



**BASMEH & ZEITONEH**  
RELIEF & DEVELOPMENT

A photograph of three children sitting at a light-colored table. The child in the foreground is a girl with dark hair, wearing a bright red quilted jacket, who is smiling and covering her eyes with both hands. Behind her, another girl with brown hair is smiling. To the right, a boy is partially visible, also smiling. The background is a plain, light-colored wall.

**BASMEH & ZEITONEH**  
**ANNUAL REPORT 2018**

BASMEH & ZEITONEH  
**ANNUAL REPORT 2018**

# CONTENTS

STATEMENT BY CCO .....	7
INTRODUCTION TO BASMEH & ZEITOONEH .....	10
COMMUNITY CENTER APPROACH .....	11
OUR COMMUNITY CENTERS .....	12
ORGANIZATIONAL STRUCTURE .....	13
WHERE WE WORK .....	14
OUR FUNDS .....	16
SECTORS .....	17
PROGRAM .....	17
• <b>EDUCATION SECTOR:</b> .....	18
NON-FORMAL EDUCATION .....	18
ARTS & CULTURAL CENTER .....	22
MEDIA TRAINING CENTER .....	26
VOCATIONAL TRAINING .....	28
• <b>LIVELIHOOD SECTOR:</b> .....	30
SMALL GRANTS .....	30
WOMEN'S WORKSHOP .....	34
• <b>PROTECTION SECTOR:</b> .....	36
PROTECTION .....	36
INFORMATION HUB .....	40
GAME .....	42
• <b>PEACE BUILDING SECTOR:</b> .....	44
PEACE EDUCATION .....	44
FUTURE TOGETHER NOW .....	48

• <b>EMERGENCY RELIEF SECTOR:</b> .....	50
RELIEF .....	50
ADVOCACY .....	54
BECOME AN AMBASSADOR .....	56
OUR DONORS & PARTNERS .....	58

## STATEMENT BY CCO

Dear Friends & Supporters of Basmeh & Zeitooneh:

It is with true pride that I present our 2018 Annual Report, in which we reflect on another challenging but rewarding year that we have conquered through resilience, agility and hard work. In this report, we will share some of the year's highlights, end-of-year updates, acknowledgments, and a few ideas of Basmeh & Zeitooneh's journey of development in the future.

First of all, I am very happy to report that despite a tough fundraising environment, Basmeh & Zeitooneh remains in excellent financial health. The budget for 2018 has increased by 17%, and has grown annually since our inception. Currently, we have 250 dedicated staff members and volunteers representing four countries and more than ten different nationalities. We are proud to have such a global and diverse community working together to achieve our shared vision.

Our desire to fuse humanitarian relief with long-term development means that our interventions are designed to lay the foundation for holistic community growth and development. To that end, a major highlight of 2018 was the inauguration of our second learning center in the Bekaa region, which currently educates 700 children. Today, Basmeh & Zeitooneh delivers quality education to around 1,400 children in Lebanon, and we are working hard to find resources to educate the many more children on waiting lists. We continuously strive to provide education to every child entrusted to us, utilizing innovation, ambition, and collaboration to help each of our beneficiaries fulfill their potential. Our popular Livelihoods programs, such as Small Grants and Mobile Journalism, continue to grow and thrive.

A major milestone of 2018 was our registration with the UK Charity Commission as Smile & Olive Foundation U.K., and as a 501c3 federal tax exempt organization in the USA, which will provide us with additional opportunities for partnerships and fundraising. We have also in the process of registering in Kurdistan.

Basmeh & Zeitooneh goes where our services are most needed, often the most challenging and fragile areas, and sets up centers and schools that respond to the needs of our beneficiaries. In 2018, we moved our humble Nabaa center to a beautiful renovated house for better accessibility and to enable more programs to be integrated into the center to serve a highly marginalized community of minorities and refugees.

And in reporting all this to you, I would like to extend my heartfelt thanks to the true heroes: our volunteers and employees. These individuals work tirelessly to deliver the programs and support that our beneficiaries deserve. It is only with their creative and tireless collaboration, innovation, and drive to achieve our shared vision for humanity that Basmeh & Zeitooneh is able to address this humanitarian crisis.

I urge you to take time to read about our achievements of 2018, and to enjoy the success stories from our programs and beneficiaries in the following pages.

With heartfelt sincerity, the entire Basmeh & Zeitooneh family wishes to thank each of you for generously supporting the people we serve. Every day they demonstrate vigor and courage in the face of momentous adversity. Their spirit, and your support, fuel the optimism and resolution with which we continue to do this work.

With Warm Regards,

Yasmin KAYALI SABRA  
Co-Founder & Chief Communications Officer

# INTRODUCTION

## INTRODUCTION TO BASMEH & ZEITOONEH

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

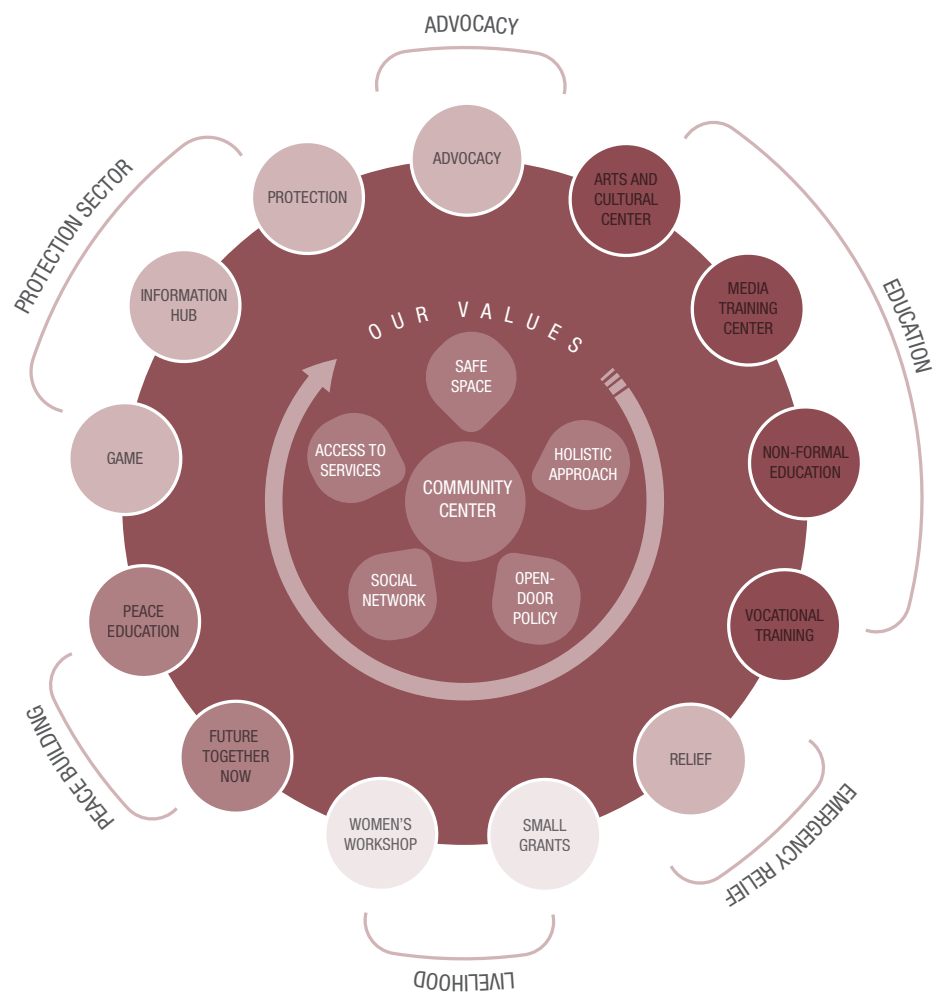
*Our Mission: To empower individuals through working amongst the most vulnerable and marginalized groups to fill the gaps in development assistance, and respond to the most urgent relief and developmental needs, that contributes to the advancement of society.*

Basmeh & Zeitooneh was born in 2012 when a small group of volunteers, driven by the plight of Syrian refugees forced to flee their homes and country with scarcely more than the clothes on their backs, began doing relief work from a basement in Lebanon. Within a year, Basmeh & Zeitooneh became a fully registered Lebanese NGO, opening our first community center in Shatila, and has become one of the leading Syrian-run relief and development organizations operating near Syria's borders. We have grown quickly - at an annual rate of 50%, and today have legal registrations in Turkey, the US and UK. Taking a grassroots approach, we work together with beneficiaries to design and deliver effective relief, education, livelihood assistance and protective services to Syrians in exile. We also work with vulnerable host communities who are most affected by the influx of Syrians. We are committed, above all, to upholding and honoring human dignity, helping to grow the capacities of our beneficiaries, and empowering those for whom we work.

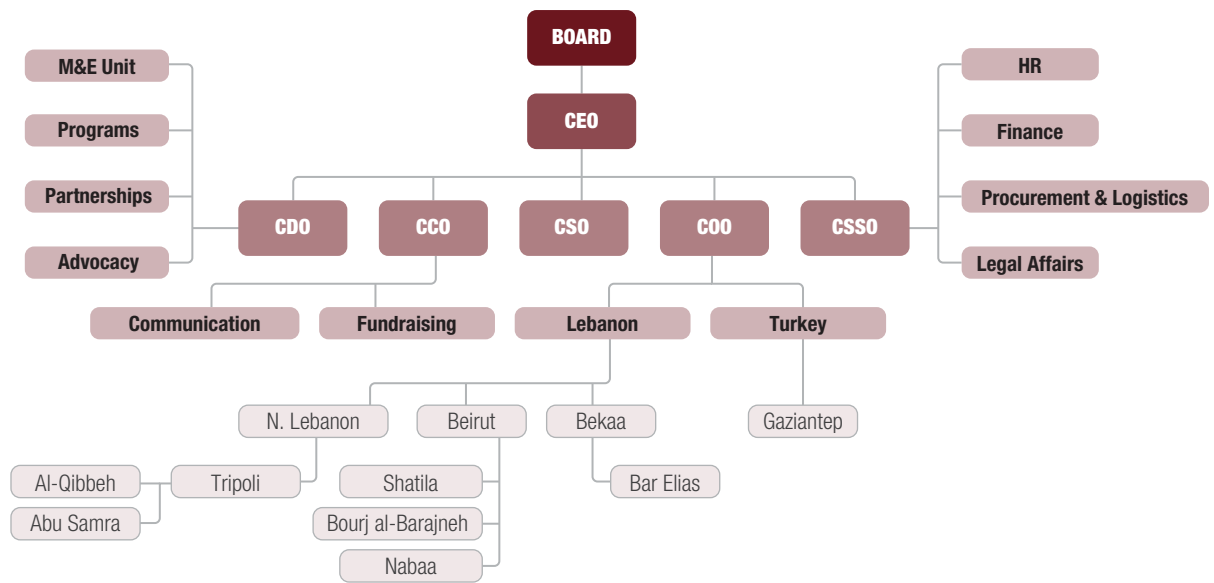
## COMMUNITY CENTER APPROACH

Basmeh & Zeitooneh's strength is our community centers, which are located in the most marginalized areas, and serve as focal points for accessing information and assistance, safe spaces to meet and build networks, and venues for delivery of program activities. We currently operate 6 community centers in Lebanon: Shatila, Bourj al-Barajneh, Nabaa, Bar Elias, Abu Samra, Al-Qibbeh. This approach is distinctive and dynamic, enabling us to be nimble and responsive to the specific community and to holistically serve individuals, families, and the broader – and often complex -community near each Center. We take time to get to know each community, and recruit and train staff members from within that community. Over time, we too become an integral part of the community makeup. From this strong community bearing, Basmeh & Zeitooneh is better able to understand and respond to the most urgent needs expressed by both the refugee and host communities, allowing both to evolve organically together. Each center maintains an open door policy, and has strong external and internal referral systems to ensure access to all known services, within or outside that service area.

# OUR COMMUNITY CENTERS



# ORGANIZATIONAL STRUCTURE



# WHERE WE WORK

## Lebanon

### Beirut

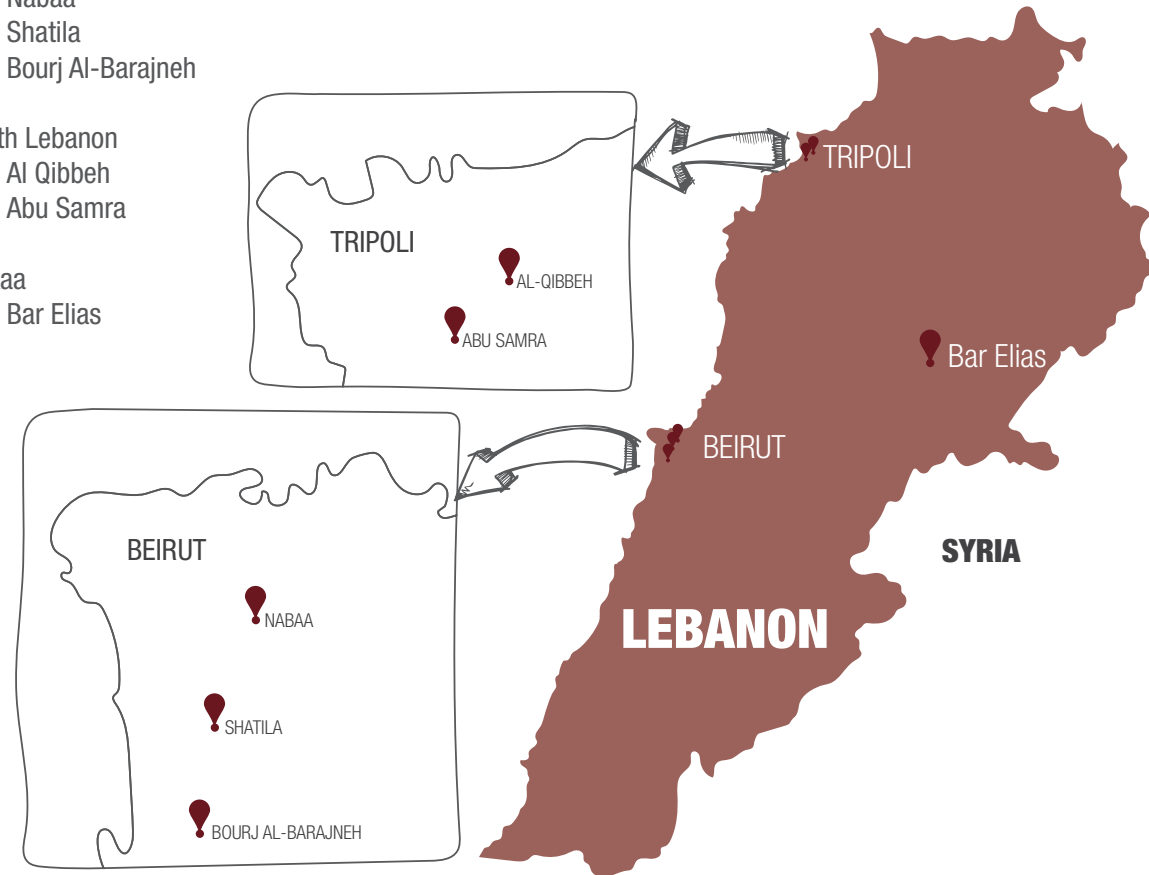
- Nabaa
- Shatila
- Bourj Al-Barajneh

### North Lebanon

- Al Qibbeh
- Abu Samra

### Bekaa

- Bar Elias



## Turkey

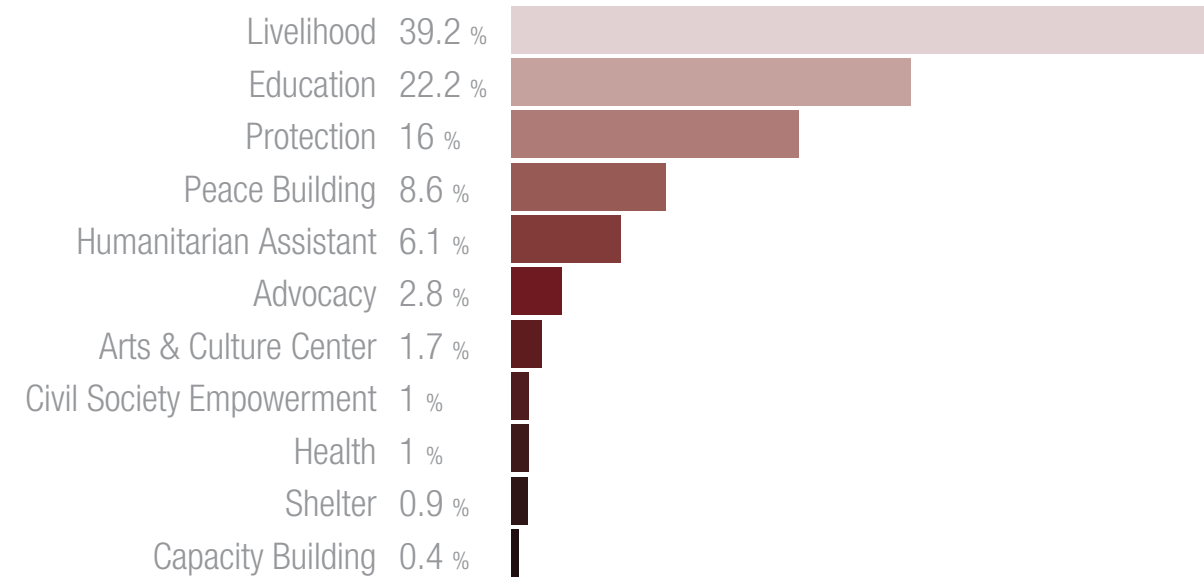
### South Turkey

- Gaziantep





## OUR FUNDS



SECTORS  
**PROGRAM**

## EDUCATION SECTOR: **NON-FORMAL EDUCATION**

**1370** 

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



Due to prolonged conflict and their status as refugees in Lebanon, children and adolescents in the camps are often unable to access formal schooling, some for up to six years. Basmeh and Zeitooneh's Learning Centers operate within Community Centers, and provide education in line with the Lebanese national curriculum. This curriculum includes Arabic, English, Mathematics, Science and French, plus extra-curricular activities like music, arts, games and sports. In addition, students go on a number of field trips.

In addition to a formal curriculum, Basmeh & Zeitooneh Community Centers also offer basic English instruction and psychosocial support for children. Psychosocial support is a key element in our programs. It is provided by trained social workers for children with learning difficulties or psychological traumas associated with conflict, loss and forced migration. Social workers work closely with teachers and parents to support children with trauma related difficulties, to help them return to normal childhood activities and prepare them for enrollment in schools.

Basic English and Arabic literacy, computer classes and life skills are also offered for youth and adults, with the aim of enhancing knowledge and access to livelihoods opportunities.

Basmeh & Zeitooneh works to meet education objectives through the use of active learning methods such as music, songs and storytelling. In 2018, our teachers and coordinators underwent trainings to build their capacities in classroom management techniques, nonviolent education, teamwork, trust and communication. These training modules are developed and delivered by the Seenaryo Organization.

Currently, we have two Learning Center locations. The Shatila Learning Center's informal education program has an enrollment of 700 Syrian children, with approximately 2,300 children on the waitlist. The children who complete coursework receive certificates. However, despite the certificates, follow up analysis indicates that only a small proportion of students managed to continue on in the Lebanese education system.

In summer 2018 we opened our second Learning Center in Majdal Anjar town, Bekaa valley, in partnership with The Rotary Foundation and BMZ. Two hundred students registered for summer BLN program in preparation for the 2018 - 2019 scholastic year. In November, the Majdal Anjar Learning Center was fully enrolled with 700 Syrian children.

We are always looking forward to expand both our learning centers to reach more children in the coming years.

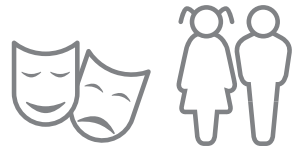
*Farid is a 9 year old boy living with his mother and stepfather in Shatila refugee camp. Farid was verbally and emotionally abused by his stepfather, and forced to carry a disproportionate burden of the household chores, and was not allowed to attend school. Farid was unhappy and suffered from low self-esteem. A social worker working with Basmeh and Zeitooneh took Farid under her wing, convincing his mother to register him in school and supporting the family in the process. She offered counseling to Farid and his mother, and encouraged him to get involved in class activities, enlisting teachers' help to give him added support. The social worker also helped the family access relief services, which lowered the family anxiety, as Farid's stepfather was unemployed. Within a few weeks, Farid was smiling in the classroom, and had begun sharing his thoughts and worries with the social worker. Farid transformed into a boy who participates in class, makes friends, and is physically active. Farid's mother is happy, and says his transformation has also helped reduce domestic tensions in the family.*





## EDUCATION SECTOR: **ARTS & CULTURAL CENTER**

**113**



Children participated in the **ARTS & CULTURAL CENTER** activities



**S**hatila refugee camp is a difficult place to live, but it is especially hard on children. Poor infrastructure and condensed buildings, exposed electrical wires and lack of security mean that children are unable to grow, explore and play in a healthy way. To help alleviate some of the stress associated with the camp environment, the Arts & Culture Center was established in 2014 and is the platform through which we offer creative activities for children, adolescents and adults living in the local neighborhood. Recreation and creativity are a vital part of what it means to be human and be part of a community. However, when basic needs are not being met, as in Shatila camp, such concerns are often sidelined. The Arts and Cultural program was devised to fill this gap, and to give the local community access to cultural pursuits. This is important not only for personal development, but to relieve stress and help build social bonds and community around common interests and free expression.

Many meaningful Arts & Cultural Center activities took place in 2018, including traditional and contemporary dance, choir rehearsals and performances in multiple venues around Beirut - including the Lebanese American University, and the Jesuit Garden on World Refugee Day. The Arts & Cultural Center also produced many theater plays in collaboration with The Sharq Organization, and The Intisar Foundation.

### **SHATILA IN OUR EYES**

The “SHATILA IN OUR EYES” project trained groups of camp residents to create art representing aspects of Shatila relevant to the members of the group. Trainings were conducted by experts in the utilization of art as a tool for healing in conflict settings. The project’s overall aim was to encourage unity and understanding by addressing misconceptions about ‘other’.

This year’s event featured art created by the group and included: a model replica of Shatila made from recycled materials; the screening of a film about the positive hidden aspects of the camp; a theater production about stereotypes of camp residents, highlighting the positive aspects of daily life in the camp.

### **SEEN Festival 2018**

The 4th annual SEEN (س) Festival 2018 celebrates young, new and promising talent from various communities in Lebanon, many of whom are under-represented in the art scene. This year’s performances and exhibitions reflected the richness and depth of the local arts community, and included theater productions by Basmeh & Zeitooneh children about issues such as child labor, early marriage and domestic violence, photography and visual art exhibitions, short film screenings, music and dance. The festival also provided participants a venue to display and sell their art to the public, and to an opportunity to network. This open and inviting event is aimed at celebrating art and music, honoring the strength and resiliency of refugees, and promoting social cohesion between refugees and host communities. Artists from the Lebanese, Syrian and Palestinian communities were

represented.

SEEN festival is funded by The Sustainable Democracy Center (SDC), the Dutch Embassy, the British Council, the Lebanese Ministry of Culture, and various private sector donors including ArabStazy and Mawarid Bank.

*Eleven year old Amjad was very shy, socially anxious, and unable to express himself. When he first joined the choir, he could not face the audience so he turned his back to them. Slowly and lovingly, our music teachers helped Amjad to learn music, but also helped to strengthen his communication and team building skills.*


*Amjad's teachers noticed that his talent for percussion, and began to offer more in-depth music instruction, solo and leadership roles. Over time, Amjad's character changed dramatically, as he became a self-confident, skilled musician, and a respected leader among his peers.*





## Education Sector:

# MEDIA TRAINING CENTER

**107**   
Trained young adults in MOBILE JOURNALISM



Basmeh & Zeitooneh's media related programs are growing in popularity, and are viewed as a mechanism for activism, information, expression, as well as employment. One previous program, Campji, provide professional level journalism training to a group of aspiring journalists who started their own platform and, in line with our mission of empowerment and sustainability, eventually became independent from Basmeh & Zeitooneh. The Campji team continues their work today, writing and documenting on relevant issues from Shatila camp.

Due to the success of this program and continued demand, in 2018 we partnered with Deutsche Welle again to develop a second media training program in Mobile Journalism. The new Mobile Journalism program enrolled and trained 153 participants over a 9 month period. From 21 participants in the previous Campji program, the new enrollment represents a growth rate of more than 600%, indicating a greatly increased interest in media training, and a distinct and relevant programming opportunity for Basmeh & Zeitooneh going forward.

Mostly youth, the participants of the Mobile Journalism program learn a myriad of media-related topics and skills, including mobile photography, social media, photo story, creative writing for journalism, and filming and editing, thus equipping participants with essential classic journalism skills, along with mobile reporting skills. Mobile Journalism is one of the most important forms of new media storytelling, and is particularly relevant in the context of Lebanon and the neighboring conflict in Syria. This program is aimed at providing participants with relevant, in-demand and unique skill sets, with an eye to future employment, active citizenship, and empowerment within their communities and society as a whole. It also connects participants to the world around them, and gives them tools for expression. As part of the program, participants launched a blog and posted articles and photos, gaining real world mobile journalism experience and a relevant portfolio. This popular program was expanded to Tripoli and Burj el Barajneh community centers.

*Samer is a 32-year-old Palestinian Syrian who studied law for two years in Syria before coming to Lebanon in 2011, where he worked as a cashier in restaurants and supermarkets. Before leaving Syria, Samer studied theater and wrote plays. When he arrived in Shatila, he learned of Basmeh & Zeitooneh's Media Training Center and began taking Photography and Social Media courses. He was very committed, and wrote many articles and became the blog editor. After his training, Samer was hired by Al Araby Al Jadeed, a pan-Arab online platform for diverse views and opinions. Samer said: "I'm afraid about the future, but my ambitions are unlimited, so I can achieve my goals. We should all have opportunities regardless of the obstacles in our way."*



## EDUCATION SECTOR: **VOCATIONAL TRAINING**

**850** 

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



**B**asmeh & Zeitooneh provides vocational training, Basic Literacy and Numeracy (BLN) programs, and self-empowerment and life skills training for adults and youth through our Institutes for Vocational Training. The aim of these centers is to improve education potential, and help participants develop skills needed to access the job market. For youth and young adults, we offer literacy, English, and computing. For adults over 17, accounting, photography, photoshop, and CV writing are also offered. Before each training session begins, assessments help us gauge the interest and needs of beneficiaries and the community as a whole, which allows us to develop the most effective programs possible. At the end, participants receive a certificate from Basmeh & Zeitooneh Vocational Training Center.

While a primary goal is to increase access to the labor market, according to follow up assessments, only a small portion of participants find employment after completing courses, in part due to Lebanese labor restrictions on Syrians and inflation. However, participants' skills and literacy do improve, and most report feeling more capable and self-confident afterwards.

Due to this program's success in Shatila, in 2018 we launched similar programs in Abu Samra, Nabaa, Tripoli and Qebbe Ilyas in Bekaa. We also added coding (in collaboration with Arabcode.org.), French language, and job placement assistance in centers where requested.

*Bilal, a 20 year old Syrian boy living in Bekaa area was enrolled in a public school. He was very motivated, so he enrolled in a coding course in the Vocational Training Center. His instructors recognized his potential, and because he had expressed interest in leadership training, Basmeh & Zeitooneh's Job Counsellor identified Bilal as a strong candidate for the Organisation 360+ Scholarship program. The Job Counsellor then referred him to 360+, and after a series of Skype interviews, his application was accepted and he was awarded a full scholarship to attend a 6 month leadership training course in India.*

*Fayeza is a Syrian woman who enrolled in a beginner level English class in Nabaa center in 2018. She expressed an interest in learning English to help her children with schoolwork, as well as wanting to learn for herself. At first, she lacked confidence and was one of the more reserved students in class. She worked hard, however, and scored 95% on her first exam, and 97.5% on her second. Fayeza helped her fellow students with answers and writing practice in class, and encouraged them to study at home too, and make time for classes, even during Ramadan. Her confidence increased, and this encouraged her to continue studying at higher levels.*

## LIVELIHOOD SECTOR: SMALL GRANTS

198 

Women, men and young adults received **BUSINESS TRAINING** & **143** of them were provided with in-kind **GRANTS** to start their **own business**



In 2014, Basmeh & Zeitooneh started a Small Grants program in Shatila camp in response to requests from the local community. This program aims to give individuals access to training and grants in order to establish their own sustainable businesses. The Small Grants program targets women and men living in poverty who are often operating outside the traditional banking system and have few avenues to financial independence. The training course includes pricing skills, marketing, and financial management. Due to its success and impact, this program has been replicated in Burj Albarajneh camp, Tripoli and Bekaa.

In 2018, Basmeh & Zeitooneh conducted an assessment of the Small Grants program in Burj Albarajneh, Shatila and Tripoli, which showed that the program was successful in achieving its goal of assisting impoverished men and women to start their own businesses and cover their basic needs. The majority of recipients reported becoming more independent and gaining control over their lives. A majority (75%) also report improved psychological wellbeing, and increased confidence and self esteem. These findings have been integrated into the program to enhance achievement of our objectives, and to better serve our beneficiaries.

In 2018, Basmeh & Zeitooneh provided 104 beneficiaries of the Small Grants program in Bekaa area with grants valued at \$1500. Additionally, in Tripoli 39 new businesses were established, including: Vendors of nuts, coffee, traditional Middle East dishes, books, perfume, and makeup, and more, plus services such as satellite installation, industrial painting, photography, printing, etc.

In 2018, Basmeh & Zeitooneh aimed to target females and males where the program included 20 beneficiaries with special needs, including those who have lost extremities, or in one case, a specially designed sewing machine for a wheelchair bound man.



*Mona came to one of Basmeh & Zeitooneh's Community Centers in search of a ray of hope to save her two children. After the death of her husband in Syria, her eldest daughter was selling tissues in the street but able to cover only a fraction of their basic living costs. Mona was determined to change her life, and get her children back in school. After attending a two-month training program in management and finance, Mona received an in-kind grant. She now has a beauty salon in her modest house. She is now really happy, as she is able to earn a living to support her children, and they can, once again, return to school.*

*Ahmed is a young man from Syria who fled to Lebanon four years ago after an injury to his foot left him wheelchair bound. In Syria, Ahmed had been a tailor and a distinguished footballer, but everything changed after his injury. He came to Basmeh & Zeitooneh's Community Center in Bar Elias, Bekaa, hoping to escape his isolation and recover some of his previous abilities. He enrolled in the Small Grants program, completed management and accounting trainings and received a grant to open his own business. Today, Ahmed works from home and is one of the most well known and respected tailors in his area.*



## LIVELIHOOD SECTOR: WOMEN'S WORKSHOP

**434** 

Women received **embroidery training** &  
**151 Women** generated an **income** from the workshop



**B**asmeh & Zeitooneh's Women's Workshop provides skills training and livelihoods training to hundreds of women in 3 locations in Lebanon. Women who join the Workshop program are trained in embroidery and crochet. When they become skilled, they begin working on carefully designed pieces that are made into purses, wallets, scarves and other items. These items are then sold through select market channels, and profits from sales are returned to the workshop. The women earn an income based on the number and intricacy of the pieces they produce per month.

In a 2018 assessment of the Women's Workshop program, participants expressed great improvement in their psychological well being and self-confidence, due to having a safe space to share their experiences and feel at ease with their peers, and a feeling of becoming a productive member of the community. All respondents reported improved ability to cover their basic needs because of the income they earned from the Workshop.

We have ongoing collaborations with ANA COLLECTION, s.a.r.l in Lebanon and Remember Me Dolls in Jordan to sell the pieces, in addition to a new custom embroidery contract from the Barilla Group. We will continue to participate in markets and fairs across Lebanon and internationally, including AUBSU Christmas Fair, Mom and Baby Show, Jebna El Eid, Fete de l'humanite in Paris, and Common Future in China. Our focus in 2019 is to continue working toward sustainability in the Women's Workshop program.

*Rania, a Syrian woman, came to Lebanon from Homs in 2011. She had lost everything in the conflict; her shop was destroyed and her husband was killed in a car-bombing, leaving her widowed with 3 children. With bombings everywhere in Syria, Rania was forced to flee to Lebanon. She suffered from depression, and began taking illegal drugs, which had an even greater negative impact on her life.*

*Rania heard about Basmeh & Zeitooneh Women's Workshop and registered for seamstress training. Rania says that her life has improved in every respect. She found a safe place where she could build relationships with other women, and has become economically empowered, by sewing items from her own at home to sell to clothing stores, relatives and neighbors. Rania continues to learn new skills as a seamstress.*



# PROTECTION SECTOR: PROTECTION

**3940**   
Women, men & children received PROTECTION support



Basmeh & Zeitooneh's Protection Department has, since 2014, delivered protection services based on an understanding of complex behavioral and psychological outcomes that affect survivors of a crisis such as the Syrian conflict. The Protection Department offers case management and counseling services to vulnerable members and families in camp communities where we work, including Beirut (Shatila, Burj al-Barajneh and Nabaa camps), Bekaa (Bar Elias camp), and the Northern area (Al-Qibbeh and Abu Samra camps). This program functions under the premise that vulnerable and at-risk groups with traumatic experiences greatly benefit from professional mental health-related assistance to help them understand and cope with their experiences, adapt to and grow social networks within their new environment, and strengthen their resilience to face future challenges. Protection Department staff also supports other Basmeh and Zeitooneh departments to build capacity to care for (especially) women and children, in accordance with international protection standards.

Post-program assessments consistently show a strong positive impact of the Protection program on participants, with most reporting enhanced positivity, confidence and self-esteem, enhanced coping mechanisms and ability to care for children, and lowered stress.

### Individual Protection Services:

Nabaa, Shatila and Bar Elias Community Centers have case management and referral services staff to help individuals in need of support. Referrals are made to specialised agencies as needed, including psychiatric/psychological services, legal or health services. The Community Centers also have an in-house psychologist and/or clinical social workers who offer individual counselling sessions to those with 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 offer group based PSS sessions for men, women and children. The group PSS aims to enhance protection of families affected by crisis and conflict, by helping participants understand some of the challenges they may face, including: 1. Effects of displacement and war (i.e. how the experiences of displacement/war change behaviours, attitudes, actions and values). 2. Social problems due to displacement and war, (eg., inter-partner relationships and violence; violence against children at home; early marriage; and child labour). 3. Awareness of 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).

### Participatory Action Research (PAR):

PAR is a community based research method that emphasizes participation and action from 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 was driven by participants looking for ways to understand and document experiences of coping with displacement and adapting to life in Shatila. They also wanted to better understand the impact of projects, particularly Expressive Art Therapy, on the psychosocial well-being of beneficiaries.

In 2018, nine participants from 2017 were trained in facilitation skills and basic Expressive Art techniques, after which three participants began helping to facilitate sessions for new female participants from the community.

*Lama is a 33 year old Syrian woman who has lived in Shatila camp with her family for several years. Her husband died one year ago, leaving Lama traumatized and depressed, unable to care for herself and abusive to her children. Having no support and no one to turn to, one day a friend told Lama about Basmeh & Zeitooneh’s Protection program. Lama came to the center to ask for help. She began working with the center’s Clinical Psychologist and attending Psychosocial Support Sessions (PSS) to better understand her trauma, and to learn coping skills amongst others with similar past experiences. During her time in the program, Lama transformed into a person capable of expressing her feelings and communicating with her children in a healthy, positive way. She has become one of the most active, effective members of the women’s group, always ready and willing to support others because of how important the program was for her own healing, and the health and wellbeing of her children.*





## PROTECTION SECTOR: INFORMATION HUB

9128  

Men & women Benefited from the **INFORMATION HUB** service



The purpose of Basmeh & Zeitooneh's Information Hubs is to help facilitate refugees' transition into their new community in Lebanon by providing basic information about available services and infrastructure, such as residency, hospitals, schools, legal advice, specialized protection services, psychological help, Sexual and Gender Based Violence and Child Protection (SGBV/CP) responses, and help with the documentation needed to access these services.

The Hubs utilize staffed information desks and information sessions to deliver detailed information about the services and how to access them. We also have 'Sub Hubs' in our community centers in Qibbeh, Tripoli. Through the Sub Hubs we also provide extended case management services whereby volunteers, often refugees who are already settled, accompany new residents to apply for various legal documents or services, and refer them to other specialized NGOs, depending on their specific needs.

In addition to legal and services access assistance, information sessions on relevant legal issues, including legal status, birth, death and marriage registration and eviction are held at the Hubs. Information sessions related to common health concerns are also held on subjects such as first aid, nutrition, breast cancer/self-exam, cervical cancer, and sexually transmitted infections. Hubs may also provide counseling or other psychosocial support.

# PROTECTION SECTOR: GAME

**1500**   
Children participated in GAME program



**G**AME is a program that provides children in marginalized areas the opportunity to do what kids do best: Play! GAME organizes 'objective-oriented' street sports in residential areas, giving children new skills in street basketball, street football and street dance. Children learn important values such as respect, fairness, acceptance, and teamwork through fun recreational breaks from everyday life. Playing games with others enhances communication skills and teaches respectful interactions, regardless of community or nationality. In addition, friendly games help to break down perceived barriers, build friendships and decrease negative feelings of isolation, hopelessness or loneliness. Thus GAME benefits aspects of the individual level, community level, and social level.

Basmeh & Zeitooneh continued to implement the popular GAME project in 2018, with 1 zone manager and 9 playmakers who work closely with 539 children. This project taught and honed football skills, and fostered social cohesion between children from host and refugee communities. Children also learned important life skills along the way.

*Amine, 12 year-old resident of Burj al-Barajneh refugee camp, would go regularly to the Ajyal Stadium to watch exercises organized by Basmeh & Zeitooneh's GAME project. Amine, is a Syrian refugee who fled to Lebanon after his house was bombed, killing his father and older brother. Because of their deaths, he had to work to help support his family.*

*Every Saturday Amine stood behind the pitch bars watching the other children play. Having noticed him watching, the zone manager asked if he wanted to play. Amine began to come every week, and quickly became a star player, popular amongst his peers, always with an infectious smile on his face.*

*One day his mother came to watch and, crying, thanked us, saying how much Amine had changed since coming to GAME, "His teammates and coaches have had a really positive effect on him and he is much happier" she added.*



# PEACE BUILDING SECTOR: PEACE EDUCATION

1402



Children attended the PEACE EDUCATION Program



Since the Syrian crisis began in 2011, children have suffered the most, growing up in an environment in which violence, death, persecution and terror are normalized. Many children have lost family members, and most have been forcibly displaced, leaving behind all they have known: their schools, friends, homes and possessions. Their new environments in Lebanon lack sufficient minimum infrastructure and offer very poor basic living conditions. They may have physically escaped the violence in Syria, but the fear and insecurity follow. These factors make the transition to their new life and environment very difficult.

Basmeh & Zeitooneh's Peace Education program was launched in 2015 in Turkey and Lebanon with the primary goal to provide a safe space, psychosocial support and recreational opportunities for vulnerable children in the communities where we work. The overall aim is to improve children and youths' psychological and emotional wellbeing through play, positive role modeling, and free expression. Our support programs help children to better understand their communities, and that they themselves are capable of creating change. As part of this program, children develop their own social initiatives on topics of interest, such as freedom of expression, abuse, child labor, gender equality, early marriage and child rights.

Post-program assessments show improved psychological wellbeing among children who participate in the Peace Education program. These are illustrated by improved behaviors and increased understanding of child rights, more positive coping tools, and a lower tolerance to abuse or exploitation.

In 2018, after 8 years of crisis in Syria, and due to various drop-outs from the Peace Education program due to the return of many families to Syria, the curriculum was then retailored specifically to increase openness amongst children whose families might consider returning to Syria or to other regions in Lebanon, or even elsewhere, in the near future. This was done by addressing the children's expectations, preparing them for change and acceptance of that change, and most importantly, strengthening their resilience to possible traumatic events they might experience during or after their return, knowing that many children have high expectations of returning to find their homes, friends and schools waiting for them, while, this will most likely not be the case. This pre-departure or pre-trauma perspective helps all children cope better with traumas that might come, by adopting positive behaviors and attitudes in the face of negative situations, in order to ensure their psychological well being beyond the scope of the project.

In Turkey, Basmeh & Zeitooneh partnered with the Municipality of Gaziantab to implement the Peace Education program with children as well as positive parenting sessions with caregivers.

*Eleven year old Malek, a Syrian boy, started attending Peace Education sessions at the request of his mother, who was worried about his shy, angry and aggressive behavior at home. He had refused to communicate with others, including his family, and kept his thoughts and emotions to himself. After a few ice-breaking sessions and encouragement from the facilitators, he began to show interest in physical activities and body expression during Playback exercises. With time, Malek became very passionate and participated even more in theatrical exercises, and began to interact more with other children, both boys and girls, who eventually became his friends. At the end of the project, Malek wrote and performed a short theater play within a group who called themselves Friends, hence, opening up to share his ideas, emotions and stories from his life. Malek's mother marveled at his transformation, and could hardly believe how the quiet, angry boy now spends his time drawing and writing, talking with his family, and is happily going to school. "When Malek started to get better, the whole family got better," his mother said.*





# PEACE BUILDING SECTOR: FUTURE TOGETHER NOW

**2000**   
Women & men were targeted in Bekaa



In its fourth year, the Future Together Now initiative continues to be effective in reducing social tensions between Lebanese and Syrian families living in Bar Elias, by empowering community members to work together to tackle the social problems they face in their everyday lives.

Bar Elias is a small city in the Bekaa Valley with a high concentration of Syrian refugees. A grassroots social cohesion initiative supported by Basmeh & Zeitooneh, Future Together Now, works to dismantle stereotypes, break down barriers and diffuse tensions between the Lebanese and Syrians communities.

This community-based initiative brings together members of the refugee and host communities in the Bekaa Valley to address joint community concerns. The initiative started in 2015 in partnership with Forum ZFD, and began with open dialogue, conflict mapping and needs assessments. Participants engaged in a series of workshops, learning about topics such as conflict transformation, communication, negotiation, mediation, and community empowerment. Basmeh & Zeitooneh's holistic approach helped to foster social cohesion and improve harmony between communities, by assisting both to meet basic needs such as safe water, education, protection and economic stability.

The Future Together Now's successful 2017 We Love Bar Elias campaign continued into 2018 with enthusiasm, with exciting new accomplishments including the installation of three simple yet visible and effective public improvements: garbage bins, to reduce litter, improve sanitation and beautify the local environment for all residents of Bar Elias; bread bins, to reduce food waste through redistribution of old food to community livestock; and a much needed public water fountain, to address the lack of clean drinking water in Bar Elias. The fountain was placed in the town center, near the medical clinic and Basmeh & Zeitooneh Community Center, and serves as a symbolic and literal focal point where the communities of Bar Elias come together. The fountain was also an aesthetic improvement and a source of pride, as it was intricately designed and decorates the town center. All three community improvements were carried out in cooperation with the Bar Elias municipality.

*When asked for her thoughts about the new water fountain in Bar Elias, Inas, a Lebanese woman said: "In Bar Elias we depend on well water, but this water is not clean enough to drink, and when the water of Bar Elias was tested, we found out that it was contaminated. We then had to buy all our drinking and cooking water. When I learned about the clean water fountain, I no longer needed to spend lots of money on water".*

# EMERGENCY RELIEF SECTOR: **RELIEF**

**2820**



Individuals received **FOOD ASSISTANCE** baskets & **COUPONS**



Basmeh & Zeitooneh owes its existence to relief services. We have grown into a broader, more holistic organization over time, out of necessity, but our first activities were what we knew we could not, in clear conscious, look away from: basic human needs. Our relief program primarily involves responding to crises and urgent calls for help, and providing assistance to the most vulnerable residents in the camps where we work. We also provide subsidies for specific groups, such as widows, orphans and those with special needs. This is achieved through the distribution of food, clothes, blankets, nappies, and other necessary provisions, plus cash in some cases.

Basmeh & Zeitooneh cooperates with other actors of emergency intervention in locations where we work, complimenting efforts, working to avoid duplication, and aiming for a synergy to reach the largest number of needy families possible. While we have no formal health sector programs, a dearth of health infrastructure in camps means that we are often called upon for urgent medical help, services for which we have very limited financial and technical capacity, and requiring clear protocols and referral systems.

Winter 2018 brought violent storms and dangerously cold weather conditions to camps in Bekaa Valley and Tripoli. The infrastructure and tent shelters in these camps are unable to withstand winter conditions, resulting in the relocation of camp residents, and damage to tents and belongings. Basmeh & Zeitooneh, in coordination with Lebanese Ministry of Social Affairs (MoSA), provided temporary accommodation and supplies to refugees, including bedding, fuel and plastic sheeting. We also distributed food, helped to repair camps (elevating tents, leveling roads and compacting soil), cleaned and opened canals, and paid advance rent for new Informal Tent Settlements (ITS). Additionally, in Bhamdoun, we provided shelter for 16 families[1], medication, fuel, firewood, and other basic needs.

### **Ramadan:**

Ramadan is a time when the burden of what one has lost can feel most painful. Basmeh & Zeitooneh makes an extra effort to provide some festivities and gifts, for some of the most vulnerable camp residents at this time of year. During Ramadan, the Relief team employs extra resources from private donors/other organizations for very vulnerable residents, including the disabled, the elderly, orphans, and widows. In addition, beneficiaries from Peace Education and Learning Centers are included to provide a link between projects, and to enhance the quality of services. Six Iftar dinners were provided for families and children in Beirut and Tripoli, as well as entertainment activities, and the distribution of toys, gifts and clothes for children.



In 2018, Basmeh & Zeitooneh's relief team coordinated with private donors to provide meals and food baskets for families, and entertainment for approximately 850 children. In addition, donors provide extra resources for toys, clothes and cash for families identified as among the most vulnerable in Tripoli and in Shatila camp.

*Noura a 32 year old Syrian woman came to Shatila in 2016 after her husband was killed. She arrived with her three daughters and few possessions, having lost all her property. Noura and her daughters lived with a relative in the camp, since she did not have the legal documents necessary for an official lease of her own. Quickly it became clear that they could not stay with the relative as he treated the girls badly, even asking her to marry the 13 year old off. She refused, but had little support, and herself was ill and unable to work. Noura heard about Basmeh & Zeitooneh services, and came to the Relief office asking for help. The team assessed their situation, and found Noura and her daughters to be extremely vulnerable. They were registered for food and hygiene vouchers and rent assistance through the widows' program. They also enrolled the girls in the school, so they could continue their education.*

*Noura is now employed part-time as a cleaner in order to cover additional expenses, and her older daughter had also completed trainings to learn new skills that would help her find a job. With Basmeh & Zeitooneh's help, Noura is now able to support herself and her daughters, ensure that their education continues, and avoid their premature marriage.*



# ADVOCACY

4   
Published Reports

1   
Case Study

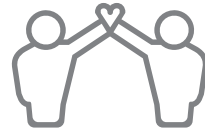


Basmeh and Zeitooneh’s Advocacy & Research Unit studies and analyzes gaps and inequalities resulting from unjust policies and practices, and advocates for better policies and practices within and towards communities affected by the Syrian Crisis.

Supported by Malala Fund, this unit focuses primarily on access to education for Syrian youth. In 2018, we conducted a study examining the implementation of *The Reaching All Children with Education Plan* devised by the Lebanese Ministry of Education, and used the results to lobby donors such as the EU, both in Brussels, and within Lebanon. The Advocacy & Research Unit also conducted a study looking at indicators of success among students enrolled in the Basmeh & Zeitooneh Learning Center in Shatila, and examined the effect of peace education on students’ academic performance. The results were used to inform and optimize our education programs in Shatila Learning Center. In addition, this Unit conducted a Participatory Advocacy pilot study with 15 children among 3rd-5th grades. In this pilot, the children were taught the basic concepts of advocacy, building arguments, and public speaking, and were encouraged to formulate their own advocacy strategies within their community.

Basmeh & Zeitooneh seeks positive change in the communities where we work, as well as at the policy level, from the Lebanese government and the international community. As such, our reports are published in both Arabic and English, and feedback given to the communities and study participants with whom we work. We hope that the lessons learned will lead to more just treatment and policy – both within communities, and at the central policy level, resulting in positive social impact for the refugee communities.

# 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: B&Z will cover one week of your stay in Lebanon, and volunteer in one of our community centers.
- Raise 10,000 USD: B&Z will cover two weeks of your stay in Lebanon, and volunteer in one of our community centers. Get listed on our Ambassador Page on B&Z's website.
- Raise 20,000 USD: B&Z will cover one month of your stay in Lebanon, and volunteer in two of our community centers. Get listed on our Ambassador Page on B&Z's website and in our upcoming Annual Report.
- Get 5 persons to commit to make monthly donations: get 2 personalized items from the new Upcycling Sewing Workshop.  
Get 10 persons to commit to make monthly donations: get 3 personalized items from the new Upcycling Sewing Workshop.

To become a B&Z Ambassador contact us: [com@basmeh-zeitooneh.org](mailto:com@basmeh-zeitooneh.org)

# OUR DONORS & PARTNERS

*We would like to thank our partners in 2018*



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!  
A special thanks to Julie Roley for editing and copywriting.

فستونيه

[www.basmeh-zeitooneh.org](http://www.basmeh-zeitooneh.org)

 [www.facebook.com/basmehzeitooneh](https://www.facebook.com/basmehzeitooneh)

 [www.instagram.com/basmehzeitooneh](https://www.instagram.com/basmehzeitooneh)

 [www.twitter.com/basmehzeitooneh](https://www.twitter.com/basmehzeitooneh)

