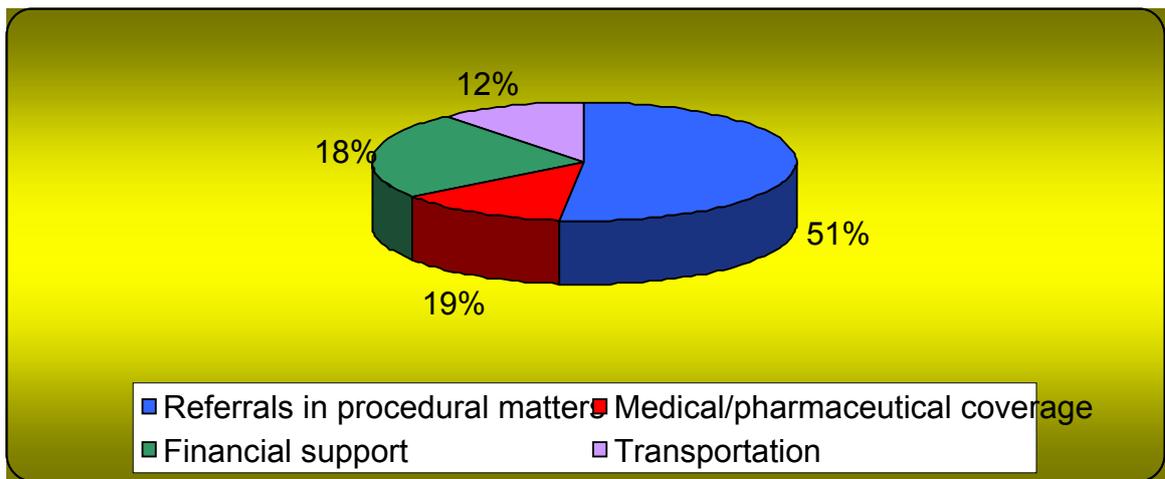
Graph 2: Percentage of Cases by Type of Medical Issue:



From the total number of medical cases referred to above:

- 177 (51%) cases were with respect to assistance and advice on procedural matters i.e. applying for public health care etc.
- 66 (19 %) cases were for financial assistance to cover costs of prescribed medicines.
- 62 (18%) cases were related to financial support for treatment of children in hospitals outside Greece or coverage of medical costs for hospitalisation in institutions within Greece.
- 40 (12%) cases were requests to transport children from rural areas, towns and villages to major urban centres for medical treatment.

Graph 3: Breakdown by type of support in health care cases



From the 345 medical cases that the department handled in 2009, 344 (99%) cases were handled directly by the department. In 1 case, the department had to refer the case to another agency either because it required specialized agencies for that type of treatment or because of the age of the patient.

Moreover, during the period from 01/01/2009 up to and including 31/12/2009, through volunteer drives, the Association found volunteers for blood, platelets and bone marrow donations for 13 children, aged 7 months to 17 years old, and for 8 adults.

In total, 329 volunteer donors were contacted and donated blood and blood platelets.

## CREATIVE OCCUPATION IN HOSPITALS: 2009

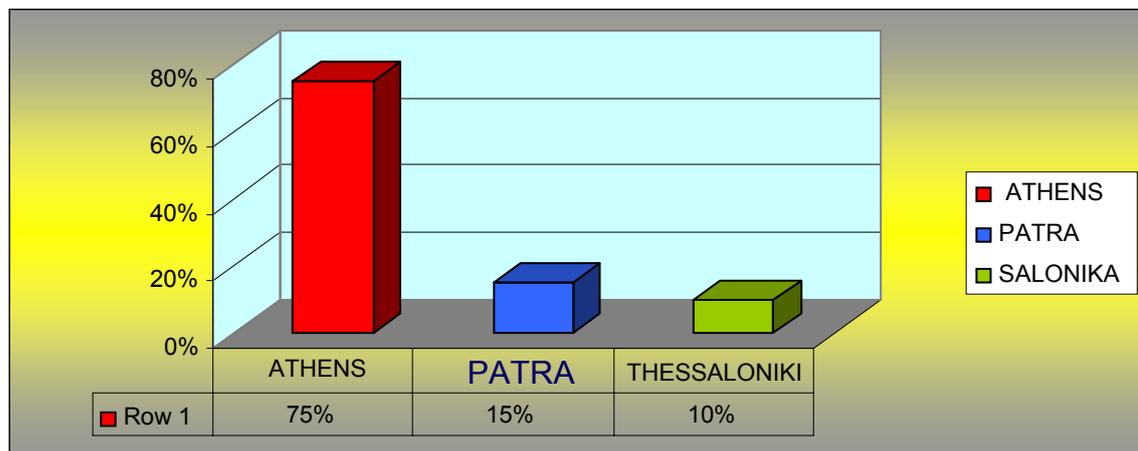
In 2009, the Creative Occupation Programme for Children in Hospital was run out of the following hospitals:

- Paediatric Hospital (Agia Sophia) (Athens)
- Paediatric Hospital (Aglaia Kyriakou) (Athens)
- “AHEPA” Hospital (Thessaloniki)
- “HIPPOKRATEIO” Hospital (Thessaloniki)
- Paediatric Hospital of Patra “Karamandaneio”
- University Hospital Patra “RIO”



In total, 2.230 children benefitted from the programme, the largest number of children in Athens, then Patra and finally Thessaloniki.

Graph 1: Size of the Creative Occupation Programme by Region



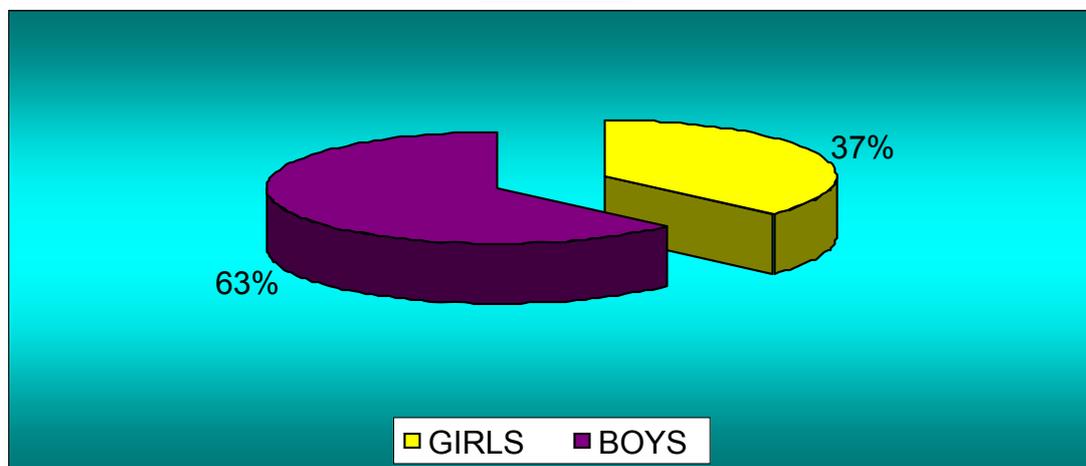
Specifically, children hospitalised in the following clinics were involved in the programme:

- University
- Orthopaedic
- Surgical
- Ophthalmology
- Paediatric
- Cardiology
- Department of Paediatric Haematology & Oncology
- Department of Bone Marrow Transfusions
- Intensive Care Unit

From the total number of children:

- 827 (37%) were girls, and
- 1403 (63%) boys

Graph 2: Breakdown by gender of children in the Creative Occupational Programme



Children in the programme were entertained with arts and crafts, drawing, colouring, stories, music, table games, puppet shows, movies, group discussions, parties and other activities to occupy their time.

## SUPPORTING FAMILIES THROUGH MATERIAL GOODS: 2009

The Association runs the social supermarket programme in Greece. The programme provides material support families that are socio-economically marginalized and who cannot provide the basic necessities to their children. Items such as food, baby formulas, cribs, diapers, linen and blankets, clothing, furniture, books, toys are some of the goods that are located in the social supermarket. The families are also supported emotionally by the social workers that run the programme. The intent of the programme is to support families so that they, in turn, can support their children.

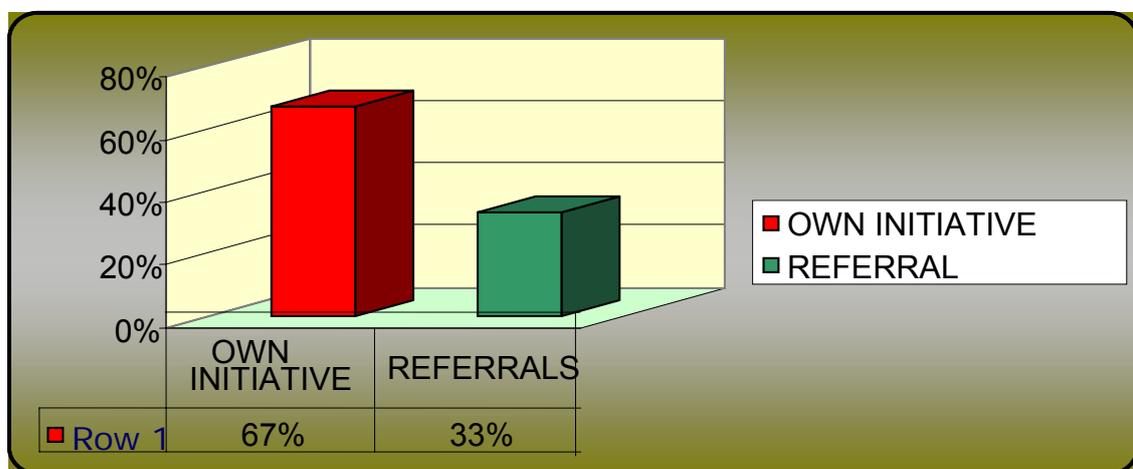


During the period from 01/01/2009 up to and including 31/12/2009 the Social Support Department of the Association responded to the requests of 974 families for material support.

From the above:

- 655 (67%) families came to the Association to request assistance on their own initiative
- 319 (33%) families were referred to the Association for assistance from other agencies and services

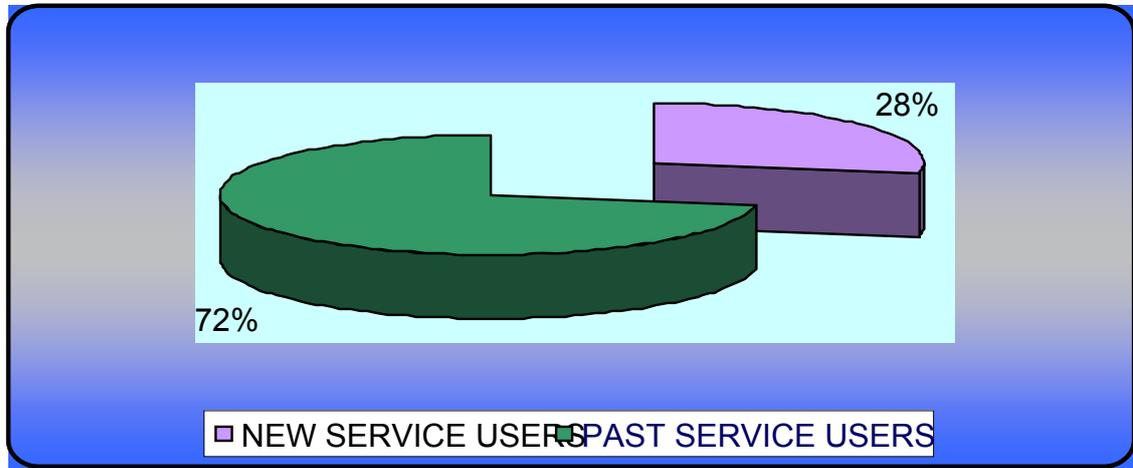
Graph 1: Breakdown of how families approached the Association



As well, from the total number of families,

- 275 (28%) families relied on the services of the Association for the first time
- 699 (72%) families had relied on the services of the Association in previous years.

Graph 2: Percentage of families that have used the services for the first time and those that have used the services in previous years )

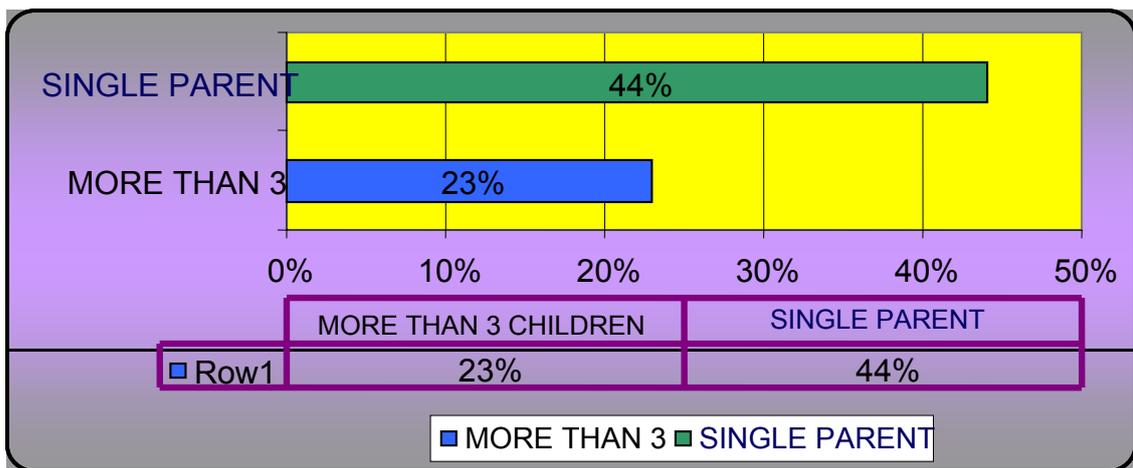


The families that were supported had between 1 and 6 children.

The total number of children assisted by the social support department was 2.474, 360 (15%) of these were children that were helped for the first time.

23% of the families that relied on our social support department had more than three children in the family, while 44% were single parent families.

Graph 3: Percentage of single-parent families and families with more than 3 children



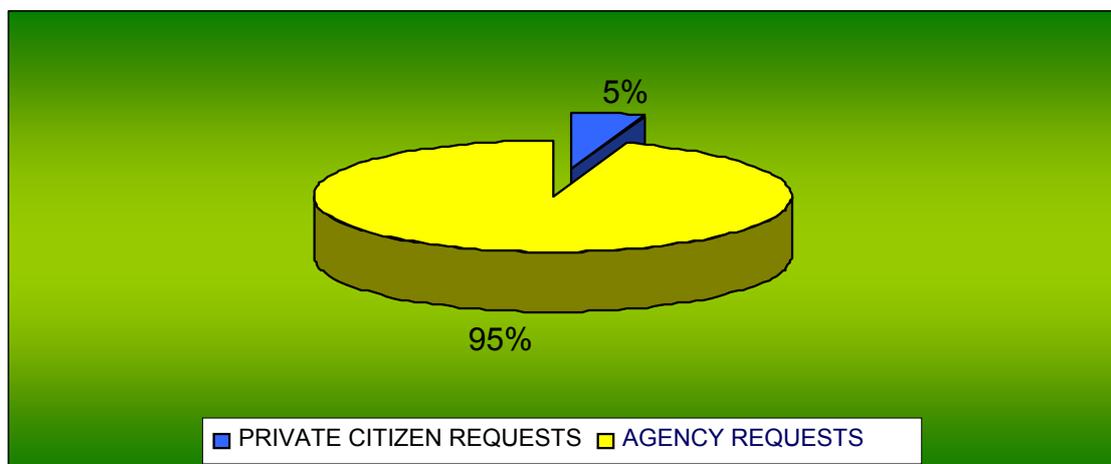
## COMMUNITY HOMES FOR CHILDREN: 2009

During the period from 01/01/2009 up to and including 31/12/2009 the Association received 178 requests to provide shelter to children. The requests were to provide shelter in one of the Association's 9 community homes- 5 in the Attica region, one in Ancient Corinth, one in Thessaloniki (northern Greece), one in Corfu and one in Killini (southern Greece). The homes are in neighbourhoods and the children reside in the home and attend the local public schools. The homes are modelled on a healthy, loving Greek family. Each child is treated as an individual and his/her interests and dreams are nurtured. Children take music, dance and athletic lessons; they participate in community events and celebrate all holidays. The homes are clean but not sterile, with books, toys and lots of mementos. The homes have been used as "good practices" in 2006 by Mr. Miguel Petit, the Special Rapporteur to the United Nation's ECOSOC during his visit in Greece.



- 169 ( 95%) requests were from public agencies and organisations
- 5 ( 5%) were from private citizens.

Graph 1: Percentage of Source of Requests for Shelter



The requests were in respect to 293 children.

During the time period from 01/01/2009 up to and including 31/ 12 /2009, the Association's community homes provided shelter to 299 children.

From the above figures:

- 41 (14%) were referred to the Association for shelter during 2009; while
- 258 (86%) were in the care of the Association from the previous year.

During the same time period, a total of 25 children left the care of our community homes either because they returned to their families or because they had to be referred to other another shelter because of their problems required specialized care.



Chart of children in the Association's care by gender and age

AGE	BOYS	GIRLS	TOTAL
0-6 years old	60	33	93 (31%)
7-12 years old	62	51	113 (38%)
13-18 years old	40	37	77 (26%)
18 years and older	7	9	16 (5%)
<b>TOTAL</b>	<b>169 (57%)</b>	<b>130(43%)</b>	<b>299</b>

Graph 2: Percentage of children in the Association's care by Age Category

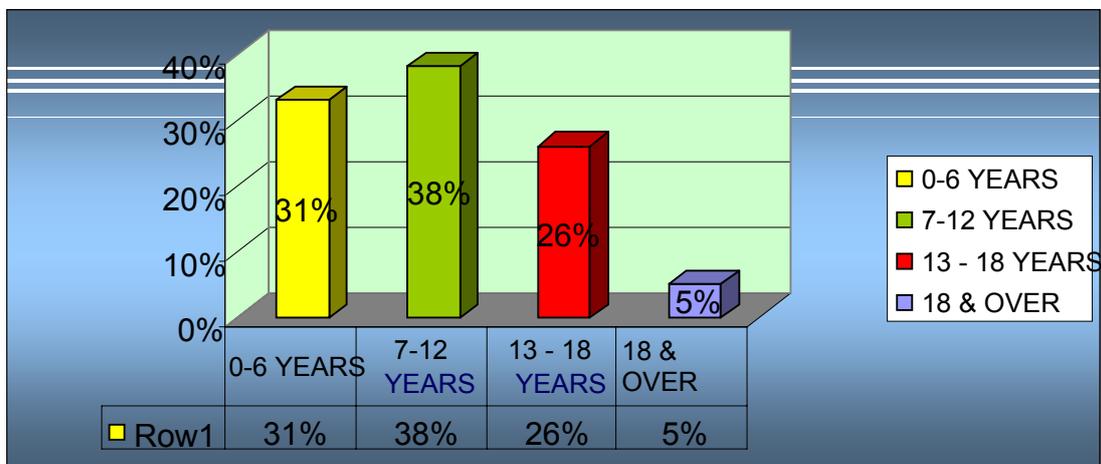


Chart demonstrating the reason for providing shelter to children during the period from 01/01/2009 up to and including 31/12/2009:

REASONS FOR BEING IN COMMUNITY HOME	BOYS	GIRLS	TOTAL
Physical Abuse of Child	16	14	30 (11%)
Sexual Abuse of Child		6	6 (2%)
Neglect/Abandonment	112	80	192 (64%)
Social Reasons	29	22	51 (17%)
Other	12	8	20 (7%)
TOTAL	169 (57%)	130 (43%)	299

Graph 3: Breakdown by Reason for Shelter in the Association's Community Homes

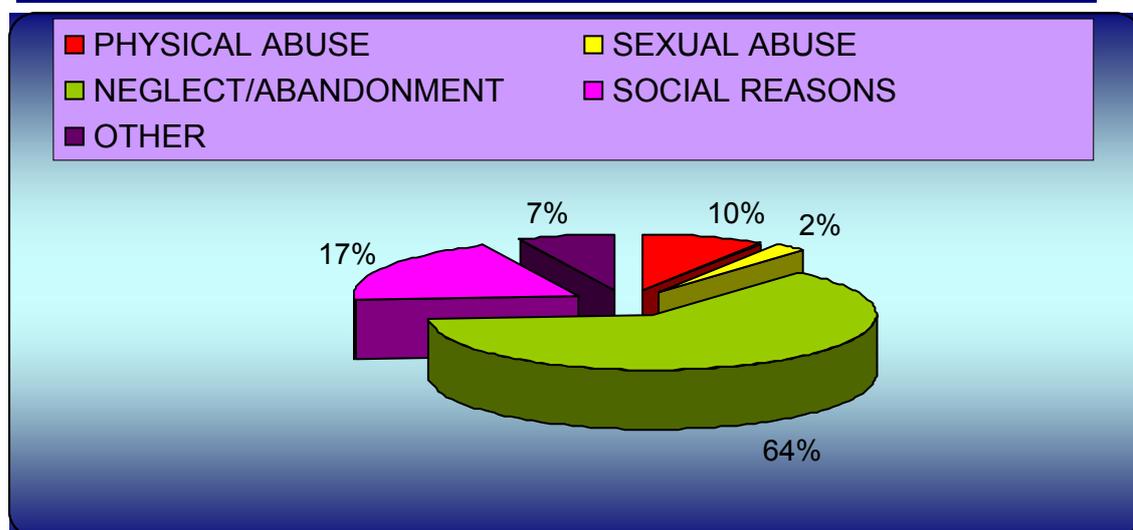


Chart of Children staying in the Association's Community Homes during 2009 by Gender and Nationality

NATIONALITY	BOYS	GIRLS	TOTAL
Greek	128	108	236 (79%)
Other	41	22	63 (21%)
TOTAL	169 (57%)	130 (43%)	299

**Note:**

*Non Greek nationals include children from Romania, Nigeria, Poland, China, Syria, Georgia, Bulgaria, Albania and Moldavia*

## DAILY CARE IN OUR HOMES: 2009

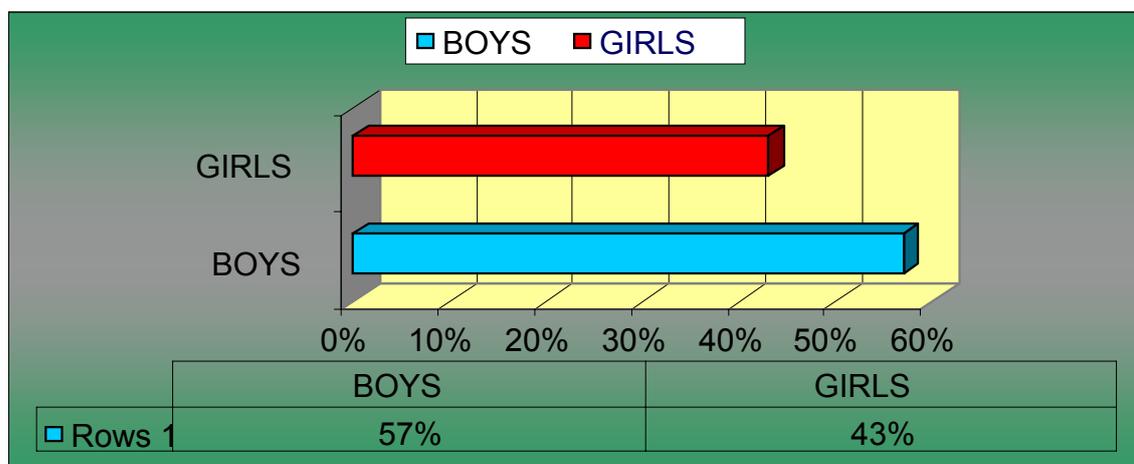
Simultaneously, while the Association has custody and provides care for the children described above in the Association's Community Homes, another activity that the Association provides is Daily Care of Children. These children were flagged by social services as being at high risk however; their family situations did not put them in immediate risk. The Association, through the daily care programme ensures that the children are fed properly, bathed, attend school, do homework and attend doctors' and other appointments. They return to their families every evening. During 2009, the Daily Care programme.



From the total number of children in this programme:

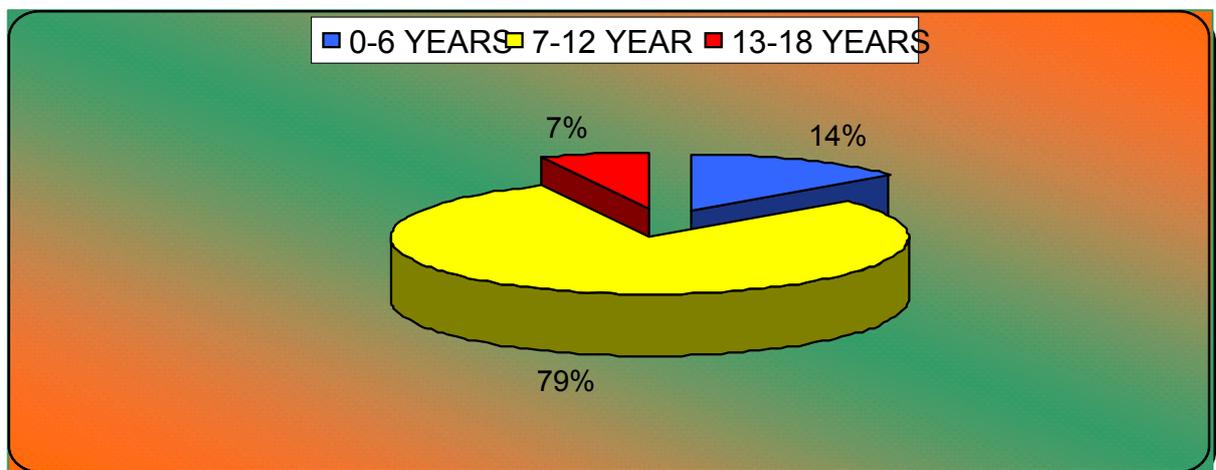
- 57% are boys while
- 43% are girls

Graph 4: Breakdown by Gender of Children in the Association's Daily Care Programme



The children can be divided into three age groups (graph 5) while the vast majority of children in the programme are Greek nationals (99%)

Graph 5: Breakdown by Age of Children in Association's Daily Care Programme



## COUNSELLING SERVICES: 2009

While The Smile of the Child provides counselling to callers, the organisation also provides one-on-one counselling where requested and necessary. During the period from 01/01/2009 up until and including 31/12/2009 there were 3278 people who sought counseling services for child-related issues. Please note that counselling services are available only to children or to adults in dealing with children. From the 3278 people, 85(3 %) had in-person meetings with the Association's psychologists and social workers for the purpose of:

- Diagnosis 1 (1%) cases
- Personal (One-on-One) Counselling 57 ( 67%) cases
- Family Counseling 27 ( 32%) cases
- The remaining 3193 counselling were conducted by telephone.

*Chart of Counseling Services:*

ISSUE	NUMBER OF CASES
Relationship within the family	1327 (40%)
Relationship with peers	217 ( 7%)
Death in the family	166 (5%)
Divorce in the family	336 (12%)
Problems adjusting in school	192 (6%)
Behavioural Difficulties	396 (12%)
Issues of Physical/ Sexual or Psychological Abuse of Child	164(5%)
Suicidal ideation	29 (1%)
Emotional upheaval	89 (3%)
Issues regarding use of the Internet (includes safety)	223 (7%)
Other	139 (4%)
<b>TOTAL</b>	<b>3278</b>

Graph 1: Breakdown by Counselling Issue Addressed

