

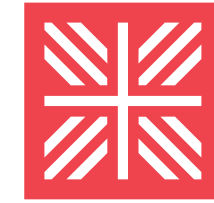


# CARITAS & LEBANON

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## 2020





**Caritas**  
Lebanon

# **CARITAS & LEBANON**

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## **2020**

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# CARITAS AND LEBANON 2020

These pages are more than a regular report to exhibit achievements, inventory, accounts or the like...

It is a renewed testimony to the presence of the Church in the heart of our world; a world in distress, awaiting with faith and hope for a brighter tomorrow; incarnating the face of the savior who came so "that they may have an enjoyable life, and have it in abundance" - John 10:10.

Caritas is the branch of the Church that lives amongst people; it is driven by their heartbeat, agitated by their suffering, and directed by the duty to serve them. Thus, it has a mission to: answer the appeal of "all those who called for help"; respond to the calls of its "sons", listen to the call of conscience, and live the mission of the Church in whose name it works for, struggles... and bears witness.

Over the five decades of its existence, Caritas has honored its pledge and commitment to the poor. It has diversified its programs and means of intervention to leave no one behind, especially those who have suffered, this year, from the economic difficulties, the pandemic repercussions, and the Beirut Port explosion and its protracted effects.

Indeed, the cross on this small country's shoulders is big and heavy; the already exhausted society had more difficulties to bear... Calls for distress reached the conscience of the entire world, and unprecedented initiatives were launched by Caritas – amongst others – in cooperation with organizations and individuals from Lebanon and the world.

The August 4 explosion marked a turning point in the lives of hundreds of thousands of families living in Beirut; the economic and monetary crisis seriously affected the lives of all Lebanese, menacing their livelihood and destabilizing their balance. Misery, despair, self-isolation and migration, coupled with mental, psychological and health disorders stretched the community's resilience to its breaking point.

As if this population weren't living enough misery, the heavy COVID-19 pandemic broke its back. It severely hit the economy and exhausted – or almost did – the remaining breath the society had; job opportunities were lost, production stopped, human relations were disrupted, and death rates soared. Thus, fear crippled the country.

Amidst this gloom and abnormal conditions, the presence of Caritas was evidence that its volunteers, i.e., "its main asset" were always ready to serve. From all areas, they went to Beirut, cleaned devastated houses, and wiped the tears of its residents; they were there to heal the wounds, and accompany people in their venture back to their life, to their neighborhoods, dwellings and shops. Caritas was there, and its main mission was to help "rehabilitate the human beings" who lost what remained of the resilience they had after the blast.

Nevertheless, despite the chaos of the moment, Caritas did not forget to respond to the novel pandemic that hit an already bleeding country which required some unaffordable intensive care...

...Still, Caritas was there...

Caritas was everywhere: a loving and loved presence, offering what was available, filling some of the void caused by the absence of the state and its incapacity to fulfill its duties in ordinary situations, let alone extraordinary ones! It was there to deal with donors, states, organizations and individuals, with integrity, accuracy and transparency.

The Lebanese society 2020 was- and still is- in dire need of Caritas. And Caritas heard the voices of the people "and didn't close its heart"... the hope is that these pages bear honest testimony to what this socio-pastoral institution has done over a whole year, since the outbreak of the pandemic and through the fateful August 4 explosion, in light of the ongoing economic, monetary and social crises...

With all the above, it remained faithful to its usual daily social, health and developmental programs, which will be presented in Section II of this report; Section I being devoted to the role of Caritas in mitigating the coronavirus crisis and the consequences of the Beirut Port disaster.



# SECTION 1

LEBANON AND CARITAS A YEAR OF HARDSHIPS  
WITHIN A PANDEMIC  
AND A DEVASTATING BLAST

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# COVID-19: THE GLOBAL PANDEMIC

Preliminary estimates issued by the World Bank on April 28, 2020 indicated that 45% of Lebanese people may live below the poverty line this year. These estimates precede the outbreak of the pandemic in Lebanon and the consequent severe restrictions on population mobility and economic activity. After the outbreak in the country, the loss of control by the government, and the record of 185,000 infections by the end of 2020, with 1400 deaths, and after tighter measures and the declaration of a state of a public health emergency with multiple-week lockdowns resulting in a frozen economic life at the end of the year, the rates of poverty soared to reach 55%, and are still on the rise while these lines are being drafted.

The repercussions of the lockdowns, quarantines and economic stalemates were heavy and costly for all the countries, including the industrialized ones, let alone a country that is a prey to multiple crises over five decades which are strangling citizens, threatening their lives and putting their future on a freeze mode, with a tangible absence of any social protection system. Thus, an overwhelming part of the population, who once lead a safe and reassuring life, was left without any adequate safety net to stop the risks of disease, hunger, destitution, and help.

These facts, whose first victims were the neediest families, prompted Caritas to intervene quickly, either through emergency programs and immediate assistance, or through modifying its regular programs to make space for more assistance to face the crisis via its relevant departments; needless to note the full commitment to preventive measures and recommendations. Caritas activities can be detailed as follows:

## Health

Health centers, mobile clinics and the mental health unit were the most concerned bodies with the coronavirus pandemic; still, this did not prevent them from providing their regular services such as vaccination, medical tests, dentistry services and distribution of medicines via the centers or the mobile clinics. This department distributed tens of thousands of protective equipment such as masks, disinfectants and cleaning materials. It also participated, for example, in distributing food kits to the medical team at Hariri Hospital as a token of thanks for their efforts; it conducted PCR tests at the Patriarch Sfeir Medical Center in cooperation with the municipality of Rayfohn and the mobile medical center of the Lebanese American University; the same activity was carried out at the Primary Health Care Center in Saida in cooperation with the Hariri Medical and Social Center in Saida.

The Mental Health Unit was also active during the pandemic:

- A hotline was put at everyone's disposal around the clock, for help and advice. The high number of calls was mainly due to the growing anxiety and fear. Psychotherapists were constantly present to answer people's questions and follow them remotely.
- Starting March 10, a call center for Caritas' staff was also established; the aim was to serve, cater, reassure and advise them, especially if they tested positive.
- Awareness sessions were held for all the staff at the HQ.

## Social

The Social Services team mobilized all its members, all over Lebanon, to fight the pandemic's critical repercussions and reach all vulnerable people; it developed a well-studied plan to meet the emerging needs as a result of this crisis, in cooperation with "Caritas Youth" and in coordination with governmental and faith-based bodies, municipalities, public and private institutions, and civil and non-governmental organizations, both locally and internationally. Social workers dealt with cases at the HQ and in the different regions. They were receiving incoming calls on hotline numbers and visits from the neediest people. Despite all the preventive measures taken, a relatively big number of social workers caught the virus and suffered its painstaking symptoms.

In this area, the work mainly focused on food distribution (hot meals, food vouchers), clothing, cleaning material, cash assistance and delivery of medicine to patients in coordination with the health department. It is noteworthy to highlight as well the importance of having social workers in different areas and Sectors; they mainly focused on accompanying the neediest and help ease their struggle to find a balance between the material, moral, physical and psychological pressures on one hand, and prevention from infection for them and their contacts, on the other.

## Communication and Advice

Caritas used its platforms and social media to engage with the public and spread awareness about the pandemic; it mainly focused on prevention, and designed useful drawings and leaflets that were mainstreamed on social platforms. This department was also behind different campaigns to help fight the pandemic and guide the community in collaboration with multiple television stations and social media platforms.

## Special Education through Humanitarian Centers

During the pandemic and lockdowns, students were able to receive educational services, including distance learning. The below table details the services:

Service Type	Beneficiaries
Online and integrated educational services	350
Individual Personalized Therapy Sessions and Remedial Lessons	350
Electronic tablets	170

Caritas IT Department helped achieving this mission; two interactive platforms, Microsoft Teams and SharePoint were set and made available to the beneficiaries. The Caritas staff also underwent a number of training courses to be fully prepared for the start of the school year to teach and learn remotely because of the lockdown.

## Migrants

The economic and pandemic crises were a devastating blow to migrant workers, especially domestic workers; many employers were unable to pay their wages in foreign currency and to secure their tickets; many families also refused to keep them home for fear from the pandemic.

This forced numbers of them to leave their employers' homes and seek shelter, often on the street or in front of their consulates or embassies.

The problem worsened after the Beirut blast with increasing numbers requiring medical and psychosocial support.

Facing the endless suffering of migrant workers, and since they are among the most vulnerable and marginalized groups, Caritas Lebanon intervened, working within its humanitarian mission and in accordance with the words of Jesus Christ, “I was a stranger and you welcomed me”. In its shelters, and within all necessary preventive measures, the Migrants Department hosted 37 migrant workers who were staying on the pavement of their country’s consulate, hungry and sick. Some cash assistances were also provided to families and individuals affected by the economic situation caused by the pandemic and the Beirut explosion.

### Caritas Youth

With the onset of the coronavirus pandemic in Lebanon, in March 2020, Caritas Youth volunteers – the Emergency Response Unit – mobilized its members to implement basic assistance and provide aids and support on the ground, based on an intervention plan developed and approved to that end,

Following the establishment of the Call Center aimed to receiving calls of distress from people, the Youth were distributed into 4 teams, to work for a full week in the packaging and distribution sites; Food kits were sent to the families living in poverty, disease or need.

### Shelters and Emergency Centers

In collaboration with the Media and Communication Department, the HQ carried out awareness campaigns and adopted supportive measures for all residents in migrant shelters and detention centers, to protect them from the virus; along with training courses and psychotherapy sessions – detailed further below – also tackling the COVID-19 issues and treatment. Emergency assistance to refugees and migrant workers was offered during the outbreak at the shelter.

### Numbers

The assistance provided by Caritas, till the end of 2020, in response to the coronavirus pandemic amounted to \$274,936. The amount was secured thanks to local philanthropists and, in a large proportion, from foreign organizations.



## THE BLAST

This title, itself, is enough to denote the horror of what happened on August 4, 2020; this very expression applies, in its content and dimensions, to what has been, occurring to the people of Lebanon, before, during and after this date. As if the Lebanese didn’t have enough to handle, this blast further fueled the already explosive situation and thus hurt everybody, adding to the COVID-19 pains, the bad economic situation and the collapse soon to come.

The report’s objective is not to describe the event, its causes, make accusations, nor determine responsibilities... it aims, first, to note that the scale of the disaster has surpassed the ordinary – even natural disasters such as earthquakes, volcanoes and floods – and thus considers what happened equal to an extraordinary disaster that will be remembered for long.

### Facts

208 people died from the blast, and around 6500 were wounded; 300 thousand people were displaced, and 70 thousand people lost their jobs; three hospitals were highly damaged and stopped working temporarily, and at least 50% of health centers went out of service, according to a report published by the World Health Organization (WHO).

Not to forget the total destruction of some public institutions such as the wheat silos, wards and warehouses located at the port premises; the Electricité du Liban (Lebanese Power Supply Corporation) and other businesses located in the area were totally blown away.

Destruction, partial or total, did not distinguish between places of worship, religious centers, media institutions and commercial establishments; the majority of owners were unable to make any repairs.

Damaged public and private universities and schools exceeded 220; these were supposed to host around 77000 students and pupils. Estimates for reconstruction reached \$1,016,550,000.

A first survey conducted by the World Bank, mentioned a loss ranging from \$6.6 billion to \$8 billion.

### Actions

Facing the horror of this tragedy, Caritas rushed to the field, and was transformed within hours into an emergency unit; “Caritas youth” were amongst the first to roll their sleeves; the administration promptly launched appeals for help that were soon answered by Caritas’ sister organizations all over the world. On August 7, Caritas Internationalis, called for an emergency response to the crisis, covering one month, and a financial assistance of 250 million euros.

The global appeal was heard, and Caritas income to alleviate the explosion effects totaled \$9,481,240; \$5,216,180 were spent until the end of the year. The balance will be used as a starting point to fund the project “Facing emergencies” 2020/2021 launched on September 5, a month after the explosion.

Caritas Lebanon has also submitted secondary projects aimed at a number of donors, which received positive responses. The following table details the aids received:



Project Title	Objects	Donor	Department	Start Date	End Date
AMERICARES	Assistance to damaged centers	Americares	Health	2020/8/15	2020 /12/31
Emergency assistance for multiple damaged sectors	Assistance to damaged families: cleaning products/ furniture	Kinder Missions Werk - Germany	Emergency & Refugees	2020/10/1	2021/3/31
Rehabilitation of houses and other kinds of assistance	Medical, emergency, monetary assistance for destroyed houses	Online donations	Emergency & Refugees	2020/9/1	2021/9/1
Caritas Switzerland Initiative	Cash for reconstruction	Caritas Switzerland	Emergency & Refugees	2020/9/1	2021/4/30
Camille Chamoun Center	Rehabilitation for residents	Caritas Germany	Development	2020/9/1	2021/3/31
Manos Unidas	Food & hygiene kits distribution	Manos Unidas Spain	Emergency & Refugees	2020/9/15	2021/1/31
Hungary Emergency	Emergency assistance from Hungary- Reconstruction and Rehabilitation	Republic of Hungary	Development & Emergency	2020/8/28	2021/3/27
Caritas Germany Rehabilitation	Rehabilitation - Refugees & displaced after the explosion	Caritas Germany	Development	2020/11/15	2021/3/31
EA 20-21 Emergency	Answer to a call for education/ food kits/ clothes for emergency	Caritas Partners	Emergency & social support	2020/9/6	2021/9/5
Emergency for the Port Explosion	Emergency assistance from the USA	Caritas USA	Emergency & social support	2020/8/1	2021/7/31
Development & Peace Quebec - Canada	Health and psychological support for victims and people prone to problems because of the explosion	Development & Peace (Canada)	Health	2020/10/15	021 2/10/14
Financial, health and services support	Emergency for different sectors to help the victims of the explosion	USAID	Different sectors	2020/9/4	2021/9/3
Food assistance	Food assistance from Hungary	Hungary Helps Agency	Development & emergency	2020/11/11	2021/1/11
Assistance from sectors	Operational assistance after the explosion	Donors	Administration and Sectors	2020/9/1	2020/12/31
Emergency assistance	Operational assistance after the explosion	Donors	Administration	2020/9/1	2021/9/1
Immediate Response	Hot meals, food kits, medicine, cleaning products, rehabilitation of centers	Different Caritas organizations	Rehabilitation, health development, emergency	2020/8/5	2020/10/31
Ireland Program	Financial: support to affected families	Trocaire Irish Catholic Church	Emergency (290 families)	2020/8/13	2020/11/13
Support Fund for Lebanon	Support - some of which is for the Port	UNOCHA	Financial for 4000 families (average \$200)	2020/9/1	2021/8/31
UNHCR program	Port victims	UNHCR- part of common program	Financial support from the assistance they provided to families	2020/8/7	2020/12/31
Part of Baladi program	For the port victims	USAID	Baladi		

International aid after the August 4 explosion in response to Caritas appeal

State	Number of shipments	Containers or platforms
Abu Dhabi	1	1
Australia	10	24
Belgium	1	1
Brazil	2	2
Canada	12	13
Cyprus	5	5
Emirates	2	2
Germany	1	1
Italy	2	2
Kuwait Embassy	1	1
Lebanon	8	9
Southern Africa	1	1
Spain	2	2
United States of America	5	6
Poland	2	2





Presence

From the moment of the port explosion till date, Caritas has been working to counter its effects in every way. Its services covered Beirut and the suburbs and helped in many fields:

Field	Service quality	Number of beneficiaries
Social and food assistance	Cleaning houses	644
	Distribution of clothing kits	1074
	Distribution of diapers	199
	Distribution of vouchers	3000 families
	Distribution of food kits	12000 families
	Visits and assistance	550 families
	Hot Meals	7000
	Hygiene kits	1599
	in kind assistance	176 families
		314 Pillow Covers
Financial assistance		64 Laptops
	Caritas direct aid	1678
	Through OMT in billion LBP	1000 families
	Through UNDP \$250,000	
In Kind Assistance	Through Alfa \$200,000	
	Through Nestlé \$50,000	For people in need after the explosion.
	Through the Danish company Widex	100 audio devices
	Through LG "Electronics" \$100,000	237 appliances /176 family
Health services	Medical Consultations	1499
	Diagnostic Tests	727
	Nursing Care	2650
	First psychological aid	224
	Medicine (Tent & MMU)	34,290 Boxes
	Mental Health Support	17,700
Home restoration	Architectural/engineering	1133
	House restoration	826
	Rehabilitated businesses	66

Development projects:

In the framework of "Baladi" project and in collaboration with a number of Caritas partners (such as "Women's Mission" and "Chance"), some memoranda of understanding governed new types of assistance after the Port explosion, like ICT devices and equipment for La Sagesse Technical and Vocational School, such as chemotherapy refrigerators and IT equipment to replace damaged ones.

Other memoranda would provide psychosocial support, restoration of houses and recreational activities to affected children (Cordaid, Mentor Arabia, Basma and Zaytuna), as detailed further.

Beyond numbers

The presence of Caritas officials and volunteers and the motivation of the Caritas Youth had a great impact on the injured and all those affected by the port explosion. This presence emerged through:

Caritas youth's prompt response, emergency services, aid and assistance to the injured, help with removing the rubble, and cleaning houses, streets and public squares.

Opening of food centers (Sassine Square tent and Mar Mikhael tent); thousands of people benefitted of it in coordination with the competent social and health departments and the "Youth", who were on the field.

Visits paid by the Caritas team and president, or visits paid to Caritas by Ambassadors (Belgium, Spain and Germany), or UNOCHA, WHO, and other officials to support it in its response.

Increasing donor confidence in Caritas; in fact, thanks to the transparent and accurate work done by Caritas, foreign and local institutions such as OMT, Alfa, and Nestlé entrusted Caritas with their assistance.

Continued media coverage of all initiatives; call for volunteers for both health and "youth" departments; donation campaigns advertised on multiple media platforms and on billboards in Lebanon and Europe (through Pikasso), in addition to organizing donor visits and broadcasting documentaries about Caritas work with families and small business owners.

The apostolic and pastoral face of Caritas:

- The President of Caritas Lebanon held a mass on the sidewalk facing the destroyed port on August 16. It was served by the "Caritas" youth, attended by thousands of citizens and broadcast by all the media.
- Prayer with Cardinal Pietro Parolin, Cardinal Secretary of State, sent by His Holiness Pope Francis in solidarity with the Lebanese people on September 4; it was on the International Day for fasting and prayer for Lebanon, upon the Pope's request. Caritas President stated at the opening: "Yes, we provide moral, material as well as social support at all levels, but we always say that God is the priority; they took our lives, destroyed our churches, hospitals and homes, killed our loved ones but they will not be able to destroy our faith."
- Weekly spiritual reflections and daily prayers sent by Caritas' Chaplain Father Charles Sawaya to all the staff to show solidarity.





## SECTION 2

### CARITAS, A STORY OF CONTINUITY AND RENEWAL

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Neither the Port disaster, although horrible, nor the outbreak of the Corona pandemic, although serious, were able to veil the reassuring face of Caritas that remained present amid all the black clouds, and continued to implement its set programs all over its Sectors.

It is true that these two events have changed Caritas priorities whether in terms of work or intervention, and cast their weight on employees and volunteers; they also changed the reality of social classes in Lebanon. But it is also true that none of the Caritas programs stopped, none of its beneficiaries were left behind. "The poor remain with us at all times" (Matthew 26:11) regardless the new circumstances, Caritas was still there to listen to the voices of those suffering and ease their pain.

Thus, Caritas went on with its commitments, and continued its previous programs, seeking new means of intervention that live up to the developments and capabilities;

It set new human-centric programs, with the aim of promoting human security and health, social, educational and developmental needs... all the aforementioned will be reviewed further below in the report. But it is noteworthy that the emergency imposed by the pandemic and the economic crisis continue to weigh over our people and our work, thus delaying but not cancelling them.



THE SECTORS

“The Caritas sectors, represented by the head of Sector and Bureau, represent the Association wherever they are; these people are chosen thanks to the great trust placed in them to ensure the proper functioning of the Sector and its various activities in coordination with the President, and Sector Coordinators... praised be the Lord for their level of responsibility and commitment.”

With these words, the new President of Caritas, Father Michel Abboud OCD, crowned his first message on April 20, 2020 while addressing the heads of Sectors, volunteers and Youth. With these words, he opened a new era of close cooperation between “the HQ” and “the Sectors” built on trust, fruitful interaction and complementarity between the members of this single body. In his message, Father Abboud has laid down the basic rules for the work of the Sectors:

Instructions and orientations

- “Fully coordinate with local bishops; communication with the bishop is a must; he is to receive periodic reports and all the information he requests. He is the first person in charge of the sector”. The aim of coordination is to dispel all questions and mistrust, and to confirm the necessary cooperation or even fusion between Caritas and the local church, with its bishops, priests and parishes.
- Be keen on the spiritual life and the role of the chaplain in organizing meetings and spiritual upbringing, “not to be drawn far from God on the grounds that we are working for Him”.
- Coordinate with all charity organizations working on the ground. The aim is not to replace anybody or to monopolize the social work... in case others are unable to intervene, we will be there to do so. This is the core work of Caritas, being the body of the Church that encourages initiatives aiming at an integrated service for charity and for the poor; we have to bear with them and be with them; we have to look for the poor people who are shy of getting closer and of asking; we also need to be wise with those who knock at our door and defame us while they are not poor at all.
- “We have been entrusted with money to give it in turn to the poor. We do not have the right, for whatever reason, to stockpile funds and not to use them or benefit from them in any way other than giving, as long as there are poor and needy people knocking on our doors. “We are the link between the donors and the needy, as we have to do what the apostles did when breaking the loaves of bread. The Lord blessed and gave them and they, in turn, fed the masses... ”
- Be generous; we also need to have the wisdom and the know-how; “generosity does not mean giving without assessment or inquiry” nor does it mean to go beyond the structure and regulations followed by the Association; we must always work within a deliberate strategic plan.
- The Sector is an integrated unit, so it is, thus, necessary to work collectively and distribute roles among the Bureau, volunteers and youth, so that no one monopolizes the work, and no one neglects his role; the volunteer joined Caritas to work and serve. The social worker is a key pillar of the Sector and works under the directives of the Headquarters in collaboration and coordination with the head of the Sector.
- Commit to the confidentiality of deliberations and decisions put forward at the meetings and respect the privacy of beneficiaries and donors.
- Inform the HQ and provide it with monthly reports of all the assistance received by the Sector. This should detail the value, source and number. “Donations sent to the HQ are for all the poor in the Sectors, and what the Sectors owns are for the HQ as organization. If a Sector is unable to meet all the needs required, the HQ must support it. Caritas encourages the Sectors to motivate those who are able to help, to do so.

Given these unprecedented circumstances, the Board of Directors has made an exception, by giving each Sector the revenues of the 2020 charity campaign. This way, Caritas is working in harmony, understanding, and fruitful exchange between the HQ and the Sectors” at the service “our younger brothers and sisters”.

Visits to the Sectors

In line with the principles laid down in the aforementioned message, dated April 20, since assuming his duties, the President of Caritas, along with Vice President Dr. Nicolas Al-Hajjar and the Regional Coordinator, Father Roland Mrad, visited the Sectors all over Lebanon to familiarize themselves with their work and provide them with necessary guidance. All directives confirmed the content of the first message, especially regarding the relationship with the bishops; in fact, the President paid visits to all of the bishops and placed Caritas work under their supervision. On the other hand, the President insisted on the approach to adopt with the poor and how to show the readiness of the HQ to provide the sectors with all the required support. To date, the President and the Regional Coordinator have had 30 meetings with the Sectors’ heads and boards.

Each visit to the Sectors included visiting the diocese bishop first and discussing with him the working conditions. Visits were paid according to the following calendar:

25/4/2020	Visit to the Bekaa; meeting with the heads of Sectors
30/4/2020	Visit to the Sectors of Beirut and Mount Lebanon
2/5/2020	Visit to Sidon and meeting with the heads of Sectors in the south.
9/5/2020	Visit to the Sectors of the North: meeting with the heads of Sectors
23/5/2020	Visit to the Sectors of: Tyre, Bint Jbeil, Marjayoun and Hasbaya
30/5/2020	Visit to the Sectors of: Zahleh, Eastern Bekaa, Northern Bekaa and Baalbek
29/6/2020	Visit the Higher Shouf Region, meeting with officials and namely former Minister Naji Al-Bustany who offered Caritas a plot of land in Deir El Qamar to build a Community and Medical Center.
1/7/2020	Visit to the North Sectors of: Zgharta, Zawya
7/7/2020	Visit to the Shouf Coastal Sector and meeting with officials.
20/7/2020	Visit to Kesrwan I Sector and centers.





## Sectors' Coordinator Office

Alike previous years, 2020 was a busy year for the Sectors Coordinator who paid 140 visits to various regions and sectors; he met with the diocese bishops, and had general meetings with people in charge of all Sectors and programs to boost activities and projects so that Caritas Services reach all those in need, especially those in remote areas and those who do not knock on doors to seek help.

Despite the multifaceted crises, "the spirit remained willing" (Matthew 26:41), especially that "charity has no time limitations" (Msgr. Rodin). The challenge Caritas accepted to face resulted in useful achievements through its operation centers in the different regions without neglecting to help the 23,000 already registered families nor neglecting the other regular programs and activities in various fields.

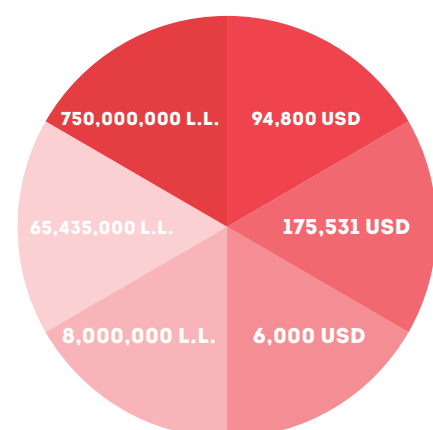
The Sectors Coordinator's Office remained a beehive, not only limited in its work to external programs and activities; it "went to the depth" and intervened in the structure of Sectors and the essence of their work, especially since most of these Sectors witnessed changes of heads (23 new heads of Sector) and members of their boards. The Coordinator had to work on infusing the spirituality of the Association work, and set the frames and standards... One of the most important achievements was the booklet on Sectors structure and administration, which sets out the rights and duties of the people in charge and details the tasks required of each of them, the means to deal with Caritas different bodies, namely with the HQ, whether in ordinary times or in emergency situations such as those we live...

This dynamism was translated through the Sectors' achievements, in collaboration with the various departments and units at the HQ. In fact, all the services, whether in the field of health, social work or development projects, would not have been achieved without the presence of the Sectors, their heads, employees and all volunteers who gave what they had, through "small things, but with great love" – Mother Teresa.

### These services, detailed later, include the following non-exhaustive list

- Support for children, elderly and patients
- Activities with Youth
- Distribution of medicine and food boxes for the needy
- Repair and equipping damaged houses in the Beirut explosion area
- Support and reform of small businesses
- Cooperation with the project (Baladi) in the framework of humanitarian action in Beirut
- Close cooperation with "Caritas Youth" (detailed further below).

Previous activities that generated profits for the Sectors were halted this year due to the pandemic.



- Assistance in LBP
- Assistance in USD
- Fresh Money Donations for Ashrafieh
- Rehabilitation of 2 houses in Deir el Ahmar
- Contribution to help a family buy a cow
- Contributions from sectors to Ashrafieh

## 2020 Facts & Figures



**Parishes**  
**1222**



**Villages & Towns**  
**1399**



**Delegates**  
**900**



**Chaplains**  
**35**



**Social Workers**  
**35**



**Youth**  
**1021**



**Volunteers**  
**1200**



**Sectors**  
**35**

## Sectors locations 2020



**6 Rentals:**  
Rmeil, Tripoli, Coastal  
Metn, Deir el Qamar,  
Baabda II, Tyre



**20 Donated Properties**  
By dioceses and  
Religious orders



**3 Prefabricated Houses**  
Jbeil & Keserwan 1 & 2



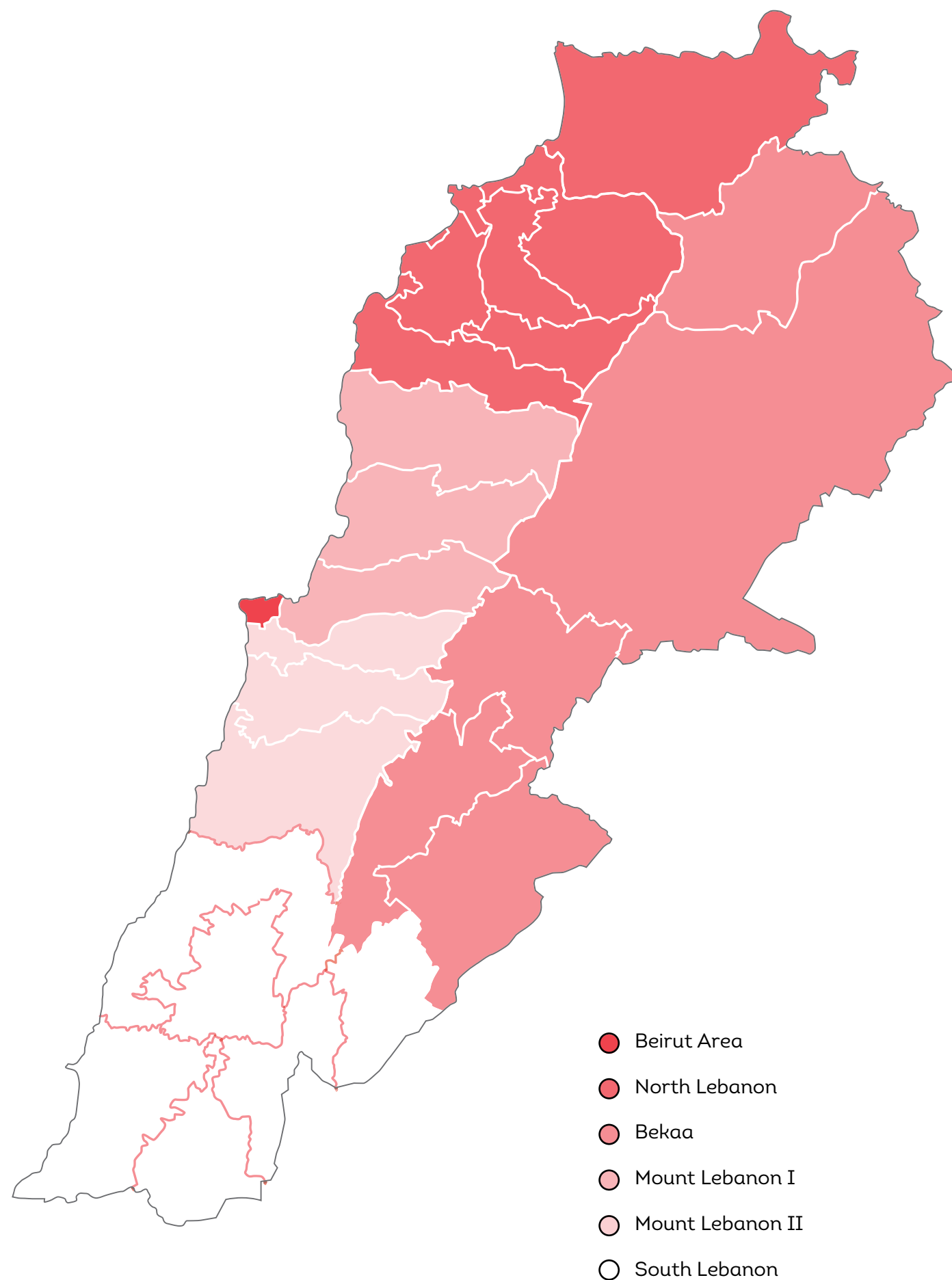
**6 Caritas properties**  
**Buildings:** (Dekwaneh,  
Daroun, Batroun, North  
Bekaa)  
**Plots:** Deir el Qamar-  
Jezzine

## Sectors locations 2020

Maronite Diocese of Antelias  
Maronite Diocese of Tripoli (Akkar)  
Maronite Diocese of Tyre (Koley'a)  
Maronite Sisters of the Holy Family  
Antonine Maronite Order  
Lebanese Maronite Order (Rumaysh)

Sarba Maronite Diocese  
Maronite Diocese of Zahle (West Bekaa)  
Maronite Diocese of Sidon  
Jesuit Order (Taalabaya)  
Basilian Chouerite Religious Order





### Beirut Area | 4 Sectors

- Rmeil
- Achrafieh
- Geitawi
- Ras Beirut

### Mount Lebanon I | 8 Sectors

- Metn I
- Metn II
- Metn III
- Metn IV
- Metn V
- Keserwan I
- Keserwan II
- Byblos

### Mount Lebanon II | 6 Sectors

- Baabda I
- Baabda II
- Uppper Shouf
- Aley – Bhamdoun
- Upper Metn
- Coastal Shouf

### Bekaa Area | 6 Sectors

- Zahle
- Eastern Bekaa
- Middle Bekaa
- Western Bekaa – Rachaya
- Northern Bekaa
- Baalbek

### South Lebanon | 5 Sectors

- Jezzine
- Saida – Zahrani – Nabatieh
- Tyre
- Marjayoun and Hasbaya
- Bint Jbeil

### North Lebanon | 7 Sectors

- Batroun
- Al-Koura
- Zgharta – Ehden
- Zgharta – Zawye
- Jebel – Bsharreh
- Tripoli
- Akkar

# SOCIAL WORK

Social activity is the core of Caritas's work; the concerned department was the first through which Caritas Lebanon served its community; and from the moment it started, at the beginning of the 1970s, till date, it remained one with its missions and goals, developing its approaches and means of dealing with cases; These cases are “with us all the time,” and, today more than ever, they have increased in need and numbers; thus, they require, doubling efforts and the capacity to meet all needs.

In 2020, the interests of the social department were scattered over three axes: 1) Responding to the COVID-19 emergency that halted the economic life and doubled social needs; this topic was already detailed in the first section. 2) Caritas' role in addressing the social consequences of the Port explosion; Caritas turned into an emergency mode helping and supporting the affected families; this topic, as well, was elaborated in section I. 3) the regular activities in helping beneficiaries who visit Caritas Centers seeking individual or family help. They receive financial or in-kind assistance that warm their hearts.

Alike previous years, Caritas—more than ever – was present in its 35 Sectors to receive, listen, assist, and accompany all those seeking help, regardless their age, culture, religion, political and geographical affiliation... The Social Work Department, through social workers, youth and volunteers, set the tone, cooperating with other agencies, centers, groups, municipalities and governmental and civil bodies, in full transparency, to help people and consolidate social peace.

## Caritas assistance through this Department

- Third age (elderly) project. More than 1,000 elderly received financial, in-kind, food and social and recreational assistance with the support of the Ministry of Social Affairs.
- Emergency project. Coverage of health emergencies or compensation after a fire, theft or crops failure... Support was provided by the Office of Prime Minister.
- Both programs amounted to \$372,612 thousand.
- Distribution of hundreds of thousands of hot meals from different Caritas kitchens (Charity bite, Darouna in Furn El Shebbak, the Oasis of Life in Haret Sakher, the Friendship Table in Dekwaneh), along with sparse hot meals distributions in the different sectors with the participation of a number of associations such as Solidarity and All for One.
- Launch of the clothing bazaar project for all regions, thanks to donations from the Australian, American, Italian and other communities; the project is a joint effort between the Youth and the Sectors. Around 60 thousand pieces were offered.
- Supporting Lebanese returnees from abroad and facilitating their integration and their re-adaptation to their community with the support of foreign organizations.
- On Tuesday, December 22, 2020 the Caritas Elderly Home Care Center in Tripoli was inaugurated in presence of Bishops Youssef Soueif, and Edward Daher, the President of Caritas and Mrs. Laila Solh Hamada, President of the Alwaleed Bin Talal Humanitarian Foundation, who donated the rehabilitation of Mrs. Lubna Jean Obeid. This Center is close to the “Mahabeh House” (Charity House) for the elderly in Andqet, which benefits 35 elderly.

This year, the pandemic outbreak has suspended the training courses and recreational activities generally organized by the Social Department. However, this did not stop the social workers from welcoming and helping beneficiaries, despite the risks; they were witnesses of the presence of the Church, loving and caring to “our younger brothers and sisters” in these difficult times.

We would like to thank all donors: Locally, all thanks and appreciation go to the Prime Minister Office and the Cabinet, the Ministry of Social Affairs, Solidarity – the Maronite League; Abroad, thanks to Caritas Lebanon in the United States of America, MICADO, Caritas Internationalis, Caritas International. Belgium, Caritas Switzerland, Danish Refugee Council DRC, L'Oeuvre D'Orient,Knights of Columbus, Canadian Catholic Development and Peace Organization, and each and every person who helped in fighting the COVID-19 pandemic and the aftermath of the Beirut Port explosion.

# HEALTHCARE

In the process of promoting human development and ensuring the right to a healthy and carefree life, free from epidemics, chronic and punctual diseases, Caritas has always had a concern for healthcare since it started, in 1972. This concern was translated either through the healthcare centers that were established successively, 10 in total, spread across the Lebanese regions, in addition to eight mobile clinics or through its multiple programs and interventions to ensure health services and allow the most vulnerable groups to have access to full healthcare without discrimination or discretion.

While the health department played a key role, this year, in addressing the pandemic consequences and another equally important role in addressing the consequences of the Beirut explosion, in terms of first aid, securing treatments and medicines, keeping up with patients and securing mental health services – as mentioned earlier – all this has not been disrupted nor delayed the core role of this department along with those in need of its services.

Indeed, against all odds, the health care service department responded to all requests and has, over the year offered 538,912 health services for 33,182 beneficiaries, as follows:

72,962	Medical consultations
465,441	Medicines
4,560	Mental health
28,010	Nursing Care
4,596	Laboratory Tests
2115	Dentistry services
518	Vaccination service
175	Physical therapy
262	Nutrition service
72	Awareness Sessions
39	Hospitalization Assistance

**The total expenditure on health programs, this year, amounted to \$3,926,320.** Medical centers and mobile clinics have doubled their work, taking maximum preventive measures to protect patients, nurses and staff. Nurses participated as well in UNHCR training courses regarding this matter and initiated themselves similar courses.



## Achievements

- New Health Programs
- Expansion of mental health services
- Launch of Health Awareness Programs
- Remote Follow up on Psychiatric Cases
- Enhancing work through mobile clinics
- Influenza Vaccination Campaign Launched
- Breast Cancer Awareness Campaign

## Challenges

- COVID-19 pandemic restrictions and preventive measures
- Significant shortage in medicines
- The persistent shortage in medical and nursing staff
- The limited capacity of the existing healthcare system and its inability to cope with major crises such as the Covid-19 and the Port disaster.

## Response

- Work on a new healthcare system
- Expand healthcare services
- Form specialized health committees
- Strengthen the healthcare department
- Health Control



## EDUCATION



### Humanitarian centers and specialized education

Convinced with the right to education and social inclusion, namely for people with special needs, Caritas Lebanon opened educational centers to accommodate them, in light of the need for such premises in Lebanon; thus, Caritas has centers dealing with mental retardation and inclusive education, to help children with special needs acquire new skills and become active citizens in their community.

A needs assessment was first conducted in the different regions and adequate centers were identified. The start was in both areas of Jbeil (Feghal) and the Bekaa (Zahleh) in 2005, followed by Metn (Quneitra-Beyt shabab) in 2013 the in the South (Shoualiq-Lebaa) in 2017.

All staff working in specialized centers are professionals who follow regular - internal/ external- training sessions; Caritas administration constantly monitors the team development, and keeps pace with their work through continuous educational meetings, to follow up on the capabilities of each learner, and satisfy their needs. The ultimate objective being to gain knowledge, and life skills in participation, mobility and socialization.

### The team includes specialists in

- Psychotherapy
- Speech therapy
- Educational Assessment
- Psychomotor therapy
- Specialized Education
- Social and Family Counseling

In order to individualize the learning plan for each student, curricula were revisited and class compositions were adapted to fit the needs of the learners; training sessions were also conducted with parents to assist them in helping their children.



## Achievements

After years of hard work, the centers dealing with educational difficulties succeeded in integrating a number of students into schools and preparing a number of them for official exams, promoting the rights and principles that in turn prepare for an inclusive environment.

The specialized centers succeeded in multiple areas, such as helping parents to accept the situation of their children and give them appropriate means to overcome difficulties and accompany their children towards greater autonomy.

One of the achievements on the academic level is the development of an adapted book for Arabic language teaching and learning with progressive chapters and several exercises to facilitate the learning of letters and how to link them easily; learning is adapted to the different levels of learning.

Caritas centers opened up their work to others and developed a project, with neighboring schools, that includes shared handicrafts, sports and theatrical activities among learners from different schools. This communication has had a positive result in the acceptance of the other's vulnerability, discovering his/her potential and recognizing everyone's right to integrate into society. The work objectives are:

- Training children on autonomy
- Caring for personal and household hygiene
- Building and improving social relations
- Educational and school materials
- Possibility of inclusive schools

**For those over 15 years of age, Caritas has developed protected workshops and training courses enabling them to reach professional and social integration, such as:**



### Sweets workshop

The careful application of recipes for types of sweets, and the safe use of tools.



### Ceramics Workshop

Training on the different stages of the production line: from innovation to product completion.



### Handicrafts Workshop

Introductions to different techniques, focusing on limited goals according to each learner's potential.



### Agriculture Workshop

Mentoring lessons as well as practical applications on the ground.



### Professional Training

Courses training people in jobs such as deputy chef, station chef, or even hairdressing...



### Aesthetician Workshop

Helping women become independent, look after their bodies, as well as gain self-confidence.

The courses bore their fruits. Many of the interns joined sweets or chocolate factories, hairdressing salons or flower nurseries.

350 learners benefitted of the abovementioned activities; many families were not convinced with the idea at the start; however, with the intervention of the social worker, the center coordinator and the psychotherapist, they cooperated and even followed up the progress of their children.

## Services & Assistance

Caritas has four specialized humanitarian centers. Despite the pandemic and the lockdowns, children were still being taken care of thanks to Caritas' IT department's intervention that set an educational platform for them and taught all stakeholders how to use it.

Caritas distributed 170 tablets to families in need. Follow-ups went on, although remotely, enabling the team to provide psychological, speech and psychomotor therapy for all.

Social workers kept the regular visits to the families in an attempt to ensure psychosocial support and alleviate the impact of lockdowns; through the remote sponsorship program, 100 families received food assistance, and 40 families received financial assistance especially in light of the loss of many breadwinners their jobs. The humanitarian center team – 100 people – joined the movement to help families affected by the 4 August explosion.

**The total amount spent on educational programs for the year amounted to \$1,397,015. Despite the fact that the allocated budget for this program was only \$1,177,168, the remaining expenses were covered thanks to donations.**







Since the launch of the “Youth” department, Caritas adopted a new style of work and intervention. The Youth are present in most of Caritas programs, especially during emergencies; the Port tragedy was the most important example of their commitment and the importance of their church-related mission, currently and in the future... These young men and women, with their good will and enthusiasm, are eager to build a society where justice prevails, and where “our younger brothers and sisters” have a place in their conscience and interests.

Caritas Youth dedicated effort and time, with nothing in return, to their beliefs. The Caritas Board insisted on giving the Youth special attention with the aim of building their capacities and enhancing their skills. These endeavors encourage them to continue devoting themselves through their volunteering work and their apostolic commitment, according to the Gospel and Church teachings.

This year, the number of members of the “Caritas Youth” reached 1,028 volunteers, deployed in various regions of Lebanon. Their intervention structure and methodology are clear and efficient. Through their actions, Youth are committed to embodying the Christian love; this is translated in spiritual, social, recreational, environmental, sports and fundraising activities for development in all its personal, social and spiritual dimensions.

2020 was a busy year for Caritas Youth; they have organized 1005 activities in different regions and reached 2,295 beneficiaries.

In addition to the aforementioned activities in responding to the COVID-19 and the Port explosion, they had many other achievements at different levels:

## Development

- Workshops for the restoration of 35 houses in various Lebanese areas.
- Restoration of a church in Tripoli.
- Restoration of a school in Koura.
- Plantations in Furn El Shebbak and Amioun

- Cleaning an island in the area of Mina - Tripoli.
- Distribution of 200 chickens in Ras Baalbek.
- Opening of ABITI stores for used clothing in various areas throughout Lebanon.
- Needle Point, a tailoring factory in Qnat- Bsharre.
- An agricultural project in Karm Saddeh and Zahle with training sessions on agricultural practices for young people, greenhouses, seasonal outdoor plants, and fruit trees.
- Training courses on Robotics.
- Employment opportunities for young people.
- Baked for a Cause for sweets.
- Implementation of the food distribution project as part of the WFP program in North Lebanon.

## Spiritual

- 150 + Christmas activities.
- Rosary prayers in the majority of Sectors.
- Training projects for 1250 young men and women on the subjects of catholic social teachings.

## Local and international cooperation

- First World Youth Leadership Conference in Madrid, Spain.
- 1st National Congress of Young Leaders and Peace Ambassadors.
- Cooperation with the Maronite Diocese of Tripoli and the Maronite Diocese of Zahleh; coordination with the Youth Office in Bkerki and the committee created by the Assembly of Catholic Patriarchs and Bishops of Lebanon.
- Cooperation agreements with different sister organizations (Caritas) in the Arab region (**Jordan, Egypt, Syria**) as well as in European countries such as: **Italy** (Roma, Faenza, Lodigiana, Nello Suardo Di Non Dalla Guerra Un Altra), **Germany** (Akija – Sarkuracher), **Switzerland** and **Belgium**.

## In addition to

- UNESCO
- AIESEC
- Wileo PM
- Code Brave
- Caritas Middle East & North Africa (MONA)
- Porticus

Peter Mahfouz, the Youth Coordinator, has joined the Caritas Internationalis Representative Council (REPCO) on behalf of the Youth; this is a testimony of the trust and appreciation given to him and to all young people who achieve and succeed.

# SOCIAL ENTERPRISES

The social enterprises are what is new to Caritas this year. Established since last October to include the existing, and potential, Caritas social and developmental institutions; through their non-commercial projects, these institutions reap profits that is reinvested in financing social programs. It encompasses:

## Microcredit unit

This program was launched in 2011 in collaboration with Bank of Beirut to meet the needs of small and medium enterprises, livestock projects, small trades and professions, specialized services, handicrafts and agricultural works.



This project was suspended in 2020 due to the economic situation. However, a new agreement with Bank of Beirut will be implemented in 2021 by increasing the loan amount from 10 million to 25 million Lebanese pounds for a period of three years, targeting the same category of beneficiaries previously described.

**Partners and Donors:** Bank of Beirut

### Afinity Card

Launched in 2011 with Bank of Beirut, this program contributes to Caritas humanitarian projects using the card for daily purchases. In 2020, 459 cards were issued with a contribution of \$24,280,85; The grand total to date is \$296,317,93.

**Partners and Donors:** Bank of Beirut - Mastercard.

### Agrofood Center – Deir el Ahmar

The center produces the traditional Lebanese “mouneh” (provisions); they are made by local women and youth with raw material bought from local farmers. The objective is to create jobs and support agriculture in the Deir al-Ahmar area.

#### **Results and beneficiaries**

- Improve the sales and production for “Intajouna”, and benefit local companies and customers.
- Purchasing a cold store and putting it at the service of local farmers.
- Diverse production: variety of jams, pickles, tomato juices, molasses, vine leaves, labneh etc..
- Services to all types of farmers: milling, sorting, etc.
- Increased demand for services and products made available by local customers
- Olive pressing for more than 650 local farmers.
- Purchasing and additional olive pressing machine
- Release of new products: dry products, peeled garlic.
- Use of newly delivered machines to improve production.

#### **Future Plans**

- Improve production by establishing links with new customers.
- Following up on the rehabilitation, of packaging rooms and of the lower ground floor.
- Feasibility study of solar panels to reduce the production cost.
- Use equipment received during 2020 to promote new products and expand their markets, especially the soap machine.
- Study the promotion of tomato production to increase demand.



### IT Academy

The Academy aims at internally and externally supporting Caritas through learning and guidance to build a more sustainable organization and society. Transformative learning and development programs are beneficial to individuals and organizations working for social change.

#### **Activities and beneficiaries**

During 2020, an online training on Microsoft tools was offered for Caritas workers only, due to the Coronavirus pandemic.

The courses benefited a total of 96 people: 46 for Microsoft Excel 2016 and 50 for Microsoft Word 2016. The participants were selected based on the results of the assessment form sent through Microsoft Form.

The 18 hour- session extended over days, at the end of which the trainees received a Microsoft Certified Trainer certificate, in August 2020.

#### **Future Plans**

- Training Caritas Lebanon staff on all Microsoft products.
- Training beneficiaries who are not Caritas Staff (housewives, other NGOs, youth in municipalities, school teachers...)
- Organizing courses in situ for groups that are difficult to reach at the academy.
- Training of Caritas volunteers.
- Training of the beneficiaries of Caritas (women, youth, migrants).
- Planning to go beyond the academic field.

**Partners & Supporters:** CORDAID, Office of the United Nations High Commissioner for Refugees (UNHCR), Caritas Spain, Catholic Relief Services (CRS), Catholic Development and Peace Organization, Caritas Switzerland.



### U-Feed - Soup Kitchen

The Soup Kitchen serves free food to those most in need, but in fact it is much more than this; it has become a refuge for miserable souls who have nobody to care for. At the Soup Kitchen, there is no judgment or discrimination; everybody is respected and equally treated.



Structure

**Soup Kitchen:** Free hot meals for beneficiaries, on Mondays, Wednesdays and Fridays for 70 families (totaling 250 people per day).  
**U-Feed:** A social eatery whose proceeds go directly for a good cause, feeding hundreds of people in need through Caritas' soup kitchen

Activities and beneficiaries

**External customers:**  
Banks, social and educational institutions, including:  
Bank of Beirut (Dekwaneh), Bank Audi (Dekwaneh), Vinci Gallery (Mkalles), Pro Shade (Mkalles), Allianz-SNA (Jisr El Basha), UNDP, Lebanese Canadian Hospital (breakfast, lunch and dinner for two months with an average of 30 patients).  
**Internal customers:** Caritas Group (Headquarters, Mar Taqla, Museum, Saint Michel Social Health Center.)

Other projects

- Food for the shelters in Ashrafieh, Raifoun, Dora and Bharsaf (an average of 90 meals a day from Monday to Friday).
- Food for the Brothers' Schools in Bourj Hammoud, Bourj Barajneh and Barja (twice a week, 180 individuals per day).
- Distribution of hot meals (5000) and sandwiches (13,000) after the Beirut explosion.
- Catering for all training courses and conferences at the HQ.
- Offering 10 thousand hot meals and to Lebanese associations (Charity sisters, Independence Association, Independence Scouts and beity ana Beitak) during the Christmas holidays.
- Catering during the General Assembly of Caritas.
- Catering for youth activities.
- Catering for Caritas activities with migrants.
- 160 dishes daily every first Tuesday of the month to the Ashrafieh sector.

The proceeds of this restaurant go towards sustaining Caritas Lebanon's goals.

Partners and Donors: Livability BMZ and Caritas Germany



“Intajouna” Cooperative

Intajouna is a social foundation that takes a variety of rural natural products from Deir Al Ahmar Agrofood Center and other Caritas workshops, markets them in supermarkets, cooperatives and others. Founded in 2006, it is an 11-member cooperative association that is closely linked to the Deir Al Ahmar Agrofood Center, the main supplier of rural products.

It provides the traditional ‘mouneh” products like dairies, olive oil, pickles and dried herbs, and the like. Most of these products are seasonal and are therefore limited in terms of available quantities.

Activities – Number of beneficiaries

Intajouna deals with more than 68 customers, among the biggest in Lebanon (Charcutier Aoun, Storium Saliba, Fahd), in addition to other stores (Hawa chicken) and Caritas Sectors.



Housing Department

Caritas Housing Program allows access to safe and dignified housing for the Lebanese in need. Caritas housing buildings are located in Dekwaneh, Sarba and Dbayeh and are distributed as follows:

Location	Building	Bloc	Nb. of Beneficiaries
Dekwaneh	126	A	10 families
	126	B	10 families
	126	C	10 families
	126	D	10 families
Dbayeh	131	A	8 families
	131	B	8 families
	131	C	8 families
	131	D	8 families
Sarba	1477	A	27 families
Total	11		127 families

Partners/Donors: Caritas Switzerland



## DEVELOPMENT - BALADI PROGRAM

Development in Caritas has been largely linked to the “Baladi” program, launched in October 2012 and funded by USAID.

The program, named after an Arabic expression which serves its purpose, is an abbreviation of the “Building Alliance for Local Advancement Development and Investment” American program.

The idea of BALADI program is to encourage municipalities to participate in the formulation of development projects and prompt NGOs and citizens to join efforts to achieve local development.

Baladi projects fall under the following six areas of work: Agriculture, sustainable and renewable energy, sports centers, equipment, recreational and multi-purpose facilities, and ecotourism. A total budget of \$14,463,422 million were set for this program, 88,9% were spent by the end of 2020, achieving 23 projects benefiting 47,265 beneficiaries through 23 municipalities or federation of municipalities.

Projects were distributed all over 13 districts: Metn, Baabda, Aley, Hermel, Baalbek, Zahleh, Western Bekaa, Rashaya, Hasbaya, Nabatieh, Marjayoun, Bint Jbeil and Sidon.



## Request for Community Assistance (RFCA)

Following the extension of the program, a webinar was held on July 17, 2020, during which Baladi launched its new round of community assistance request for faith-based NGOs. The aim is to offer about 16 small grants of up to \$50,000 dollars for each, according to specific criteria.

The number of RFCA beneficiaries is supposed to reach around 5,200 vulnerable people across Lebanon.

However, the August 4 explosion, which followed the July seminar, imposed an addition, the RFCA-BER (Beirut's Emergency Response) targeting projects that would mitigate the blast's damage.

## Achieved indicators for 2020

The total number of beneficiaries of USAID-funded municipality support programs this year was 8,468; 94 MSMEs and 5 new businesses received developmental services from USAID.

## Achievements and Beneficiaries

- **Baabda - Areya** The municipality organized activities, games and competitions: 2,552 beneficiaries.
- **Marjayoun - Deir Mimas** 41 SMEs producing “Mouneh” (provisions) in the Deir Mimas Social Center
- **Qusaybeh-Nabatieh** Organizing picnics, family gatherings and events in the public park: 3000 beneficiaries.
- **Shayah-Baabda** No new projects, and ongoing sports program: 274 beneficiaries.
- **Rmeish-Bint Jbeil** No Matches or tournaments were organized due to Covid preventive measures.
- **Sidon Stadium** No matches or tournaments were organized due to Covid preventive measures.
- **Jabal Al-Shaykh - Rashia** No events were organized due to Covid preventive measures.
- **Majdalbaana - Aley** A sports academy was established with players and trainers; several matches were organized this year: 71 beneficiaries
- **Aley - The Upper Shahar** 18 women work on a daily basis at the Agricultural Manufacturing Center in Baysur and produce supplies with the aim of selling their products.
- **Ainata - Baalbek** 230 farmers benefit from the cold storage unit where they put their crops.
- **Khyara - West Bekaa** Twenty women work daily at the Agro-food Center, producing supplies and other agricultural product to earn an income.
- **Kahala - Aley** Ecotourism, as well as A film screening for both adults and kids: 200 beneficiaries.
- **Al-Khanshara - Metn** The project aimed to provide all kinds of Covid safety: 900 beneficiaries.
- **Kawkaba - Hasbaya** The hostel hosted about 435 beneficiaries.
- **Roumin - Nabatieh** no new students enrolled in Roumin's three official schools this year; while previously registered students benefitted from distance learning equipment during the pandemic.
- **Deir al-Ahmar - Baalbek** 4 Capacity building sessions on new agricultural practices were moderated by an agronomist: 210 beneficiaries.
- **KfarMeshki - Rachaya** Reductions on electricity bills: 307 beneficiaries, 3 companies



## Applicants selected for this year:

Baladi and USAID teams evaluated all new applications and the following applicants were selected.

Applicant Name	Project's Purpose	Baladi's Strategy
Association of Mar Semaan Center Wadi El Karam	Restoration of the orphanage	A slight renovation of nine rooms of an area of 267 m2. The works included: replacement of plastic windows, wall painting, wooden floors, and rehabilitation of seats.  Purchase of additional chairs, desks and magnetic panels.
Father Roberts Institute for the Deaf and Mute -Sheileh	Training center on agroindustry for abused women	Simple rehabilitation workshop and provision of equipment and installation.  Training courses on agri-food processing.
Home of Our Lady of Tenderness- Brummana (HOLT)	Rehabilitation of facilities (kitchen, offices, classrooms); the school hosts children with mental disabilities. Provision of tools, materials and equipment necessary for workshops to be organized for children and adults.	Slight renovation of HOLT facilities include simple insulation and paint works. Purchase of kitchen & cooking utensils for professional training on food industry and catering. Purchase of equipment and furniture for offices, computers, tables and printer.
Association of Protection Support and Giving Zgharta	Providing capacity building in the field of sewing, embroidery and awareness-raising sessions on social violence.	Purchase of sewing and embroidery equipment for professional training. Provision of professional training courses in embroidery and sewing. Provision of awareness sessions on social violence.
Basma and Zaitounah Association Beirut	Capacity-building for front-line relief workers on psychological and social first aid and provision of PSS activities to affected populations.	Purchase of materials for the implementation of PSS activities, family framework and self-care training. PSS kits for distribution. PSS and PFA activities and self-care training.

Applicant Name	Project's Purpose	Baladi's Strategy
Chloe S - Maria Kriedy Association Baabda	Art therapy activities for 150 children and young people affected by the Beirut explosion in order to accelerate children's (emotional) recovery.	Provision of human resources, materials and refreshments necessary for the organization of art therapy sessions.
Women's Mission Ashrafieh	Provision of computers and equipment for the laboratories of La Sagesse Technical School.	Necessary equipment for the different department to replace those highly damaged by the explosion
Chance for Children with Cancer Ashrafieh	Replacing the damaged equipment, namely the refrigerator for chemotherapy drugs	Purchase of a refrigerator for chemotherapy drugs and equipment to replace damaged ones

## Challenges

Health emergency in Lebanon and the impact of COVID-19 on Baladi, hampered the implementation of plans and delayed programs in different sectors.

### Economic Situation

devaluation of the currency

Due to the currency devaluation, the market prices remained swinging and unexpected as of March 2020; the procurement department was highly affected, namely with regards to the relation with suppliers.

### Security Challenges

The tensions in some Lebanese areas, remaining till date, affected the nearby RFMA projects, such as the Municipal Sports Facility in Mar Mikhael (Chiyah), Stadium for All in Saida and other tension- affected areas.

### Administrative Challenge

The Coronavirus pandemic has had an impact on the pattern of administrative work and the fact that most of those involved were forced to work from home, hindering direct communication, delaying action plans, quotations, and the procurement process.

### Future Plans

Municipalities are weighing the possibility of adapting the project activities with the COVID-19 environment, such as: exploring the possibility of using two ecological hostels pertaining to BALADI in Kawkaba for the 48 hours quarantine required of people coming from abroad, upon their arrival to Lebanon.

Online capacity-building courses.



## EMERGENCY AND REFUGEES

This department enhanced its capabilities to respond to mass displacement through eleven major projects with a budget of about \$12 million; it reached more than 166,266 people in 2020. This effort paid out during the crisis; Caritas also coordinated with other organizations to secure services to beneficiaries.

The main sectors of intervention are: protection, basic assistance, social stability, education and livelihoods. These activities, which have evolved over the year, have strengthened the resilience of crisis-ravaged communities, helped families to recover, empowered them and involved them in decision-making regarding issues affecting their situation.

Since the beginning of the Syrian crisis, programs covered 855,000 refugees who fled the conflict in Syria, Iraq and other countries.



### Protection

As in previous years, Caritas continued to focus on the issue of “protecting refugees” and enhanced the quality of its work and the scope of its efforts. While working within the Lebanon Crisis Response Plan (LCRP), it also participates in UNHCR working groups with bilateral agreements in service provision.

Caritas is active within all protection taskforces like Mother and Child Protection Management Taskforce, the Sexual and Gender-based Violence Taskforce and the Legal Action working group.

Furthermore, it seeks to interact with UNHCR, local and foreign NGOs, relevant ministries and other authorities to effectively coordinate and exchange expertise and information as in the “Referral System” to avoid duplication of beneficiaries and services.

In 2020, Caritas continued to provide extensive services targeting refugees and hosting communities through nine community development centers located in Mount Lebanon, Bekaa, the South and the North, along with two safe shelters for survivors of social violence and their children.

All programs are developed and adapted through a participatory, continuous dialogue with the communities they serve. The aim is to provide equal opportunities for all target groups. Protection activities mainly focus on the most vulnerable groups, especially women, children, elderly and people with special needs. As a result of the current pandemic, cases have continued to be dealt with remotely, to ensure that no refugees are left unassisted.

### Highlights of protection activities

- Legal assistance (legal representation, legal advice, awareness)
- Case management
- Cash and in-kind distribution
- Psychological and social support
- A range of socially useful interventions, such as life skills trainings, solidarity initiatives and awareness sessions.

### Education

In 2019, Caritas, in coordination with the Ministry of Education and Higher Education and other partners, implemented programs aimed at ensuring that refugee children and young people in Lebanon have access to quality education. The programs also aimed at strengthening the national capacity of the education system. The main focus was on children with special needs, to provide them with equal access to education, and on girls because they are more likely to drop out of higher education due to the persistence of early marriage practices.

In addition, Caritas engaged with other stakeholders to work on promoting a safe learning environment for students. Teachers were trained on early childhood education, while parents attended awareness sessions on pressing topics such as positive parenting, proper gender socialization, youth empowerment, etc. The existence of educational community relationships in schools with afternoon schedules was critical in improving communication between parents and the school management and the early identification of bullying cases among students.





With the end of 2019, after the eruption of the October 17 revolution and the closure of schools due to government measures, all activities were transformed to adapt to the virtual reality. This situation continued with the outbreak of the coronavirus epidemic in March 2020, as a result of which activities were changed and students were provided with tablets and Internet packages to ensure participation in all learning activities.

Main activities

School attendance and enrolment are at the heart of Caritas’s goals. Indeed, in previous years this goal was achieved through various activities:

- Support for study and transportation allowances
- Support for homework and foreign languages
- Literacy and numeracy among children, namely out-of-school children so that they are prepared to join formal education
- Psychosocial support and other comprehensive services
- Tablets, school equipment and distribution of Internet packages.

Basic assistance

Supporting the most socially and economically vulnerable families is the cornerstone of Caritas 2020’s work. Through its monthly support, the Multi-Purpose Cash Assistance Program (MCAP) provides a safety net to families that have prioritized their needs and purchases. Vulnerable families used MCAP to cover expenses associated with basic survival needs such as rent to avoid eviction, food, debt settlement or health expenses. Seasonal aid, such as cash support during the winter, succeeded in reducing emergency needs. This was particularly true for families living below the poverty line and who lack adequate protection against winter.

Since the beginning of 2020, many types of assistance were distributed with the support of donors and in-kind donations from community members, such as food, health supplies and relief items, especially due to the outbreak of the epidemic, the deteriorating economic situation and the consequences of the Beirut explosion.

Livelihood

Throughout 2020, various types of livelihood interventions were organized to help vulnerable families recover from stress and trauma and adopt the best coping strategies. Caritas worked to achieve this through three activities:

- Rehabilitation and reconstruction of schools
- Money for work programs in agriculture and construction.
- Long-term jobs through U-FEED

These activities also helped to secure training and capacity development for both Lebanese and refugees in agriculture and construction.

Shelters	Education	Protection	Secondary Assistance	Livelihood	Social Development	Health	Basic Assistance
110	28,877	12,975	34,928	845	66,942	653	38,149

With the support of



Refugee Beneficiaries per sector

Donor	Project Name	Budget (USD)
High Commissioner for Refugees South UNHCR	Enhancing the Protection and Education for Syrian Refugees in Southern Lebanon	1,016,468
High Commissioner for Refugees Beirut/Mount Lebanon UNHCR	Enhancing the protection and education for Iraqi and other refugees	4,773,793
High Commissioner for Refugees Bekaa UNHCR	Enhancing the protection & education for Syrian refugees through community outreach & empowerment in the Bekaa	117,205
High Commissioner for Refugees North UNHCR	Strengthening basic assistance and education for Syrian refugees in northern Lebanon	1,104,938
Caritas Germany	Education and empowerment of women and children in Dbayeh camp	216,030
United Nations Office for Coordination of Humanitarian Affairs	Emergency assistance to survivors of social violence (Syrian refugees & migrant workers) during the coronavirus outbreak in Caritas Shelters	153,845
Caritas Switzerland Medicor Foundation	Emergency cash assistance for protection	828,916

Donor	Project Name	Budget (USD)
Caritas Germany BMZ	Contribution to improve the living conditions of vulnerable Syrian and Lebanese refugees in the Bekaa, Akkar and Mount Lebanon areas	<b>1,975,068</b>
United Nations Office for Coordination of Humanitarian Affairs	Comprehensive protection and health services for vulnerable elderly people in the North	<b>537,399</b>
Caritas Austria	Comprehensive Regional Education Program in the Middle East	<b>757,787</b>
Caritas Japan Caritas Ireland Caritas Italy Caritas Austria Caritas Taiwan Caritas Belgium Caritas Australia	Emergency appeal 2017/2020 Multisectoral intervention for vulnerable Syrian and Iraqi refugees and for host communities in Lebanon	<b>860.598</b>
CAFOD Catholic Relief Services (CRS)	Support to Children with special needs from the Syrian refugees community in Lebanon	<b>200.000</b>

## MIGRANTS DEPARTMENT

The Migrants Department of Caritas Lebanon was established in 1994 in response to the legal, social and humanitarian needs of migrant domestic workers and refugees, regardless of their race, religion, affiliation or political belief. Through this center, Caritas has been providing vital support to more than 3,000 foreign workers, refugees, and survivors of violence and victims of human trafficking through safe shelters that prevent their detention.

Activities and services carried out by Caritas ease their wait, pending the issuance of judgments related to their legal status before their repatriation. They receive legal support, psychosocial and health support, and training on handicrafts, computer literacy and recreational activities. the quality of its work and the scope of its efforts. While working within the Lebanon Crisis Response Plan (LCRP), it also participates in UNHCR working groups with bilateral agreements in service provision.

### 2020 Achievements

- 24/7 Health services & assistance to detainees at the Bureau of Investigations detention centers
- Advocacy with the General Security to release migrant workers during COVID-19

- Support migrant workers affected by the pandemic with preventive measures in shelters
- Preventive measures for staff in shelters.
- Ongoing online educational activities.
- SIM cards to support Beth Aleph students with completing their learning online.
- Intensified cooperation with NGOs for referrals to shelters.
- Caritas shelters being the only ones equipped and capable of accommodating COVID-19 cases.
- Media campaign entitled "Abolish the KAFALA" on TVs and social media.
- Launching the study: "Migrant Rights from the Perspective of Employers and Workers in Lebanon: The Search for Contractual Justice".
- Strengthen networking and reintegration programs with partners in the countries of origin.

### Gaps, needs and difficulties

- Provision of school fees for children in shelters from 3 to 6 years.
- Paying transportation fees for schools and providing remedial courses.
- Providing additional social workers and mentors in shelters to respond to the growing needs of migrants during this period of time.
- Providing basic services for prisons.
- Providing basic services for foreigners working part-time.

### Education

- Learning programs at the Beth Aleph educational project, founded in 2010, that welcomes children of foreigners, migrants and refugees, from Asia and Africa, aged between 3 and 7 years. In its seven classes (nursery, KG1 and KG2), it is run by the administration of the Lazarist Fathers, in partnership with Caritas Lebanon, and with the support of Caritas Salzburg, Caritas Austria, and Caritas Belgium.
- Vocational training courses in shelters.
- Raising awareness on the rights and protection of children.
- Awareness raising on migration and the risks of human trafficking, rights and duties.
- Counselling courses prior to departure.
- Communication with migrant communities.





**In-kind assistance**

- Distribution of food items.
- Distribution of personal hygiene items.
- Distribution of clothes.

**Health**

Provision of medical assistance when needed in 4 shelters, at the school (Beth Aleph) and in the general security detention center.

(Mental health Consultations, hospitalization, Medical consultations, medicines, nursing care,...)

**Protection**

- Shelter for approximately 150 migrants, in 4 centers, especially women, children, sick & elderly.
- Legal assistance to residents of shelters, workers outside shelters, domestic and gender-based violence cases.
- Case management of shelter residents and general security foreign detainees and to migrant children, women and men.
- Reintegration services and referrals to countries of origin.
- Psychosocial activities.

**Aduocacy**

- Meetings with local and international stakeholders
- Workshops for judicial officers and judges...
- Pioneer activities with the Lebanese ministries and departments, especially in the National Committee for anti-trafficking in human being since 2012 and the National Anti- Trafficking Steering Committee since 2006.



**Number of beneficiaries: by services and sectors in the Migrants Center**

Number	Services
158	Protection of migrants and women in shelters
110	Protection of refugee women, minors and children in shelters
259	Protection in 4 shelters for victims of trafficking and violence
15440	Medical Service
2940	Health Awareness
1820	Psychosocial sessions
5620	Personal Hygiene
730	Vocational Training Course
1970	Social Counseling
1376	Connections on the hotline with follow-up.
747	Humanitarian aid
1050	Phone Charging Card
232	Emergency material assistance
129	Students in Beth Aleph

**Workshops**

In March 2020, Caritas facilitated two workshops regarding the referral and networking systems between judges and security forces; the aim was to shed the light on Law 293 (and activate the hotline with the security forces).

On 26 and 27 February 2020, a workshop was held with 17 participants, including nurses, midwives and social workers. Heads and board members of these unions were present with the objective of activating their role in combating violence and exploitation and protecting children and women.

**Investigation Bureau - General Security**

**Medical aid**

429	Beneficiaries treated by Caritas Health Team
138	Beneficiaries referred to specialized physicians
935	Diabetes patients followed
125	Beneficiaries who have undergone radiography and laboratory tests
31	Beneficiaries who underwent treatment
17345	Beneficiaries of medicines and medical aid
880	Nursing care

**Humanitarian aid**

11271	In-kind aids and personal hygiene items
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## Psychological Support

22	Group therapy
300	Beneficiaries
74	Psychiatrist Consultation

## Psychological Support

6495	Beneficiaries
104	Group activities
4	Major events

## Partners & Donors

- Caritas Internationalis
- Catholic Relief Services
- Caritas Germany
- Kinderhielf Bethlehem
- Proviectims
- Neighbors in Need
- Caritas Austria
- Caritas Salzburg
- Caritas Slovenia
- Caritas Canada
- Caritas Australia
- Caritas Switzerland
- Caritas Ambrosiana
- RASKOB
- OCHA
- IOM
- ILO
- UNHCR
- CELIM Italy
- Australia
- EU
- US Government
- (Office to Monitor and Combat Trafficking in Persons)
- British Embassy
- Slovenian Ministry of Foreign Affair
- Civil Society Organizations
- Lebanese General Security
- Internal Security Forces
- Ministry of Labor
- Ministry of Justice
- Ministry of Social Affairs

## With the Support of



## MEDIA AND COMMUNICATION

Media plays a key role in spreading Caritas message, and inviting people to interact and support its activities, in whatever way possible, to best achieve its objectives.

Needless to say, that charity work follows strict conditions like respecting the dignity and privacy of beneficiaries, far from boasting about what was done; still, media plays an essential role in disseminating the culture and the spirituality of giving, prompting people to join in the action.

The President of Caritas Lebanon is thus keen on resorting to both conventional media and social media to exhibit Caritas' activities, raise awareness and call upon people to assist each other at all times: during the charity campaign - in times of lent - or "exceptionally", like in the aftermath of the Port explosion.

35 statements and pieces of news were released this year; the department planned all the media campaigns for projects and the "lent campaign"; it has prepared a newsletter that is sent to around 2000 readers; it has also covered the HQ and sectors activities and organized visits to foreign donors...

Followers on the Facebook page highly interact with Caritas' news as viewers and supporters responded to the Telethon day which took place on Sunday, February 2 on MTV. During that day, many Caritas officials were hosted to talk about the various programs; viewers also gave their opinion. The live broadcast was from Caritas building in Dekwaneh, to show the work of the Soup Kitchen and U-Feed restaurant; and from the nearby St. Elias church lounge to show the process of packaging food items and medicine to be sent to needy people; MTV also was live covering Caritas youth working on a house restoration, then from the shelter for migrant workers who had their say as well.

It is worth mentioning that the various media in Lebanon - and sometimes abroad - respond to Caritas. MTV has reserved many slots for Caritas in its programs ("Sar el wa2t", "Beirut ila ayn", "bil rghm men kel shi") and covered Caritas' Christmas activities; the same applied to Al Jadeed with the Samidoon Campaign, LBC, OTV and Tele Lumière that always covers Caritas' activities, all year round.

These TV stations along with many figures and influencers - helped Caritas promote the "Abolish Kafala" campaign that aims to protect migrant workers. The campaign was very successful reaping high scores among 52 countries participating in competitions of this type.

The communication department has other documentaries about work in prisons, homes and small institutions restored by Caritas in Beirut after the explosion.

A contract was signed with "Radio Sawt Lebneen" (Voice of Lebanon) to broadcast Caritas news daily. The department is continuously working on internal development through archives and documentation, and external development through the renewal of its website and permanent communication with the people that Caritas serves.



## CARITAS IN ACTION

2020, alike previous years, was hectic! Caritas was in permanent action to respond to the crises that filled the days and nights of the Lebanese population...

The action was not limited to receiving and distributing the different aids through the programs, and via the staff and volunteers; it also was in the contacts, meetings and close follow up on each activity, so to achieve the desired results.

This is how the President of Caritas and his associates understand work and “public relations”; In Caritas, such action aims at serving the clear social and humanitarian goals. Contacts were mainly conducted with Caritas Internationalis, sister organizations, and other international governmental or non-governmental organizations and donors.

Internally, the action was mainly through conferences, communications and meetings with partner institutions, whether linked to the Church, the government or civil society organizations.

### Foreign Relations

Caritas Lebanon has been an active member of the International Confederation of Caritas, which includes 162 Caritas organizations around the world. Throughout its history, it has not stopped participating in its conferences and other meetings organized around the world, and is part of Caritas Internationalis working forces like the Safeguarding workforce and the Management Standards team.

Although the pandemic in the world has reduced the movement of travel to and from different countries, contact remained immediate and the response to Caritas Lebanon's calls was very generous, which shows the respect and trust to Caritas Lebanon thanks to its integrity and credibility; this support was manifested towards the suffering of the people of Lebanon during the dire times, namely after the Port explosion.

On July 17, Caritas Lebanon participated, virtually, in a conference organized by Caritas Internationalis entitled “Voice of the Voiceless” which looked at the future (Post-Covid) and launched the annual support plan.

On August 20, participation to a virtual meeting with the Holy See ambassadors around the world, at the initiative of Caritas Internationalis, to discuss ways of supporting Lebanon.

On November 10, Caritas participated in a video-conference to discuss the role of the Church in supporting the society face the pandemic, at the initiative of the Department of Integral Human Development, in presence of His Beatitude Patriarch Mar Bechara Al-Rai and a number of bishops.

On December 10, Caritas held a meeting with officials of Iraqi and Syrian Catholic humanitarian institutions organized by the Department of Integral Human Development.

Caritas remains in the heart of CI and other sister organizations. It also works with international, governmental and CSOs to achieve social justice and promote comprehensive and sustainable development.



### Locally

In the context of “social distancing”, online work was the main means of communication; still, some visits, gatherings and administrative meetings were held at the HQ and elsewhere. Caritas Lebanon president, board members and heads of Sectors attended many of these events; it is noteworthy as well that despite all preventive measures, a big number of Caritas staff and volunteers got infected. The following meetings and visits are to be added to the aforementioned activities.

### Meetings

Intensive meetings of the Bureau and the Board of Directors to make quick decisions to keep pace with emergencies on the one hand, and to complete the study of the new regulations and administrative structures of Caritas on the other. Efforts are also paid to update the administrative work in the HQ and some sectors.

Weekly meetings of the President with heads of departments and project managers to remain up to date with the work progress, exchange experiences, discuss the difficulties and find ways to overcome them in order to achieve better results.

Meetings with Caritas actors, namely heads and Board members in Sectors all over Lebanon to remain informed of their work, encourage and guide them.

Weekly meetings within the framework of the “Emergency Committee” launched by the Maronite Patriarchate in Bkerki; this meeting is attended by a number of non-governmental organizations; it also comes within the framework of the LABORA action.

Call for a coordination meeting with the Catholic bishops in Beirut to launch a joint and coordinated action aimed at restoring life to the capital after the disaster at the port.

Meetings with Caritas Middle East and North Africa (MONA) and with various Caritas sisters that have representative offices in Lebanon such as Caritas Germany, Caritas Switzerland, Catholic Relief Services... in order to unify visions and coordinate projects supported by these institutions.

Meetings and initiatives undertaken by the Vice President of Caritas to build constructive relations with local NGOs, with a goal to establish a common aid policy. In this regard, different meetings were held and led to a general meeting at Caritas HQ with around 100 organizations.

In this context, meetings were held with the most prominent organizations in Lebanon, such as the Lebanese Red Cross, the Mar Mansour Society, the Pontifical Mission, the Al Najda Association, the World Patriarchal Maronite Foundation for Integral Development, the Farah Social Foundation, and the “Joy of Heaven” association.

Continuous updating communication with sister caritas and European partners on joint projects and work: (Caritas Internationalis, Caritas Poland, Caritas Belgium, Caritas Germany, Caritas France, Caritas Italy, Caritas England; Italian Council of Bishops, Oeuure D'Orient, Eglise en Détresse, Catholic Relief Services (CRS), the Dicastery for Promoting Integral Human Development (The Vatican).

Coordination meetings with representatives of international organizations in Lebanon: World Food Program (WFP) (Abdullah Wardan), UNHCR (Ninette Kelly), United Nations Office for the Coordination of Humanitarian Issues (UNOCHA), USAID and FAO WHO (Dr. Iman Shanqiti) and UNHCR (Mireille Gerard).

Closer cooperation with the diaspora dioceses to support families in need, especially those affected by the port explosion; namely the two Maronite dioceses in the United States of America, the Australian Maronite Diocese, and the Diocese of Africa.

Internally, and in the context of openness and communication, Caritas associate members' role was reactivated; they are present at the general assemblies, in Caritas activities and specific meetings. A WhatsApp group was also created to facilitate communication and exchange of ideas and events.

Visits

The President and Bureau members paid or received the following visits:  
Visit to the Catholic Patriarchs: Mar Beshara Boutros al-Ra'i, Mar Ignatius Yusuf III Younan, Youssef Al-Absi and Catholicos Gregor Boutros XX to receive instructions and advise;  
Visit to the Apostolic Nuncio, Mgr. Joseph Spitteri, for an update about Caritas work.  
Within the same context, visits were paid to:

- Most of the Catholic Church bishops.
- President and officials of the Maronite League.
- Minister of Interior Mohammad Fahmi
- Minister of Health Hammad Ali Hasan.
- MPs
- President of the Association of Banks Dr. Salim Sfeir.
- Director General of the Ministry of Finance, George Maarawi
- Governor of Beirut Marwan Abboud
- Secretary General of the High Relief Commission, Major-General Mohammed Khair.
- Secretary General of the Lebanese Red Cross , George Ketteneh
- A number of Directors General, heads of departments and heads of municipalities.

Presence at meetings with foreign officials visiting Lebanon after the port explosion, such as the French President Emmanuel Macron, Cardinal Secretary of State Pietro Parolin, and Secretary General of Caritas Internationalis, Aloysius John.

Visits and coordination meetings with a number of ambassadors and consuls, most notably the ambassadors of France, Germany, Spain, Australia, Belgium, Sri Lanka and the Honorary Consul of Slovenia, ambassadors of Madagascar and Canada, who provided in-kind to the Civil Defense amounting to \$1 million, through Caritas Lebanon that handed it over to the Minister of Interior.

2020 MEMORANDA OF UNDERSTANDING

The memoranda of understanding form the basis of the relationship between Caritas and donors, and the roadmap towards beneficiaries. Reading the project titles, the names of partners and topics dealt with provides a clear picture of Caritas's dynamism, and inclusiveness in services that are provided, far from any sectarian, racial, regional or political discrimination. Work is based on a firm commitment to humanitarian and developmental support at the service of individuals and groups.

Topic	Self-defense for people with special needs Specialized comprehensive services to 10 refugee children with special mental needs in Beirut and Mount Lebanon Skills and welfare development of individuals affected by the Beirut Port explosion Specialized comprehensive services to 2 refugee children with special mental needs in Beirut and Mount Lebanon Improve the situation and livelihood of refugees with special needs in Beirut and mount Lebanon Improve the situation and livelihood of elderly in Beirut and Mount Lebanon. Covering the needs of 5 refugees among the Shelter residents Improve the situation and livelihood of elderly in Beirut and Mount Lebanon Improve the situation of elderly who were affected by the Beirut Port explosion Psychosocial support for elderly and people with special needs who were affected by the Beirut Port explosion Provision of 3 work stations at community development centers (Sed el Baouchrieh, Mreijeh, Rmeileh) Provision of 2 work stations at community development centers (Burj Hammoud and Nahr Ibrahim)
Duration	9/2020 - 12/2020 9/2020 - 12/2020 13/8/2020 9/2020 - 12/2020 7/2020 - 12/2020 31/1/2020 - 12/2020 31/8/2020 - 31/12/2020 13/8/2020 - 31/12/2020 13/8/2020 - 31/12/2020 13/8/2020 - 31/12/2020 13/8/2020 - 31/12/2020 31/1/2020 - 31/10/2020 2020
Partner	Sesobel  Zawrak  Arc-en-Ciel Santa Maria Shelter Ashrafieh Social Association Ashrafieh Social Association Oum el Noor  Intersos  Abaad
Project	UNHCR - Mount Lebanon



Project	Partner	Duration	Topic
UNHCR - Mount Lebanon	Fratelli Borderless Father Andeweg Institute for the Deaf Al Sakhra School - Sisters of Charity Ajaltoun	2020	Literacy and numeracy Literacy and numeracy Special education for children with special needs
Inclusive Education Program	Don Bosco School - Qartaba Saint George Assyrian school - Sid el Baouchrieh El Amin School for boys and Girls - Bar Elias - Bekaa Beth Aleph School Patriarch Sfeir Center for persons with difficulties- Zahle	2020	Enrollment of refugee and Lebanese children at the official education curriculum, homework, psychosocial support and social stability
Giving students the opportunity to progress	Caritas Spain	3/12/2018 31/12/2020	Coverage of a percentage of the school fees for 10 students in the area of Marjeyoun
Youth	Wilco PM AISEC CodeBrave	2020	Memorandum of understanding to provide trees and plants for reforestation International exchange among youth Robotics and coding for children
Auxilium - Youth	Tripoli Maronite Diocese	2020	Agricultural project

Project	Partner	Duration	Topic
Beirut Reconstruction. Shelters for urgent cases, cash assistance. Psychosocial support for people affected by the Beirut explosion.	Caritas Lebanon Caritas Germany Caritas Poland Caritas Switzerland Caritas Czech Republic Cordaid Beirut Mentor Arabia Talent lab	9/11/2020	Joint funding, support, coordination, im-plementation and intervention for cash assistance, emergency Response and psychosocial support; rehabilitation of shelters that were damaged by the explosion and assisting affected families.
Humanitarian assistance for Lebanese	Trocaire	12/2020	Psychosocial support activities for children affected by the Beirut explosion Technical expertise as well as advice to strengthen accountability and guarantee that beneficiaries receive information. Support analysis of COVID-19 impact on various groups and treat obstacles impairing people from getting information. Support Caritas Lebanon to strengthen its institutional capacity, organizational structure and projects to ensure timely accessible information by affected persons so that they make knowledgeable decisions.
Giving students the opportunity to progress Commitment to Peace building 2020-2021 CLY-CST- Youth Youth Solidarity- Lebanon Empowering Christian youth on social responsibility within the Church	Caritas Spain Caritas Italy Porticus	3/12/2018 31/12/2020 2020 2020 2020	Coverage of a percentage of the school fees for 10 students in the area of Marjeyoun. Various activities Activities Agricultural Activities



Project	Partner	Duration	Topic
Needle point	Mrs Paris- Onat- Bsharre	2020	Tailoring
Youth and SMEs	Caritas Italy	2020	SMES
RFCA	Protection, Support and Giving	2020	Tailoring and embroidery tools Material and human resources to build the capacities and skills of vulnerable women in Meryata and the surroundings in tailor-ing and embroidery. 2 awareness sessions on GBV.
RFCA-BER	Chance	2020	Replacing the damaged equipment after the Port explosion (cold storage for chemotherapy treatment, laptops, scales, photocopier, LCD projector, scanner and storage closet)
RFCA-BER BALADI	Basma and Zaituna	2020	Training on psychological first aid for 30 frontliner-staff and volunteers (B and Z). Psychosocial support and leisure activities to 50 children in the affected area. 500 PSS kits to UNICEF. Self-care training for the Emergency Response teams.
RFCA-BER BALADI	Women's Mission	2020	This project will allow the association to equip the La Sagesse Technical School with the technological equipment necessary for the different department to replace the ones damaged during the Port explosion (laptops, labs...)





## CHARITY AND THE LAW

Monsignor Jean-Rodin, founder of "Secours Catholique" in France, has a saying:  
"La Charité n'a pas d'Heure, mais elle doit être exacte."

In fact, charity has no counts nor limits. But it is given with accuracy and discipline so that distribution is fair and regular, for beneficiaries most in need of assistance. There are many people who circumvent principles and standards for gains; this is why laws are in the heart of Caritas' actions, and legal specialists are present in many departments and sections.

In the Baladi Program, where dealing with municipalities and governmental and non-governmental organizations requires the presence of lawyers who follow contracts, terms and conditions applicable. The legal team drafts and studies contracts, follows up on their respect and provide the needed legal advice.

At the Migrants Center, three lawyers provide legal assistance to migrant workers; they offer legal advice, legal representation at courts and judicial and administrative reviews required by the General Security or any other related body.

In the last two years, 300 cases have been dealt with.

A number of lawyers cater for refugees and follows their legal affairs in partnership with the Office of the United Nations High Commissioner for Refugees (UNHCR) and other related donors, like: Magna Carta, British Embassy, RPR Caritas Armenia

At the beginning of 2020, the Legal Unit at the Refugees Department was the only partner of UNHCR's offices in Beirut, Mount Lebanon and the South. Cases followed up in 2020 amount to about 15,000.

In addition to these functions, the legal unit voluntarily collects the outstanding debts due to Caritas. Creditors settle the required amounts directly to the accounting department.

The same applies to the internal administrative work of Caritas. The legal team is always in action, preparing, translating, reviewing, studying or requesting amendments of contracts, memoranda and proxies, like:

- All kinds of work contracts within the framework of the Human Resources Department and in the light of Lebanese laws (labor laws, duties, contracts...)
- Medical services contracts with hospitals and doctors; with laboratories and pharmaceutical companies.
- Social services contracts, namely with partners like the Ministry of Social Affairs, universities and concerned associations.
- Lease contracts for Caritas buildings, or premises rented from others to serve the needs of the Caritas work.
- Partnership contracts with donors, locally and internationally.
- Legal team participation in meetings held within Caritas or with third parties in order to conclude a specific agreement.

In conclusion, the Caritas legal team is working on a daily follow-up of all sectors of work, to guarantee the fair distribution of charity, with justice, awareness and responsibility, far from any discrimination.

## CARITAS: A FAMILY AND AN ADMINISTRATION

Caritas Lebanon Staff form its family, its engine and give the necessary impetus to its initiatives and programs. The family consists of tens of thousands of friends and supporters; two thousand volunteers live the mission of charity and love of the neighbor. 700 full or part-time employees, technicians or specialists are committed to this mission at the HQ and elsewhere. They live the spirituality of Caritas against all odds.

Alike volunteers, especially the Youth Department, the administration employees and workers have work standards to follow. The structure is currently under renovation, with the help of the HR department,

**Upon the handover, during spring 2020, the President of Caritas addressed the Caritas family with a message that sets the work rules**

- People working for Caritas are serving it and it is serving them in return; because it is the place where they are making their living from.
- Caritas is to serve the needy, and what is offered to them is for them. Successful management and competent staff are essential for assistance to reach its destination. Every flaw in our work affects the livelihood of the poor.
- Work time is sacred. When working from home, we should remain productive and efficient.
- Psychological satisfaction at work prompts productivity and momentum; it is mainly felt when a person feels that he/she works within a large family; no tensions should remain, for work to continue smoothly
- The employee must know his/her rights and duties, and that rules apply to all. No "string-pulling" or hiding behind others. The President's door is opened to all.
- No mistake is to be hidden, no lying, no theft... any of the above is eliminatory for the perpetrator.
- We must accept the other with his/her differences; we need to be aware and ready to live up to the donors' expectations based on high scientific standards.
- Life without God is void; we should never be distracted from God, on the grounds that we are working for Him. Caritas employees are its mirror; they represent it in society and in the heart of the church; for the mirror to shine, it needs to be in peace with itself.

**These recommendations are the vision and mission of Caritas and the roadmap for its employees and workers.**

### Spiritual Guidance

Since his appointment in April 2020, the Chaplain of Caritas Lebanon, Father Charles Sawaya, has been working to strengthen the Christian character of the Association work, especially with those who are called upon to carry out their work in accordance with Christian spirituality and evangelical teachings.

Thus, the chaplain's permanent invitation to collective prayer at the beginning of each day and at each meeting, and his readiness to spiritually assist those who desire it; he prepares monthly prayers for the start and closing of the work day along four weeks.

The chaplain's work focuses on the importance of solidarity among staff; he has regular meetings with them to reflect on the usefulness of teamwork and the importance of the family spirit, especially when it comes to a church institution invited to live charity within first, and then reverberate it elsewhere.

The Chaplain had toured all shelters, where he celebrated mass with migrant workers and staff, and held individual and collective mentoring meetings.

The spiritual retreats were not all accomplished due to the coronavirus pandemic, the 2 lockdowns and then the Beirut explosion; still, two important gatherings were possible: one for Caritas Youth heads of sectors, and another, before Christmas, for all the Caritas Staff. They were distributed over six days in Rabwa. The program included a mass, confessions and a message from Caritas' president. The Chaplain moderated the reflection around the topic "and the Word became flesh". He also addressed the topic of "communication and listening" with a hands-on exercise to highlight the importance of listening to the other.



Human Resources

To keep regularity, success, high standards and discipline at work, the administration follows up on its Staff affairs and development and motivates them towards more professional and intellectual progress.

These are the main pillars for the roadmap set by the Human Resources (HR) department. The department was established and developed gradually, and is currently blooming with professionalism and keenness on keeping up with the latest scientific and international methods in this field.

In fact, the significant increase in the number of employees in Caritas Lebanon, and its near-permanent need for employees to manage new programs, imposes a well-structured HR department to be able to serve the institution.

Wages and allocations branch: it sets the wages policy in broad terms, oversees the application of management decisions related to the payroll, grades and promotions, and prepares and submits the financial statements and tax declarations; it is responsible for the financial relationship with the tax department and the National Social Security Fund.

Labor Affairs Branch: prepares and manages the staff files, updates the database, ensures the respect of labor laws and internal regulations of the institution; this branch also prepares, renews and amends the employment contracts.

Recruitment and Selection Branch: headhunts for new and qualified potentials to meet the required needs, in preparation for the final selection, after studying the candidates' files, interviewing them and providing them with the necessary guidance to start.

Work relations branch: it works on striking the required balance between the rights and needs of the institution and the worker; builds trust between them, and listens to complaints, objections and suggestions in order to improve the relationship and consecrate fair treatment, based on labor laws and bylaws.

The keenness on proper treatment and safeguarding meets the global standards regarding this matter; the Caritas administration is committed to international standards in this regard.

Ongoing training and development branch: it oversees that employees follow the appropriate trainings for their jobs, both inside and outside the institution; the aim is to help them deliver quality work that serves the objectives of the institution. They need to be equipped and well knowledgeable about the measures and plans that are set (employee guide, code of conduct...) for a better assessment of their work and a good update of job descriptions.

"Who then is the faithful and wise servant, whom the master has put in charge of the servants in his household to give them their food at the proper time?"; in conclusion, when Jesus asked this question, he was inviting both employer and employee to work towards faithfulness, readiness and promptness; on accuracy in serving to please both invitees and inviter.

PROGRAMS IN NUMBERS

Caritas Accounts and Programs for 2020

Content	Income in USD	Expenses USD
Coronavirus Pandemic Projects	274,936	274,936
Beirut Explosion	9,481,240	5,216,180
Health	3,926,320	3,926,320
Education	1,177,168	1,397,015
Social (elderly+ emergency)	372,612	372,612
Migrants in shelters	3,048,414	3,048,414
Refugees	14,320,152	14,320,152
Development	226,627	270,123
Youth	274,224	154,179
BALADI	806,737	741,976
Sectors	113,737	113,737
TOTAL	34,022,165	29,835,643



## Church authority

- Head of the Assembly of the Catholic Patriarchs and Bishops in Lebanon His Beatitude Mar Bechara Boutros Al-Raei
- Beatitudes and Excellency the Catholic Patriarchs and Bishops of Lebanon
- Reverends, Catholic Abbots and Abbesses in Lebanon
- Representative of the Assembly of the Catholic Patriarchs and Bishops in Lebanon and the Supervisor of Caritas Lebanon: His Excellency Archbishop Michel Aoun

## General Assembly

Their Beatitudes, the Patriarchs of the Catholic Churches, residing in Lebanon  
 Their Excellencies, Bishops of the Catholic Dioceses  
 Three male representatives of the Council of Superior Majors  
 Three female representatives of the Council of Superior Majors  
 Affiliates

## Board of Directors

Father Michel Abboud, OCD  
 Dr. Nicolas Ibrahim Al-Hajjar  
 Lawyer Fadi Habib Karam,  
 Mr. Nadeem Pierre Nader  
 Father Charles Elias Sawaya  
 Father Ziad Al-Haddad  
 Judge Mireille Al-Haddad  
 Mr. Serge Said Antoine Karnaby  
 Father Rafi Ohanisyan  
 Mr. Philippe Antoine Saleh  
 Mrs. Dola Hakim  
 Dr. May Merhej Sayegh

President  
 Vice - President  
 Secretary General  
 Treasurer  
 Chaplain  
 Representative of men's monastic order  
 Roman Melkite Catholic Church  
 The Syriac Church  
 Armenian Catholic Church  
 Latin Church  
 Chaldean church  
 Representative of women's monastic order

## Administration

Mr. Gilbert Fares Zoueïn  
 Ms. Rita Rhayyem  
 Mr. Fadi Sheiaia  
 Mr. Charbel Zeidan  
 Mr. Azar Azar  
 Mr. André Kweik

Executive Director  
 International Affairs Director  
 Director of Financial Affairs  
 Director of Programs  
 Director of Human Resources & Operations  
 Director of Social Institutions

## Sectors

Father Roland Mrad, OA

Sectors Coordinator

## Beirut Sector

Ms. Eliane Joseph Azar Abi Kheir  
 Ms. Paula Chekrallah Naim Sehnaoui  
 Ms. Antoinette Kamel Nicolas Sandouk

Ashrafieh Sector  
 Rmeil Sector  
 Ras Beirut Sector

## Mount Lebanon I

Ms. Hoda Jamil Nassar Rayyes  
 Ms. Paula Abdo Karam Hrawi  
 Ms. Marie - Thérèse Gerges Labaki  
 Ms. Myrna Adib Kharrrat  
 Ms. Gracia Atallah Roumanos  
 Mr. Antoine Ayoub Seif  
 Ms. Alexandra Moussa Trazia Aoun

Metn I sector  
 Coastal Metn Sector  
 Metn III Sector  
 Metn IV Sector  
 Kesrwan I Sector  
 Kesrwan II Sector  
 Jbeil Sector

## Mount Lebanon II

Ms. Mona Khalil Matta Nawar  
 Ms. Souleima Ghorayeb Boustany  
 Ms. Jocelyne Amin Matar  
 Ms. Roula Edmond Mrad  
 Ms. Fadia Abdallah Brax  
 Mr. Charbel Hanna Boutros

Aley- Bhamdoun Sector  
 Upper Shouf Sector  
 Coastal Shouf Sector  
 Upper Metn Sector  
 Baabda I Sector  
 Baabda II Sector

## Northern Lebanon

Eng. Elie Tannous Samrani  
 Lawyer Georges Yaacoub Tahan  
 Dr. Elia Elia Elia  
 Father Youhanna Youssef Makhoulouf  
 Ms. Margo Gerges Wehbe  
 Ms. Katia Makari Rizk  
 Ms. Laurette Fouad Daher

Batroun Sector  
 Koura Sector  
 Jebbeh Bsharreh Sector  
 Zgharta- Ehden  
 Zewyeh - Zgharta Sector  
 Tripoli Sector  
 Akkar Sector

## Southern Lebanon

Mr. Yasser Siham Samia  
 Father Maroun Youssef Ghafari  
 Lawyer Antoine Boulos Bou Rashed  
 Eng. Bassel Hanna Abdo Khoury  
 Eng. Tanious badih Madi

Saida- Zahrani- Nabatyeh Sector  
 Tyre (Sour) Sector  
 Jezzine Sector  
 Marjeyoun Hasbaya Sector  
 Bint Jbeil Sector

## Bekaa II

Mr. Tanious Badih Madi  
 Mr. Fadi Amin Saba  
 Mr. Elias Antoine Ghsein  
 Ms. Carole Jean Karam  
 Lawyer Salim Georges Gedeon  
 Mr. Zouzou Toufic Droubi  
 Mgr. Boulos Sobhi Keyrouz

Bint Jbeil Sector  
 Zahle Sector  
 Middle Bekaa Sector  
 West Bekaa - Rashaya Sector  
 Eastern Bekaa Sector  
 Baalbek Sector  
 Northern Bekaa Sector



## AND WE BORE WITNESS

This trip with Caritas Lebanon in 2020 does not end with the year itself, and will not be limited by a project or program timeline... Work with and for Caritas goes beyond frozen years and frames, because its mission goes on as long as the need remains, since it was established, 50 years ago, till whenever God decides to keep it.

These pages sought to shed light on the reality of Caritas Lebanon during a year that was the hardest ever for Lebanon's population, society, and nation and even for the world. It did the best it could to face the economic, social and health crises, both emerging and chronic; this wouldn't have been possible without the divine providence felt by all Caritas people in every step or achievement they make.

With faith, it was possible; this faith was embodied in the generosity of donor countries and organizations and even individuals, everywhere, they who heard the call of the needy "and did not close their hearts." Caritas Internationalis and the sister caritas organizations, played a pivotal role in mobilizing all their capacities to "give food at proper time". Donors, employees and volunteers carry the message of loving impartially, with dedication and fairness, according to transparent and firm standards.

Year 2020 in Lebanon was an extraordinary year by all standards, and Caritas had to redouble its efforts to fill some of the void in its exhausted society. It carried with it the heavy cross and walked the path towards Resurrection.

2020 is a year that passed to join many years that are considered an added value in the Salvation calendar, that elevate us, all of us, towards the One who loved us, and trusted us to serve His people... for whose love we bear witness.







Caritas  
Liban