

الذبيحين ١٣ - ٨ - ٢٠١٧
فريته و زيتونه

BASMEH & ZEITONEH
RELIEF & DEVELOPMENT

BASMEH & ZEITONEH
ANNUAL REPORT 2017

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STATEMENT BY CEO

Dear friends and supporters,

The Syrian catastrophe has lasted another painful year, and with it, the difficulties and challenges that we face. Particular challenges that are well known to us all, and that we continue to face, include the decrease in funding, the migration of minds, and the legal challenges that vary from one country to another. However, this report is another celebration of a new year of your support for Basmeh & Zeitooneh's work in changing the lives of many.

Since day one, we have taken the decision in this organization to face obstacles with creativity, and despair with much more optimism and ambition. Many face the danger of surrendering to despair and listening to those who keep telling us that what we face is much bigger than our capacity to change it. Although this may sound cynically true, despair is a luxury that the displaced and the refugees cannot afford. To the contrary of this, we believe that we can make change through small and consistent steps, one individual's life at a time. Year after year, our programs evolve to reflect this philosophy and to change the lives of many of our centers' visitors.

In 2017 we added two important programs that you will get to know in more detail throughout the pages of this report. Firstly, the protection department implemented a psycho-social support program for women through art and drawing. It achieved some amazing results, and the drawings made by the participants speak for themselves. In addition, we started a particularly impactful program this year that teaches coding to youth through an online platform. In this program, young pupils are able to learn to code and join the market immediately while they work on refining their skills and advancing their knowledge. This scheme, along with others such as the small grants program, represents the heart of our vision as an organization. Our mission lies in empowering the refugees, before anything else, so they become self-reliant, productive, and proud members of society, who truly live in dignity.

All of this wouldn't have happened without your support as individuals and institutions, especially in these difficult times, when many have doubts about the future and a lot of donor organizations have stopped their funding in the wait for a clearer scene. We urge our friends and supporters who have, from the beginning, been the cornerstone to our work, to step up their support and join our ambassadors program. This is a program open to all of you who are willing to take the time and organize fundraising events to introduce the public to our work. These funds are crucial in maintaining our programs that are changing lives, and providing people with opportunities for a better future.

Thank you for your support, and for taking the time to read about our activities in the last year.

Fadi Haliso
Co-Founder and CEO

INTRODUCTION

INTRODUCTION TO BASMEH & ZEITOOONEH

Vision: *To foster a constructive society that lives with dignity.*

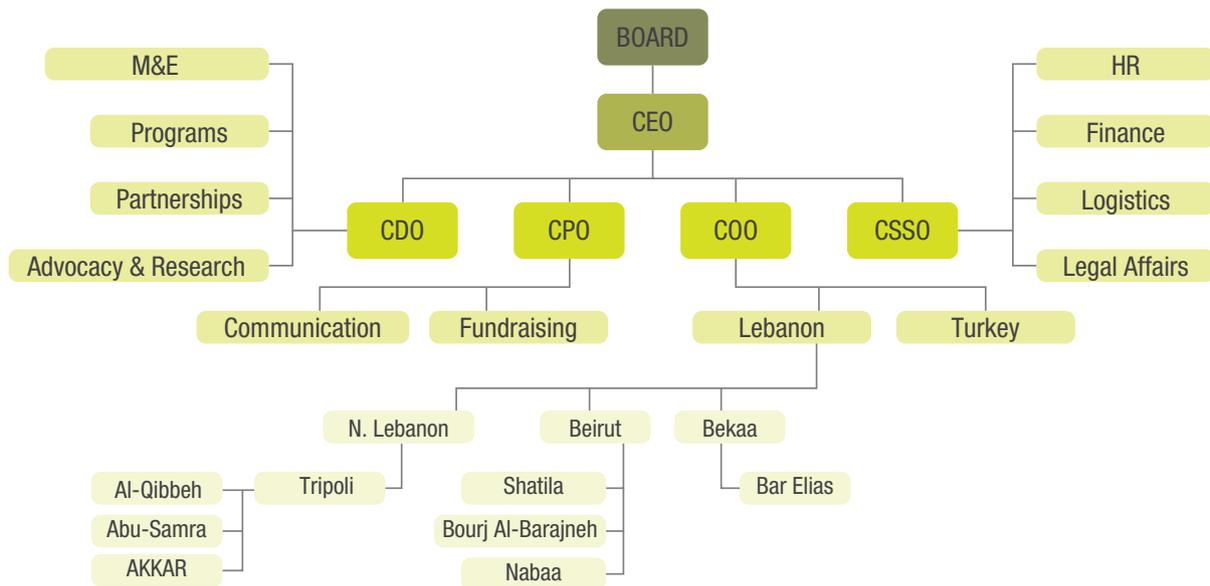
Mission: *To empower individuals through working amongst the most vulnerable and marginalized groups to fill the gaps in development assistance, and respond to the most urgent relief and developmental needs to contribute to the advancement of society.*

Basmeh & Zeitooneh is a registered non-governmental organization dedicated to serving Syrian refugees and vulnerable populations living in Lebanon and Turkey. It began in 2012 as a small group of volunteers responding to the needs of refugees in Lebanon. Since then, we have worked to provide relief, livelihoods and, protective services, in addition, we have expanded our reach to include vulnerable host communities, while working in areas with the highest concentration of refugees. Despite the rapid development of the organization, we maintain a grassroots approach, and continue to use beneficiary input and feedback throughout project design and implementation. Our aim is to provide accessible, holistic solutions that empower and build the capacity of marginalized communities, by utilizing our community centers to serve as focal points for the local neighborhood. Our range of programs utilize an approach that upholds human dignity, and reduces the need to navigate through a complex international humanitarian system to meet basic needs. Thus the programs are aimed at building and developing skills, enhancing psychological wellbeing, and increasing individual and communal capacity in order to increase the agency and independence of those who have been marginalized.

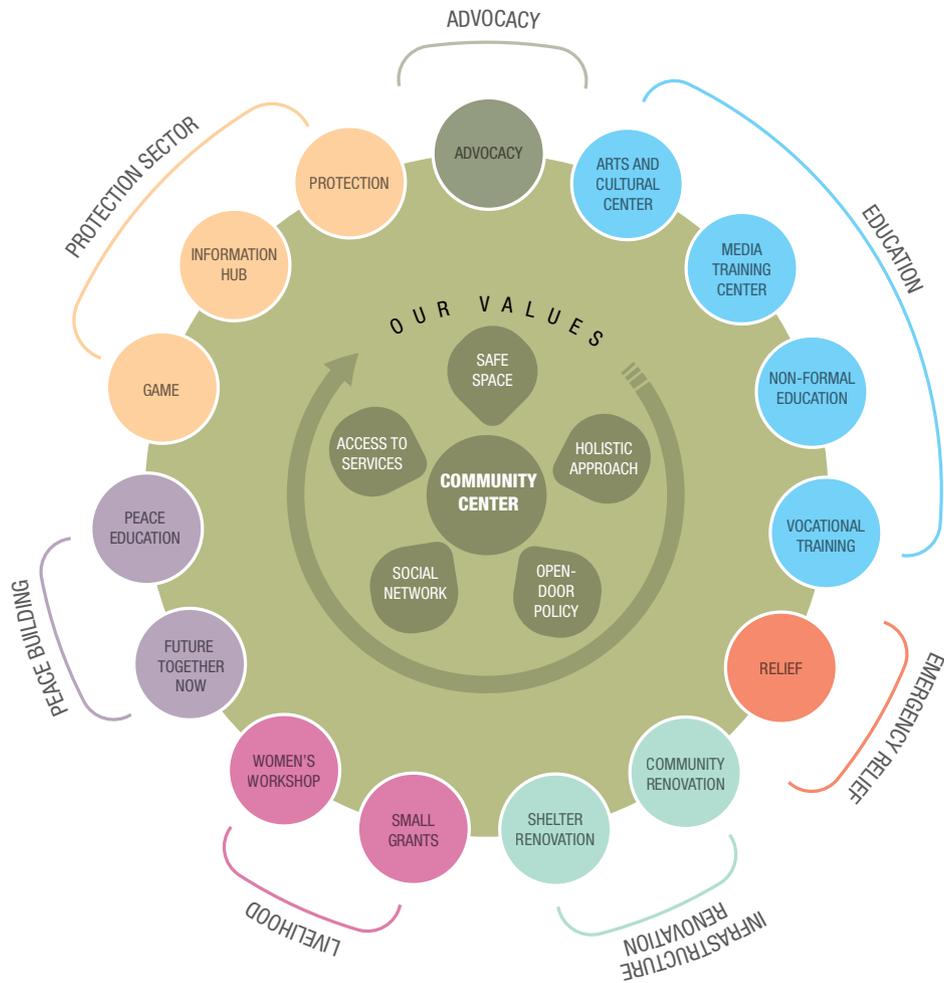
COMMUNITY CENTER APPROACH

Basmeh & Zeitoneh operates out of 7 community centers in Lebanon; Shatila, Bourj al-Barajneh, Nabaa, Bar Elias, Abu Samra, Al-Qibbeh, Akkar. Our community centers are located within the most marginalized areas, reducing the immediate tangible barriers vulnerable people face in accessing assistance. The space serves as a focal point for people to access information and support, a safe space to meet and build networks, as well as the venue where our activities are held. Using this approach enables us to provide holistic solutions to individuals, families, and the community as we become part of its make-up. Each center applies an open door policy and implements a strong external and internal referral system to ensure people have access to all services within or outside the area.

ORGANIZATIONAL STRUCTURE



OUR COMMUNITY CENTERS



AREAS WE WORK IN

Lebanon

Beirut

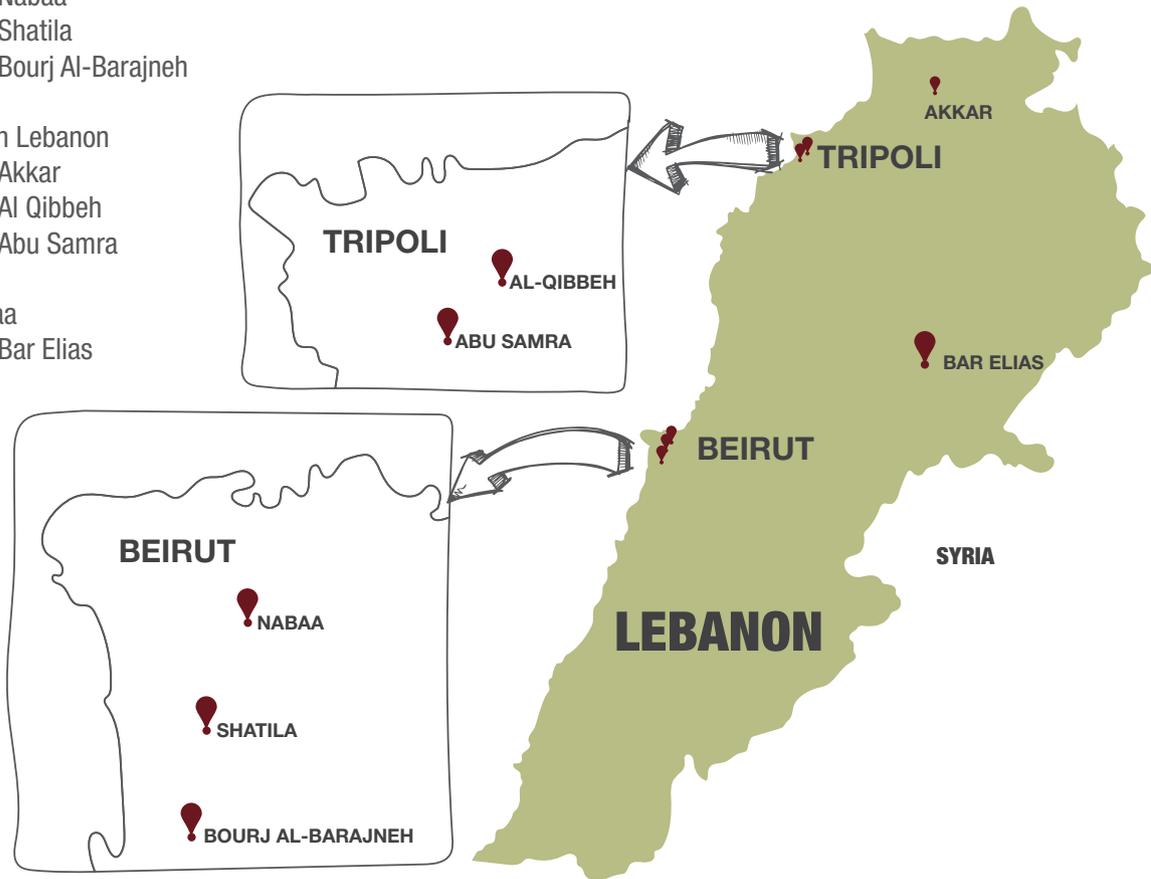
- Nabaa
- Shatila
- Bourj Al-Barajneh

North Lebanon

- Akkar
- Al Qibbeh
- Abu Samra

Bekaa

- Bar Elias



Turkey

- South Turkey
- Gaziantep



ADVOCACY

2 
Conducted **Studies**

3 
Published **reports**

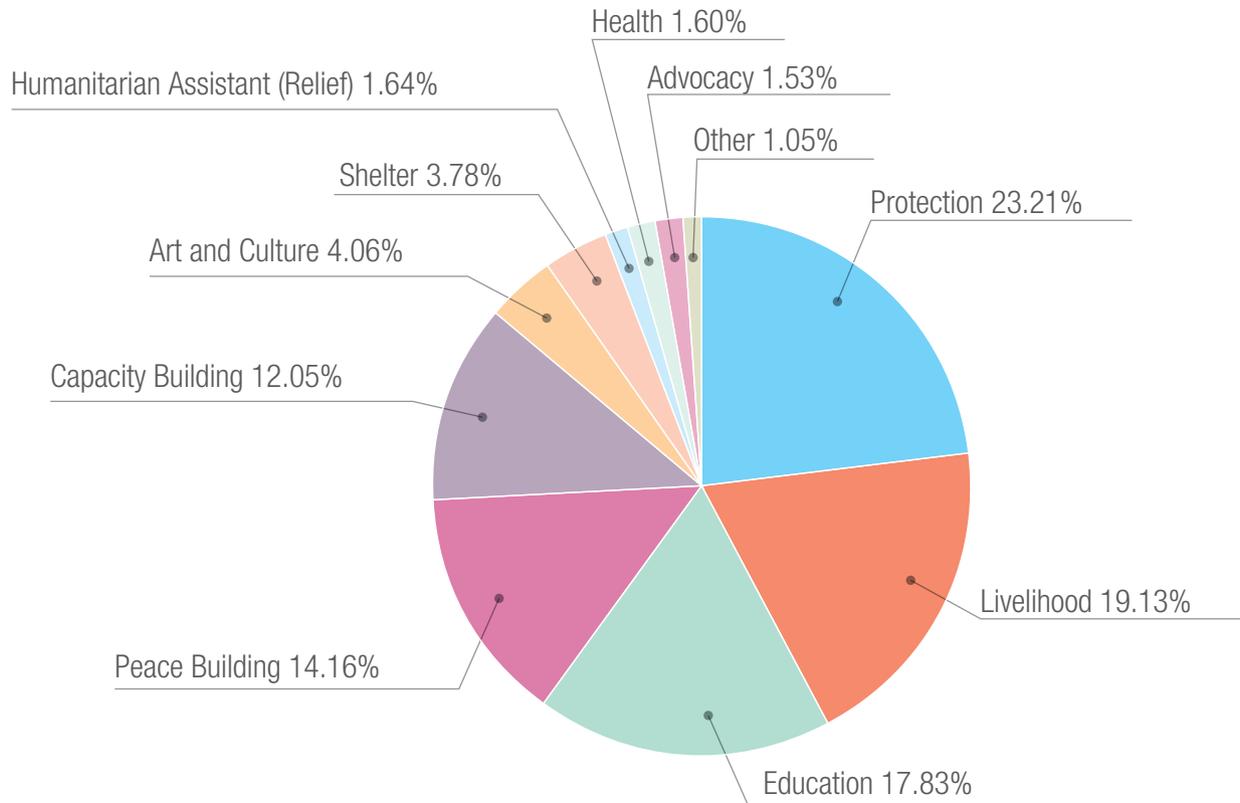


Basmeh & Zeitooneh has had an advocacy unit since October 2016. Supported by Malala Fund, this unit mostly focuses on access to education for Syrian youth. In 2017 we conducted two studies detailing barriers to education and we published two reports. We took the findings of these studies to donors of the Reaching All Children with Education plan, such as the EU, both in Brussels and in Lebanon, and several embassy representatives. We also talked to influential people at the Ministry of Education to relay our recommendations. Basmeh & Zeitooneh does most of this lobbying work in close collaboration with other NGOs, and is an active member of the Working Group for People Affected by the Syrian Displacement Crisis.

Supported by the European Regional Development and Protection Programme (RDPP) the unit also worked on a market study to determine how organizations like Basmeh & Zeitooneh can collaborate with other NGOs to improve livelihood programming for Syrian women and youth in the Bekaa Valley. With the help of Parallel Perspective Consulting (Q perspective) we are planning to pilot a project together with five other NGOs working in the area of Bar Elias.

Basmeh & Zeitooneh aims to relay the recommendations of the people that we work for, and who's basic rights are not being fulfilled, to influential people in power. As such, the findings of our research are always published in English and Arabic and relayed back to the communities that we work for, and the participants in the study, to allow for commentary and feedback.

OUR FUNDS



SECTORS
PROGRAM

EDUCATION SECTOR:

ARTS & CULTURAL CENTER

435



Women, men and children participated in the **ARTS AND CULTURAL CENTER** activities



The Arts and Cultural Center is a program based in Shatila refugee camp, through which we run creative activities for children, adolescents and adults living in the local neighborhood. Recreation and creativity are a vital part of any community, but in areas such as Shatila where basic needs are not being met, such concerns are often sidelined. The program was set up to fill this gap and to give the local community access to cultural pursuits, which are often seen as the reserve of the advantaged.

The project also aims at building social bonds between the participants and helping them to freely express themselves and share their stories and experiences with each other. The project will help develop the participants' talents and skills by using creative and interactive methods and techniques in the training. These activities are particularly beneficial in increasing children's ability to focus and do well in their educational prospects.

In 2016, we ran art workshops, photography workshops, reading groups, a choir and a percussion group, among other activities. In 2017 we added new activities:

Cinema on the Road:

In collaboration with Cinema Metropolis the Arts and Culture center launched this activity to provide screenings for the children from the learning center and children from Shatila and Tripoli. The purpose of this activity is to provide an opportunity for the children to experience cinema, as well as benefit from the lessons and morals in the movies. The movies are chosen carefully, depending on the age group of each screening.

Book Club:

The Book Club was designed as part of the overall development of the Arts and Cultural center's library, with the aim of engaging local residents and strengthening their literary culture, mainly targeting children and adult women.

The book club has proved extremely beneficial to participants by encouraging self-confidence the use of imagination and stimulated creativity, as well as assisting language development and providing a form of stress relief.

Storytelling – Hakawati:

This program was launched at the beginning of 2017, targeting specifically youth in Shatila camp. A Hakawati (traditional storyteller in Arabic) gave storytelling workshops for three months to the children, training them in how to tell a story in front of a big crowd, as well as the art of combining writing and acting skills. The group was trained for a performance at the "Seen" Festival, entitled Superhero/Al Zir Salem. The performance was an amalgamation of traditional and Western storytelling.

Performing Arts Training:

The training for Performing Arts was divided in two sections: teaching the children new skills (vocals, percussion, theatre, and performance); and preparing the team for a performance at the “Seen” festival.

The play, entitled “Dream”, was about a young boy who lived with 16 relatives, all of whom were refugees. The boy and his relatives all shared their dreams in a musical performance. The trainers produced the music, adding electronic beats to the original melody and taught the children to follow the new rhythms and perform excellently on stage. The children performed four songs; in addition to rap songs written by the children about the challenges they face living in the camp, as well as their own wishes and dreams.

Short Film Making:

This project aimed to provide young adults with the means and skill-set to make and produce short films. All the short films were part of the movie screening events during the Seen festival.

The best film from Shatila was written, scripted and directed by one of the youngest female participants, Batoul (17), with the help of her sister Ola (15) as her assistant. The movie, entitled “The Camp Evening”, is about two young girls talking to each other over the phone about their day. One of the characters lives in Shatila camp; she is devoted to her studies but a lack of basic facilities, such as electricity, make her living conditions incredibly difficult.

Conflict Analysis and Installation Art Workshop:

The objective was to provide participants with the space and tools to express the challenges they face on a daily basis in Shatila, by aligning relevant expertise in conflict with mediums of artistic expression.

The Conflict Analysis Trainer provided beneficiaries with training covering PSS and Human Rights, Conflict Analysis and Conflict Mitigation. After the first phase of the first cycle, a specialized trainer provided installation art training, covering videography and photography workshops and selecting photos and records to reflect reality. At the end of the workshop the participants started working on a model of Shatila that will be launched in 2018.

Shatila Stories: Storytelling Workshop:

Shatila Stories is a novella shaped from nine pieces of fiction created following a writing workshop. The project was funded by a Kickstarter campaign.

Peirene Press is a London-based publisher of novels in translation. Its founder, the German novelist Meike Ziervogel, worked with us at Basmeh & Zeitooneh to set up a three-day creative writing workshop at the Community Centre in Shatila with nine participants, ranging in age from 18 to 42. After the workshop, they each had six weeks in which to deliver a 4,000 word draft. Ziervogel then returned to the camp to work with

the writers on their pieces and turn them into a coherent narrative, which was then translated. Each writer received an advance, and will be eligible for royalties; 50p from each book sale will be donated to the Basmeh & Zeitooneh charity. The book will be published in 2018.

Hassan, is a 13 years old boy in Basmeh & Zeitooneh Choir.

Hassan was very shy, and tended to isolate himself. He did not talk or express his feelings during the sessions, and he was violent with his friends, always having the feeling that he is a victim.

Hassan joined the choir because he loves singing. He never sang alone, preferring to sing only with the group. After a while, **Hassan** was showing more interest in music, and began to improvise percussion using his body or a nearby table while we were singing. One day **Hassan** came to the trainers and asked if he could dance during the singing. This was not part of the original project, however the trainers encouraged anyone who wanted to show their talents to come on stage.

When the trainers saw that there was so much talent in the group we decided to make a performing arts team, where we could amalgamate music, percussion, dancing and acting.

Hassan, after two years of participation in this scheme, is talented, confident, social, funny and loved; he has continued dancing, singing, and acting.

Every now and then he researches a celebrity or artist and talks about them to encourage the rest of his friends.

Hassan is also working with another NGO on a puppet show in which he is one of the main actors. He hopes to become a well-known artist in the future.

ARTS AND CULTURAL CENTER

Basmeh & Zeitooneh's "Seen" Festival

The "Seen" festival is Basmeh & Zeitooneh's annual arts and cultural celebration, the first of which was held in 2015. The festival aims to celebrate artistic merit, particularly from marginalized communities who do not have the opportunity to showcase their talent on a public platform. The name of the festival itself relates to this overall concept: the letter (س) in Arabic, pronounced seen, stands for the unknown quantity in mathematical algebraic equations, just as the x does in English. Thus, through the Seen (س) festival, Basmeh & Zeitooneh seeks to shed light on undiscovered artistic talents.

The opening day of the festival was held in Shatila refugee camp, showcasing a large number of performances held in central Beirut. Among these was a children's musical performance, a taster photography exhibition, a Hakawati performance, a short film screening, and a street theatre performance. Following this opening celebration the audience members were invited to attend the events taking place throughout central Beirut. Similarly, those residing outside the camp were highly encouraged to attend the opening in Shatila, in order to help challenge the preconception that Shatila is an area characterized by isolation and violence. The festival's closing event included a street theatre performance and a young music group. It was hosted outdoors in order to reach a wider audience and introduce individuals with different interests to diverse forms of art from a diverse range of communities.



EDUCATION SECTOR:

MEDIA TRAINING CENTER

10



Trained **young adults** in **CAMPJI**

11



Trained **young adults** in **MOBILE JOURNALISM**



Campji:

Campji is the name of Shatila's first journalistic media platform set up and run entirely by young people in the community. It was set up in 2016 through a project which provided a team of aspiring journalists with professional-level training on journalistic photography, production and video recording, among others. This innovative program was initiated in partnership with Deutsche Welle Akademie, which ensured the quality of the training provided, and followed up with the young journalists throughout the year.

In November, following the training course, the team officially launched their new platform, which they named Campji, a mix of Arabic and English which refers to the hub of the platform being located within the camp itself. The training continued throughout 2017, further developing the Campji team's skills. They continued to cover stories and report from Shatila, they also visited other Camps in Lebanon. By the end of 2017, Campji became independent from Basmeh & Zeitooneh. This step comes as part of our commitment to empower the communities we work with and ensure the sustainability of projects.

Mobile Journalism:

In March 2017, Basmeh & Zeitooneh with DW, initiated another program - Mobile Journalism. The participants are trained on different media topics and skills including Mobile Photography, Social Media, Photo Story, Creative Writing for journalism, Filming and Editing. The training equips individuals with the skills required to be mobile reporters, thus also providing them with potential employment opportunities in the future. It also provides participants with better knowledge and tools to express their opinions, experiences, and dreams. In 2018, the Media Training Center is looking to expand to Tripoli and Burj el Barajneh.

Rama is a 23 year old Syrian woman originally from Aleppo. During the war, she observed the extent to which the media skewed the facts and saw a need to tell the truth.

Due to the war she was unable to study media or journalism in Syria, and had to marry at a young age. She came to Shatila and enrolled in vocational training and media courses at B&Z center. She is also involved in the Focus Group for the freelance journalism project.

Prior to starting the course, she expressed distress at all of the changes in her life and the dangers of living in Shatila. Thanks to her involvement in the media course and vocational training she can now distinguish between reliable and unreliable news sources, which helps her navigate the news coverage of Syria. She also said that the training helped her self-esteem. She thinks of herself as a strong, accomplished woman, and she is now less fearful of living in Shatila.

EDUCATION SECTOR:

NON-FORMAL EDUCATION

610 

Children **Students** followed the **NON-FORMAL EDUCATION** program



Approximately half of all Syrian refugees in Lebanon are out of the education system, with many having been out of school for up to six years. The Learning Center provides education for Syrian refugee children and adolescents and prepares them for enrolment in formal schooling, which will allow them to continue their higher education later on and become successful members of their communities. The center provides lessons in line with the Lebanese curriculum, focusing on Arabic, English, Mathematics, Science and French, in addition to extra-curricular activities including music, arts, games and sport, with a number of trips for the students. Support is provided for children with particular learning or behavioral difficulties by Social Workers, while Peace Education sessions are also given to ensure both educational and psychosocial needs are addressed at the center.

The teachers at the Learning Center took part in specialized training, including sessions on interactive teaching methods by Right to Play, and classroom and behavior management by McKinskey & Co.

***Huda** is a student at the learning center. Her parents recently separated and her father remarried and no longer has a relationship with either her or her mother. This change in the family's situation had a dramatic effect on **Huda's** character: she was always angry, sad and felt isolated.*

***Huda's** enrolment at Basmeh & Zeitooneh's Learning Center has enabled her to feel safe and supported again, especially when her teacher gave her more attention when she noticed that **Huda** was feeling isolated and had a timid personality. This had a positive impact on both educational and social level, by helping to build her self-confidence.*

*Additionally, **Huda** received psychological support (individual and awareness sessions) from the Social Worker, after her mother requested this support to help **Huda** gain her confidence back. She became sociable, less aggressive, learned how to control her anger, made new friends at the center and actively participated in the school activities.*

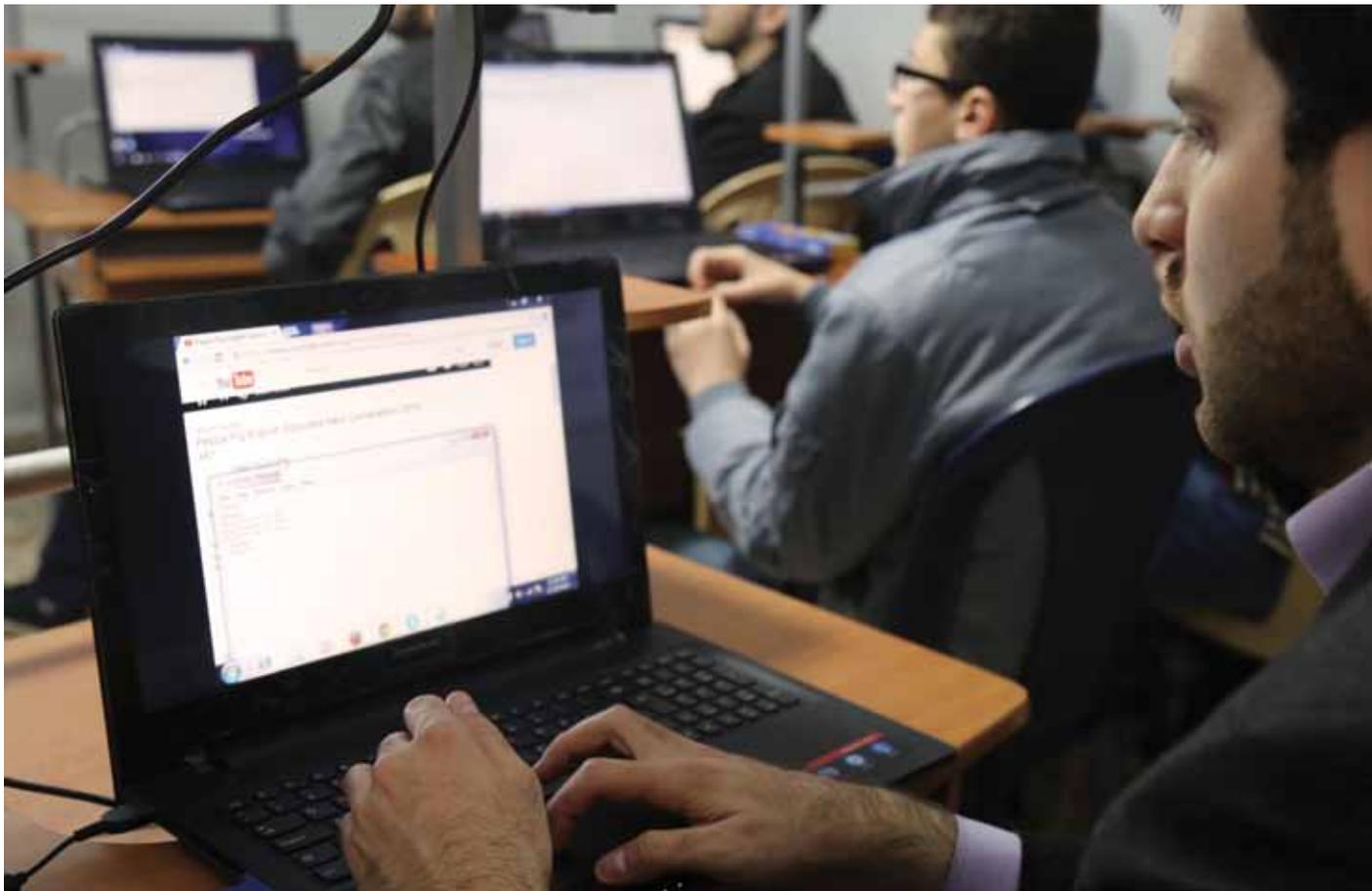
***Huda** is positive about the impact this has had on her: "I love this school and the teacher, I'm not feeling lonely anymore because I have a lot of friends now and I consider them as a family since I don't have any brothers or sisters."*

EDUCATION SECTOR:

VOCATIONAL TRAINING

481 

Women, men and young adults benefited from **VOCATIONAL TRAINING** classes



The Institute for Vocational Training at Basmeh & Zeitooneh works with adults to develop their skills and educational potential. Participants benefit from courses offered by the Institute to find the appropriate profession for them, thus helping beneficiaries to find jobs and self-support. It also helps them to integrate into the community.

The Institute also offers educational courses for youth and young adults, starting as beginners, that consist of continual sessions focusing on adult literacy, English, and computing. We also offer courses for adults over 17 years such as accounting, photography, photoshop, and CV writing. Before courses and classes begin, assessments are taken to gauge the need of the beneficiaries and the community as a whole.

Additionally, there are self-empowerment and life skills courses. At the end of each course we examine the beneficiaries and award successful participants a certificate from Basmeh & Zeitooneh vocational training center.

After the success that this program had in Shatila, we launched the program in Abu Samra, Tripoli and Qebbe Ilyas in Bekaa. We also added a Coding Course in collaboration with Arabcode.org to give young people new opportunities that they may not find elsewhere.

***Salma** is a Syrian refugee based in Lebanon. She was a non-literate person before deciding to enroll in the Arabic Vocational Training course in Burj Al-brajneh camp. She has cancer, but this did not hinder her ambition and drive when learning to read and write in Arabic. She started her journey in education in September 2017, passing her first level successfully, and progressed to the second level. She felt that perseverance was challenging at the beginning, however, she continued successfully and is now able to read and write whatever she wants, stating: "I would like to read the pharmaceutical bulletin to know about what I have".*

***Rima** the mother of a 5 year old girl in Shatila is another successful participant in a Vocational Training course. Initially, she was very shy and antisocial, but later began making friends, and now has the courage to continue her education as far as she wants. She has now completed 2 levels of English courses, 2 levels of computing and 1 of accounting, hairdressing, makeup and self-empowerment. She has made her daughter her first priority, and aims to help her continue her education to the highest level. She has started a small project doing makeup and hairdressing for a few customers in her house.*

EMERGENCY RELIEF SECTOR: **RELIEF**

1188 

Households received **food assistance** baskets and **coupons**



The objectives for the relief program include the response to urgent calls and crises and providing assistance to the most vulnerable residents and newcomers in Shatila camp. It also provides subsidies for those with specific needs, such as widows, orphans and those with special needs. This is achieved through the distribution of food, clothes, blankets, nappies, and other necessary provisions. It also seeks to cooperate with all other actors of emergency intervention, to complement their efforts and thus reach the largest number of families, as well as to develop and improve standards for relief and address the needs of each individual. To do this, we have secured agreements with international organizations to participate in the provision and implementation of relief services and effectively coordinate between all other departments. A by-product of the relief is a collaborative effort to establish relationships and relieve tension between newcomers and the host community.

Winter Relief:

It is especially important to work to mitigate the impacts of extreme weather conditions, so every winter we prepare to respond to the annual snowstorms that affect refugee communities living in tented settlements. The outreach team visits families to evaluate their situation, returning at least every 6 months to follow up regularly if any changes occur.

The program provides financial subsidies to a guaranteed 19 families of widows and orphans every month in the Beirut area. In addition, at Bhamdoun, the relief project has provided shelter for 20 families, as well as medication, fuel, firewood, and the fulfilment of other basic needs. Each situation is individually assessed to ensure that each specific need is satisfied.

Ramadan:

During Ramadan, the Relief team often focuses on the extra resources that are provided by private donors or other organizations regarding the most vulnerable people such as those with disabilities, the elderly, orphans, and widows. In addition, we include the beneficiaries from Peace Education and the Learning Center as a link between the projects to enhance the quality of services. 11 Iftar dinners were provided (1 of them for 500 families, and 10 of them for 710 children), as well as entertainment activities and the distribution of toys and gifts. Financial subsidies were provided for 12 families, and a clothes distribution was provided for 43 orphan children.

Another family that benefits from the relief is a Syrian family with 2 children. The father worked in construction until he fractured his back in an accident at work. Therefore, no one in the family is currently earning money. They live in unsafe housing conditions, and his wife faces harassment and sexual abuse. The Relief department facilitated their move to the Bhamdoun building, to live in safety and dignity. Furthermore we provided the father with surgery and medical expenses, in addition to providing regular support, so they are able to feel safe and relaxed while the father searches for a new job.

INFRASTRUCTURE RENOVATION SECTOR: **COMMUNITY RENOVATION**

4000



Households benefited from the **ELECTRICITY RENOVATION** project



Shatila Camp and Bourj el Barajneh are known for their messy electrical wire installation, that over many years have been neglected and chaotically spread amongst dripping water pipes. Over 50 people die each year due to electrocution. Wires reach the ground in very narrow alleyways where children frequently pass by every day. This project is one of the smaller projects with a small amount of funding, but has made a huge impact within the Shatila and Burj el Barajneh communities. With this small project, we were able to fix and organize all the electrical cables and boxes in 8 streets in the 2 camps, that were causing many deaths during the winter months.

Residents of Shatila camp were so happy and relieved after the successful implementation of this project, that residents of other streets began collecting money from each apartment to rehabilitate their own streets.

INFRASTRUCTURE RENOVATION SECTOR: **SHELTER RENOVATION**

83



Household benefited from essential **SHELTER RENOVATIONS** that increased their privacy and improved their **health and safety**



The Shelter Renovation program identifies the most vulnerable homes within Shatila refugee camp, and provides essential renovations in order to increase the security of the families and improve their living standards. Many of the homes within the camp lack basic necessities such as working plumbing, electricity, lockable doors and running water. These infrastructural problems often create life-threatening hazards. The Shelter Renovation team assesses both the structural problems of each shelter, as well as the social and economic conditions of each of the households, in order to ensure that the most vulnerable families are being targeted.

Between 2016 and 2017, we renovated around 144 houses. The purchase of all materials from the camp serves to contribute to the local economy, while the training and employment of workers from the local community provides essential jobs within a highly marginalized area.

After Shatila this program moved to Akkar in 2017.

In Akkar, the team was able to improve the standard of living of 48 houses in the region of Bébnine. The project ensured a more secure environment by increasing the sense of dignity for the residents of the houses in the area, as well as opening up specialised training and employment opportunities.

LIVELIHOOD SECTOR: **SMALL GRANTS**

270 

Women, men and young adults received **BUSINESS TRAINING** and **231** of them were provided with in-kind **GRANTS** to start their **own business**



The Small Grants program was initiated in 2014, aiming to give individuals access to training and grants to establish their own sustainable businesses. In general, the small grants program targets women and men living in poverty, who have fewer opportunities to become financially independent. Over the course of the year, we held 7 full cycles benefiting both men and women. The training course includes how to manage sales and profit, how to market a business, and how to match prices to the market.

In 2017 we aimed to target more women, in order to encourage empowerment and to cater to the limited employment opportunities within Bekaa, Tripoli and Beirut. To ensure the businesses are successful and sustainable on the long term, and as stated in our previous 2016 reports, we have awarded grants based on studies of the market, highlighting its demands.

Overall, 270 women and men were trained, and 231 of these trainees went to set up independent projects. Among these projects were mini markets, clothes store, mobile markets, delivery businesses, and sewing businesses.

Ahmad is a Syrian refugee based in Lebanon. Four years ago when he was in Syria he used to be a tailor, and his favorite hobby was playing football. Because of the war, he was injured and became a wheelchair user.

He came to Basmeh & Zeitooneh community center in Bar-Elias seeking any hope to get out of his room and back to something close to his previous life. After he had finished management and finance training in the small grants project and received a grant, he was able to launch a business. He is now one of the most famous tailors in the region and has a small business within his modest home. He is working hard to help the people who have suffered from the war.

Hajar has attended the business course and received a grant for a sewing machine to make curtains and clothes. “Now I can calculate better the income and expenses,” she says, proudly showing the pictures of her new dress collection on her Facebook page.

“The program taught us to focus on our strengths and deal with our weaknesses. My strengths are drawing, design and tailoring and I have immense energy”, says Hajar. “I smile a lot and clients come to me.” Hajar has ten long-term clients who come to her little studio in El Mina.

Hajar’s goal is to teach other women how to sew, and to design and donate clothes to elderly people. Hajar shows how small ideas can make a big difference – not only for one family but for the whole community.

LIVELIHOOD SECTOR: WOMEN'S WORKSHOP

491 

Women received **embroidery training** and
234 Women generated an **income** from the workshop



Since its beginning as a small initiative consisting of 9 women and 2 trainers based in Shatila camp, the Women's Workshop functions as a way to allow disadvantaged women to access new craft-based skills, a communal social space and a means of income. The growing popularity of the project among the local community – as well as the popularity of the products – allowed our workshop to expand rapidly. 6 years later, the Workshop has grown to accommodate nearly 400 regularly commissioned women across 3 areas of Lebanon, under the instruction of 8 trainers and 3 area coordinators.

Women who join the workshop are trained in embroidery and crochet before beginning to work on carefully designed pieces that are made into purses, wallets, scarves and other items, and then sold through our channels. Profits we make from sales are then fed back into the workshop; the women make an income depending on how many pieces they produce per month and the intricacy of each piece.

After increasing the marketability of the products, our focus now is to make our workshop sustainable. We are sustaining local and regional orders through established companies such as the ANA COLLECTION s.a.r.l and a new line of Remember Me Dolls in Jordan. We have participated in markets and fairs across Lebanon and internationally, such as Harvard Arab Week in 2017 for the 3rd year in a row, as well as sending our products for fundraisers in Germany, Oman and Spain.

We continue collaborations with our local and international partners, like Gioseppo, GYALPA e.V. and ZELTSCHULE e.V, and have begun establishing new ones that will unfold in the coming year.

***Lamis** a 27 years old, is a Syrian woman from the Aleppo countryside. She is married with four children, and was used to living peacefully as a housewife. In 2015, after the bombing of her village and the subsequent destruction of her family house, she and her family fled to Lebanon.*

When she entered Lebanon as a refugee, she suffered from depression and felt despair as a result of her family's new plight. In her own words, all of that changed after she heard about the Women's Workshop from a group of Workshop artisans that she met in the Shatila camp.

After registering and attending her first training cycle at the Workshop, she learned how to use different embroidery techniques in a competitive market. She found a safe place that she can visit freely, as opposed to staying alone at home, and establish a shared life with the other artisans in the Workshop. Above all, the work she started to do enhanced her self-confidence and enabled her to make an income that helps buy necessities for her children. She hopes to return home someday and teach other members of her family and her village embroidery so they can also realize how strong and able they are.

PEACE BUILDING SECTOR: **FUTURE TOGETHER NOW**

1962 
Women and men were targeted in Bekaa



Future Together Now is a unique community-based project which allows members of the refugee and host communities in the Bekaa Valley to come together to address joint community concerns. The project began in 2015 in partnership with Forum ZFD, and the first few months were dedicated to conflict mapping and needs assessments of the local area. The participants were engaged in a series of workshops, and including conflict transformation, communication, negotiation and mediation, and community empowerment. For the second year the program proved itself to be effective in reducing social tensions between Lebanese and Syrian families living in Bar Elias, by empowering their initiative in tackling the social problems they face in their everyday lives.

Our holistic approach fosters social cohesion, aiming towards social harmony between communities by meeting basic needs such as education, protection and economic stability.

Bar Elias is a small city in the Bekaa Valley, with a high concentration of Syrian refugees. As part of the social cohesion initiative, which works to undermine the stereotypes of the relationships between the Lebanese and Syrians, Future Together Now works to break down barriers and diffuse tensions between communities. The We Love Bar Elias campaign worked to bring the community closer together, focusing on shared values, putting any differences aside. It consisted of the instillation of giant polystyrene letters in the street saying: “We Love Bar Elias”, accompanied by a ceremony which was attended by the local municipality and community leaders. A large movable tent was also erected, for the purpose of providing a space, free of charge, for the community to use for celebrations or gatherings. Lebanese and Syrian volunteers participated in implementing the campaign, and it encouraged pride in the community and social stability.

PEACE BUILDING SECTOR: **PEACE EDUCATION**

1004 

Children attended the **PEACE EDUCATION** Program



Basmeh & Zeitooneh's Peace Education program was launched to provide recreational activities and psychosocial support to at-risk children and young people. This comprises both activity sessions, enabling children to express themselves creatively and enhance their communication skills and psychosocial support and intervention which directly address the impact of traumatic experiences.

During 2016, we ran the Peace Education program in all nine of our centers in Lebanon and Turkey. We addressed a number of key topics, including positive communication, gender equality, and child rights, through interactive and participatory activities. This year, the activities included playback theatre, drama exercises, coloring, sculpting, singing, safe play, dance, and art classes. A variety of techniques that utilize non-verbal expressions of trauma were also incorporated as well as behavior skills taught.

The older participants were given the opportunity to work on peacebuilding community initiatives. This year the participants held theatre performances, a library youth club and a football tournament. Psychosocial issues affect all aspects of children's lives and in addressing their trauma, they build resilience and can carry on with other aspects of their lives, including their education.

***Karim** was a hyperactive boy. At first, he was not able to sit with his friends in the circle and talk or participate in any activity with girls. It was challenging for him to play without trying to distract himself or his friends. During the PSS intervention, **Karim** started to accept all the rules that the kids set and agreed on, like listening to each other, talking instead of hitting or fighting with others, accepting each other and mostly expressing themselves and listening with respect. We noticed that he became helpful and communicated better. **Karim** was finally able to participate in the social initiative with his friends through a painting and a show in front of people.*

PROTECTION SECTOR:

GAME

678 

Children participated in **GAME** program across **Lebanon**



In 2017, Basmeh & Zeitooneh launched the “Game” project across all of our centers. With 1 zone manager and 9 playmakers, the main objective is to teach children key life skills through football, also fostering social cohesion.

Game project provides the opportunity for children in marginalized areas to enjoy recreational and objective oriented games. The objectives include the organization of street sports in residential areas, giving children new skills in street basketball, street football and street dance. These activities facilitate the provision of important values such as respect, fairness, and acceptance in order to help develop skills in communications, and dealing with others respectfully.

In addition, it helps to build friendships and decrease any negative feelings of isolation, hopelessness or loneliness. Thus the “Games” project benefits aspects of the individual level, community level, and social level.

***Samer** is a 9 year old Syrian boy from Idleb. During the war in Syria, **Samer** faced many traumas that began to impact him through a sense of fear and hopelessness, sleepless nights, and loss of appetite. Both of his parents worked to address the family’s basic needs. **Samer** tried to isolate himself on numerous occasions, and then hurt himself. His mother visited Basmeh & Zeitooneh to seek help, where she was informed about Game project. After his participation in this project, **Samer’s** self-confidence became better which enabled him to start building relationships with other children. He is a talented child, participating in activities such as dance and sports. His new attitude has had an overall positive effect on the entire family.*

PROTECTION SECTOR: **INFORMATION HUB**

12.857  

Benefited from the **INFORMATION HUB** around **Lebanon** and **Turkey**



The Information Hub was started in Urfa, Turkey in 2016 and Tripoli, Lebanon. In 2017 we opened a third one in Nabaa, Lebanon. The purpose of the Hub is to provide refugees in Lebanon and Turkey with basic information about available services and infrastructure, such as residency, hospitals, schools, legal advice, specialized protection services, psychological help, SGBV/CP responses, and the required documents they need to access them.

It aims to facilitate their transition into a new community, and includes the use of information desks and/or specific information sessions addressing the ways and means of how to access these available services. We also have 'Sub Hubs' in our community centers in Qibbeh, Tripoli and Bebnine, Akkar. Through the hubs we provide an extended case management service with a group of volunteers accompanying individuals when applying for various legal documents or services and referring them to other specialized NGOs, depending on the concern at hand.

PROTECTION SECTOR: **PROTECTION**

1545



Women, children and men received **PROTECTION** support



Building and enhancing the resilience of the most vulnerable and/or at risk families and individuals stands at the core of Basmeh & Zeitooneh's organizational vision. For this purpose, the Protection Department was established to offer accessible, appropriate and high-quality protection services at our community centres. The department operates currently in our community based centres in Beirut and Bekaa areas and offers various protection services for any individual at risk. Different elements of protection offered includes psycho-social support (individual counselling and group PSS sessions), parental support sessions (i.e. peer-to-peer support sessions), case-management and referrals and awareness and empowerment sessions. Additionally, the protection departments' staff also offer technical support to existing Basmeh & Zeitooneh field staff from other departments to build their capacity in dealing with children and women according to the international protection standards.

- **Individual Protection Services**

Staff members in this department are present in the Nabaa, Shatila and Bar Elias centres to provide case management and referral services to individuals in need of support. Referrals are made to specialised agencies offering psychiatric and clinical psychological services, as well as legal and health services. Additionally, the centres have in-house psychologist and/or clinical social workers who offer individual counselling sessions for those who have specific protection needs such as Sexual and Gender Based Violence (SGBV) and Child Protection (CP).

- **Group Psycho-social Support (PSS) Sessions**

A team of social workers and clinical social workers offer group based PSS sessions for men, women and children. The group PSS aims to enhance protection of families in the context of crisis and conflict and go over the four pillars of protection challenges: 1. Effects of displacement and war (i.e. how the experiences of displacement/war change behaviors, attitudes, actions and values); 2. Social Problems arising due to displacement and war (four key issues of focus here are: inter-partner relationships and violence; violence against children (at home); early marriage; and child labour); 3. Awareness sessions on core protection issues such as SGBV concerns and Sexual and Reproductive Health awareness; and 4. Self-Protection (two main topics include: anger management; and self-esteem).

Additionally, the protection team in each centre has identified particular areas in which more focused support sessions are required to particular group of individuals in need, leading to the development and adaptation of group based support activities during the year 2017. As a result, Basmeh & Zeitooneh's Bekaa centre now provides focused group support sessions for two particular groups at risk: 1. Awareness and support sessions for caregivers of Persons with Special Needs (PwSN), particularly with Mental Health issues; and 2. Life skills sessions and Expressive Art Therapy sessions for young women and girls who have experienced early marriage.

• **Participatory Action Research (PAR) → community first = “people centred approach to service provision”**

Participatory Action Research (PAR) is a community based research method that emphasizes participation and action of the persons of concern. It seeks to understand the collective view of the participants’ experiences and lives and to inform the development of programmes and/or social initiatives that lead to meaningful change.

Basmeh & Zeitooneh’s PAR initiative’s idea came from the participants, when they were looking for ways to document the resilience required to cope with the displacement. The initiative aimed to understand the experiences of coping and adapting to life in Shatila, as well as the impact the projects, particularly Expressive Art Therapy, on the psychosocial well-being of the participants. In this phase, sixteen participants (15 Syrian women and 1 Palestinian woman) volunteered to participate in the research.

Throughout the project, women participants were involved in the planning, execution and reflection of the research processes. For example, Art, particularly painting, was chosen as a means of expression by the participants, because it allows the participation of individuals with varying degrees of literacy and forms of expression.

The PAR initiative resulted in the publication of the PAR Guide for Practitioners, and the continuation of the PAR project in 2018. PAR’s findings on the positive effects of Expressive Art Therapy in building the resilience of women caused this art project to be implemented as part of Basmeh & Zeitooneh’s Protection Program strategy. The products of the workshop - paintings made by women participants and their stories - were exhibited in Beirut in 2017, and will be exhibited in Bekaa in 2018.

***Hayat** is a 32 years old woman who lives in Marj with her family – there are 17 of them in the house. She is married with 2 kids, and her husband is detained.*

She hates the place she lives in and the way her children and herself are treated. She has even considered committing suicide several times, to escape the reality that she lives in.

She was registered at Basmeh & Zeitooneh’s community center to learn sewing and English. When she knew of the painting session (expression through art), she enrolled just to escape the environment that she lives in. At first, she was skeptical of the idea of drawing and coloring like children, but later realized that drawing is effective in relieving stress and provides an outlet for emotional trauma. In her opinion, this medium of expression was more effective than just talking: “First, I was not excited to attend these sessions, but now I am planning to complete my education and focus on art. This the first time that I have shared my experience with people but I discovered that sharing experience is amazing. When I worked on

my self- portrait, I saw that all the bad things inside me went out. I wish that the sessions never ended.” She has now started seeing a psychologist, and gradually she is improving her psycho-social well-being. According to the Social Worker, she has started becoming more social, and started laughing more. She also started painting with passion, and has become one of the best painters in the group.



PROTECTION

Do Not Hit Campaign

Our 16 day campaign “in the light and the dark, do not hit” was led by Basmeh & Zeitooneh to take a stand against gender based violence. Between November 25 and December 10, across all our programs and centers a number of events and activities were held. Our campaign’s main focus was in raising awareness of the risks that threaten the physical safety and psychological well-being of refugee and host communities. It shed light on the threats faced by the vulnerable and at-risk community members, such as early or forced marriage, gender based violence and abuse, child labor and human trafficking. We also highlighted the role of women in peace building and safeguarding their families, and brought attention to issues of racism, sexism, cultures of violence, harmful practices and other challenges that could get in the way of women and girls reaching their full potential.

Across all our centers, participants worked to create a canvas of orange hand prints to show solidarity with survivors of GBV and take a stand against it. In Bar Elias center we organized several video projections about gender-based violence from a man’s perspective followed by a discussion, we held many awareness sessions for women that focuses on women’s rights and the perception of female role in the community. Similar activities were also created in Tripoli, Nabba and Shatila.





CROWDFUND CAMPAIGN

Ramadan Campaign: #RefugeesAreNotJustNumbers

Basmeh & Zeitooneh launched a new crowdfunding Campaign in 2017, #RefugeesAreNotJustNumbers, which raised money for five different programs that were at risk of ending. Every year, many programs face the prospect of shutting down due to a lack of funding. Basmeh & Zeitooneh continues to work in some of the most vulnerable and difficult areas in Lebanon, and faces the risk that many donors are reluctant to contribute or be involved. Therefore, additional fundraising is essential to ensure the sustainability and continuity of projects. We continue to choose and implement difficult programs that often require a leap of faith in the ambitions and capabilities of the beneficiaries to make radical changes in their own lives, as we believe these actions have the most effective and long-lasting impacts.

The programs targeted in the Ramadan campaign were: Relief, Small Grants, Non- Formal Education, Shelter Renovation and House Rent for families of special needs.

Refugees are not just numbers...

Help us to bring about real change

To donate: www.goo.gl/qyQqLE

\$500 Supports one child through education for one academic year

48% Among the children between 6 and 14 years old, are out of school, primarily because of poor economic circumstances

*Source: Vulnerability Assessment of Syrian Refugees in Lebanon 2016

100% of donations go directly to our assistance programs

BECOME AN AMBASSADOR



Who are B&Z's Ambassadors?

Basmeh & Zeitooneh's ambassadors are dedicated and passionate about changing people's lives. They believe that together we can make a difference in the lives of many women, men and children who have been displaced, traumatized and abused. Ambassadors inspire others to come together and get involved to support the communities that we work with. It is our wish that, one day, there will be a Basmeh & Zeitooneh Ambassador in every major city around the world.

B&Z's Ambassador Role:

- 1- Become familiar with our mission, values and our humanitarian work.
- 2- Promote B&Z's mission with your community by spreading the word and highlighting our efforts.
- 3- Follow us on social media, share, get other people to engage.
- 4- Raise donations by organizing small events in your community, like small parties, dinners, garage sale, or any other creative idea!
- 5- Create fundraising campaigns on social media to help support our programs.

Benefits:

- Join a community of like-minded people.
- You can include it in your CV.
- Actively help to support the Syrian refugees.

Rewards:

- Raise 5,000 USD: spend a day in one of our community centers, 1 free item of the Women's Workshop.
- Raise 10,000 USD: spend a day in our center and 3 free items of the Women's Workshop.
- Raise 20,000 USD: spend a day in one of our community centers, 3 personalized free items of the Women's Workshop, a free painting from the Art Therapy Workshop and Thank you note on our media platforms.
- Get 5 persons to commit to make monthly donations: get 1 personalized items from the Women's Workshop.
- Get 10 persons to commit to make monthly donations: get 2 personalized items from the Women's Workshop.

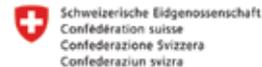
To become a B&Z Ambassador contact us: com@basmeh-zeitooneh.org

OUR DONORS & PARTNERS

We would like to thank our partners in 2017



Norwegian People's Aid



Embassy of Switzerland in Lebanon

THE **TOLKIEN** TRUST



And a **big thanks** to all our campaign supporters and those who donated clothes, blankets, funds, and time – it is hugely appreciated by the whole team!



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