



REGION
OF WESTERN
GREECE



Τ.ε.β.α.
Επικρατικό Πρόγραμμα
Επιστημής & Βασικής
Υγείας Συνδρομής



SUPPORT LINE “WE STRENGTHEN TOGETHER” & SYNERGIES WITH OPEN ONLINE PLATFORM

www.menoumedytikiellada.gr



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A holistic and synergetic project for all citizens of the Western Greece Region and especially vulnerable groups towards COVID-19

- ❖ Online open platform of the Western Greece Region
- ❖ Psychological/Social Helpline an initiative of Western Greece Region with the Synergy of Holy Diocese of Patras

Aiming to inform, train and empower social citizens



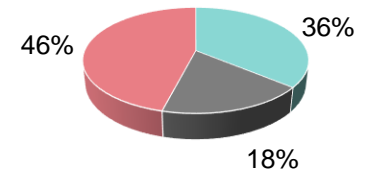
A Synergetic Project of :

- ✓ Western Greece Region & Patras Holy Diocese as Partner of the FEAD Social Partnership of the Regional Unit of Achaia, Western Greece Region

End Users :

- ✓ In total, **15,000 platform users** (56,57% women and 43,43% men) have visited the online platform.
- ✓ **1,200 beneficiaries of FEAD programme** have been empowered and oriented towards specialised services such as public social services or local/national NGOs.

Distribution of 1,200 helpline calls to FEAD beneficiaries



■ Psychological support ■ Social support ■ Information



Online Platform [menoumedytikiellada.gr](https://www.menoumedytikiellada.gr)

Για τον κορονοϊό
[menoumedytikiellada.gr](https://www.menoumedytikiellada.gr)
#Μένουμε Ασφαλείς
Προστατευόμαστε
Δημιουργούμε
Μαθαίνουμε

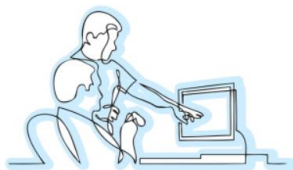
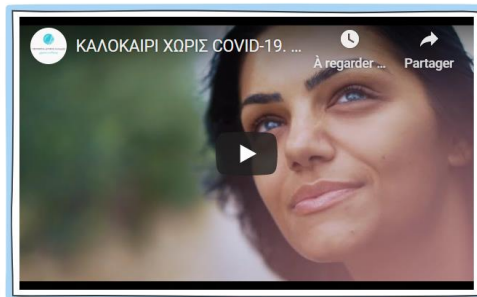


ΠΕΡΙΦΕΡΕΙΑ
ΔΥΤΙΚΗΣ
ΕΛΛΑΔΑΣ

Πρωτοβουλία της Περιφέρειας Δυτικής Ελλάδας



#StaySafe.
Protect yourselves.
Be creative.
Keep learning.



Information

Choose appropriate information sources

Let's start!



Have fun

Spend time creatively while at home

Let's start!



Train yourselves

Need of new skills?

Let's start!

Stay safe, protect yourselves
Adopt new habits

Region of Western Greece



Interconnected services for FEAD beneficiaries



Menoumedytikiellada.gr

Online innovative platform

- The Online Platform operates throughout the pandemic period through a holistic approach of different services for all citizens but especially for vulnerable groups.
- It is an innovative integrated platform for reliable information, distance learning, skills enhancement, physical and mental empowerment:
www.menoumedytikiellada.gr

Funding

Total amount of EUR 40.000 from National Government Resources (Public Investment Programme, Exceptional subsidy/emergency support due to COVID-19 pandemic).

Target group

15,000 visitors (vulnerable people of the general population such as elderly, depressed people, children with autism, patients with chronic diseases, as well as FEAD beneficiaries)

Content

The use of the platform is disseminated through the telephone support line “we strengthen together” for FEAD beneficiaries.

The platform includes an important number of uploaded articles, videos and official information such as educational activities & games, interactive animated videos related to COVID-19, information about preventive measures against coronavirus and more.

Τηλεφωνική γραμμή
ψυχολογικής ενδυνάμωσης
ωφελομένων ΤΕΒΑ

Δυναμώνουμε μαζί

Συνοδευτικά Μέτρα
Ψυχοκοινωνικής Ενδυνάμωσης
Τομείο Ευρωπαϊκής Βοήθειας
προς τους Απόρους

Καθημερινά και ώρες 08:00-20:00
Διάρκεια: 25/5/2020-24/7/2020

Παροχή ατομικής ψυχολογικής υποστήριξης μέσω τηλεφώνου, με ενθάρρυνση και συμβουλευτική, για θέματα που αφορούν την ενίσχυση της ενδοοικογενειακής δυναμικής, για τη βελτίωση των σχέσεων και της επικοινωνίας με άλλα μέλη της οικογένειας, για την αποφυγή διαπροσωπικών συγκρούσεων και ενδοοικογενειακής βίας και καλλιέργεια τεχνικών εμπύκωσης και για την ενίσχυση της θετικής ψυχολογικής ανταποκρισιμότητας στην διαχείριση της πανδημίας COVID-19.

Για πληροφορίες και δηλώσεις συμμετοχής
οι ωφελοόμενοι ΤΕΒΑ μπορούν να επικοινωνούν στο τηλ

ΤΗΛ. 2611100425
ΩΡΕΣ 08:00-20:00

Δράση ψυχολογικής ενδυνάμωσης ωφελομένων ΤΕΒΑ
από την Ιερά Μητρόπολη Πατρών

Για τον κορονοϊό

menoumedytikiellada.gr

#Μένουμε σπιτι
Γραμμή
Ψυχοκοινωνικής
Υποστήριξης
(ιστοική χρέωση)
2611 100405
ΔΕΥΤΕΡΑ - ΚΥΡΙΑΚΗ
8:00 π.μ.- 8:00 μ.μ.



Με τη συγχρηματοδότηση της Ελλάδας και της Ευρωπαϊκής Ένωσης
Πρωτοβουλία της
Περιφέρειας Δυτικής Ελλάδας

Psychological and social support line

Region of Western Greece



Interconnected services for FEAD beneficiaries



Psychological and social support line

A daily support line

The telephone lines of psycho-social support, empowerment, orientation and information for the online Platform “menoumedytikiellada.gr” operated **daily** from 08:00 to 20:00 for the period 25/5/2020 to 30/7/2020 May 2020 (first wave of COVID-19) and during the second wave from 11/11/2020 to 01/12/2020.

Funding

For FEAD beneficiaries special individualised actions (STRENGTHEN TOGETHER) in the framework of accompanying measures implemented by Patras Holy Diocese, a total amount of EUR 45,000.

Target group

1,200 FEAD beneficiaries

Goal

- Special scientific personnel provides help and guidance services, such as recording of the needs of beneficiaries, giving immediate information support, informing beneficiaries and referring them to available public services.
- The **goal** is to support the beneficiaries and to gain mental resilience to the intense pressure that generally exists during crisis management, to strengthen the sense of self-care and care for the weakest members, to avoid and prevent social exclusion, to promote social cohesion.

Conclusions (I)

Tackle rising needs of FEAD beneficiaries in times of crisis: The support line, based on a semi-structured questionnaire has addressed FEAD beneficiaries' profiles and specific needs during COVID-19.

Reduce social stigma:

- ❖ Coordinated and interconnected services not only for targeted vulnerable citizens but for the whole local population.
- ❖ In order to address and avoid social stigma for coronavirus patients, the call center agents used communication tips and messages. The same communication strategy is applied to the open platform (less stigmatising terminology). In addition, social influencers have been participated (such as religious leaders or national celebrities) on prompting reflection about people who are stigmatized and how to support them, and on amplifying messages that reduce stigma.

Improve access: Access to information has been improved by daily conversations of the fully skilled telephone agents. They linked FEAD beneficiaries' needs with local public services and NGOs, and organised basic assistance during COVID-19 pandemic.

Conclusions (II)

Empower citizens: Volunteering has an important role on citizens' empowerment. In the platform menoumedytikiellada.gr a great number of people can offer their services and products to vulnerable people in times of sanitary crisis or emerging health risks. FEAD beneficiaries are not only end-users of this volunteering service but **donors** as well (for example of their time). Also, the access to personalised information (training, mental health empowerment and physical activities) taking into account their personal situation (such as health problems and isolation) contributed to a solid empowerment and engagement of FEAD beneficiaries.

Build a resilient and inclusive society towards coronavirus

This pandemic represents a learning experience for all societies on adapting regular services. Working on both FEAD beneficiaries and general population empowerment helps to build more resilient communities. We seek to boost the value of solidarity to face upcoming challenges by increasing personalised communication, cooperation with local NGOs and by boosting training via the electronic platform.



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Thank you very much

Wishes for a Joyful and Healthy New Year!

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