



The National Institution of Social Care and Vocational Training

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ANNUAL REPORT 2011

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.....**in silence** and blood I gave birth to Walid. At fifteen I became Umm Walid(the mother of Walid)That was eighteen years ago. With all my pent-up pain and million silent screams I could not release, I pressed my palm to open the gash which the bullet had made in its passage through his head. Blood and brains mingled as I cradled his head on my lap and drenched my thawb (dress) with a warm thick liquid that seeped through my breasts and thighs. I wrapped his tortured head with the hatta (scarf) he had worn around his neck and cried searing hot tears, silently, gently singing a broken lullaby Nam ya habibi nam (sleep my love sleep). I am the waldeh (mother) having once given birth, I claim my right over life and death....The soldiers appeared....with my mangled hand I grasp the stone damp with blood and with all my strength hurl it at the pointing gun.

....**I cannot remember** where I left my shoes. I remember taking them off spike heels, patent leather, Italian imports and carrying them in my hand as we climbed the hill through a cloud of tear gas. My feet are torn and bleeding..... I pick up those same stones now rough and heavy and pile them deliberately, with uneven thuds, onto makeshift barrier.

.....I drove behind them schoolgirls growing wings, and in that split second between seeing the raised truncheon in the soldier's hand and the braking and opening the car door, I lived through infinity of terror. I wobbled on my high heels and clutched her to my breast, blood and streaming hair, taking the blows on my arms and shoulders, shielding that precious, vulnerable head with an obstinate imperviousness to pain that can transform a mother into a rock.

She lived my LinaHer laughter is not a giggle any more, but reverberates with knowledge way beyond her years.....I look down at the soldiers who look like the armed robots that Lina used to play with, and I laugh. I don't give a damn about my lost shoes.....

(Women on the Hilltop by Hanan Ashrawi)

I- Introduction

**I want to tell the world a story
About a home with broken lantern
About a burnt doll
A story about a tear that couldn't run down
About a mother's dough that wasn't baked
About a baby girl that didn't grow up
About a book that wasn't read
And a culture that no longer rejoiced
About a stone that faced a tank
About a stubborn flag that refused to lie down
And a spirit that cannot be defeated** (Nadia the Palestinian)

Not as a matter of gratitude, appreciation, admiration, respect, high opinion or any other sort of grateful expression, it is because of all that and more that we dedicate this report to the Palestinian Women where ever they live and whatever they are doing to make their voice heard and their work valued with significant admiration and profound love.

It is not a new discovery to mention that sustainable development cannot be achieved unless women can enjoy equal access to health and education with equal employment opportunities, equal pay and participation in political matters. In our part of the world, the poor implementation of those basic human rights is obviously the reason for the wide disparities between men and women; they are inferior on all levels, not to mention the long list of discrimination, they are less paid, own less assets and have less control over the family income and needless to say enjoy less freedom in managing their own life. Accordingly, most modern sociologists refer to the situation of women, mainly in underdeveloped countries as "feminization of Poverty", as women constitute the largest segment of the world's poor population.

Although our local culture highly observe women and is rich in all sorts of stories and idioms describing the high position of women in life as being "half the society and giving birth to the other half", or "Paradise is under the feet of mothers", "mother is the first school" etc....but all that reflects emotional theories that are abandoned once the realistic step starts with the birth of a baby girl.

In spite of being part of the above mentioned situation, Palestinian women have a unique situation and enjoy other characteristics; besides being a mother a wife or a daughter, she has been since long decades an unyielding combatant against injustice, struggler for the survival of her family, an activist for human rights, a prisoner of conscience and a most brave defiant figure on the ground through strong words of creative and emotional literature.

Carrying the tool of self expression Palestinian women are constantly enriching their culture and fighting their battle by addressing and longing for a lost land, freedom and justice, by describing the brutality of a savage occupation and the extended sufferings of underprivileged population but never forgetting the status and social rights of all Palestinian women.

Through this report we will refer to extracts from the writings of Palestinian women, victims of the existing uncertainty, physical deprivation, uprooting, and exile.

II- Family Happiness Project

Since the first beginning that covers over 35 years, this project has been and is still the corner stone of our relationship with the sponsors who carried the children's voice , status and the families living conditions to the outside world not to forget their major problems being refugees for over 66 years without any predictable future or viable solution . Through this long journey the sponsors became an essential dynamic component of our human structure.

1- Sponsorship 2011

Center	Children	Females	Males	Families
Burj El Barajneh	173	101	72	82
Shatilla	121	66	55	66
Mar Elias	57	29	28	24
Baddawi	224	108	116	103
Nahr El Bared	194	89	105	80
Ein El Helwe	161	85	76	71
Rashidieh	150	77	73	66
Burj El Shamali	161	93	68	65
El Buss	60	35	25	31
Ba'alback	77	35	42	41
TOTAL	1378	718	660	629
		52%	48%	

2- Cultural and Art Activities

Poem

**Dressed in olive branches and cracked happiness,
Surrounded by seasons of sleepless nights staring
At dusty walls of cities we have lost**

Poem

Is exile

A guest made of stones

A thin line between our voice and heaven's throat? (Nathalie Handal)

Cultural and art activities are one of the most vital components of the organization's programs as it used as a tool not only for fun and entertainment that the children and youth need, but also used by other projects as a method to spread knowledge enhance creativity and critical thinking in addition to improve their communication skills and build healthy relationships.

The cultural exchange programs between our youth and youth from other countries is also a mean to build bridges of friendships and understanding between different groups.

In short the cultural and art programs included as usual varied activities such as music bands, drawing groups, dabkeh dancing groups, choirs, drama, picnics, photography and participation in concerts, festivals and exhibitions inside and outside Lebanon.

The art and music programs were supported by professional friends from Norway working mainly in Rashidieh and the Kamanjati organization who are working in Beirut training a group of children on musical instruments like oud, violin, nay and tabla. Due to such support the skills of those specific groups are continuously improving and the involved children are invited to play in various events and had three TV interviews that are definitely enhancing their self confidence and most of them are manifesting better attitudes and improved school performances.



Cultural programs has a most important objective that is preserving our Palestinian identity and pass it to the new generations, without focusing on own heritage and culture the original identity will fade away and be threatened by oblivion. This included celebrations and commemorations of certain national events that are part of our history and plays a vital role in shaping the future of our people. Something new occurred last year as the Dabkeh groups were invited to perform in a special occasion organized by the UNIFL Italian regiment in Southern Lebanon. From another side the Rashidieh group was also invited by the Tarsus American College in Turkey to participate in their annual International Folklore festival.

Art Activities 2011

Activity	# of Groups	Participants	Females	Males
Dabkeh	9	156	89	67
Singing Groups	8	59	27	32
Musical Bands	21	186	73	113
Drama	5	59	35	24
Handicraft	18	320	205	115
Drawing	15	230	133	97
Photography	3	16	2	14
Comics	8	47	33	14
TOTAL	87	1073	597	476
			56%	44%



Cultural Activities 2011

Activity	# of events	Participants	Females	Males
Cultural of groups & Library	52	885	563	322
Lectures + Workshops	223	1949	1237	712
Exhibitions/ theatre/ TV Interviews	21	6833	4099	2734
Competitions	25	1679	1034	645
Other (Kermes outside celebrations)	13	175	85	90
<u>TOTAL</u>	<u>334</u>	<u>11521</u>	<u>7018</u>	<u>4503</u>
			61%	39%

3- Other activities

This included the summer activity program that became an annual event held at all centers at the same time for about 20 days with a variety of art, cultural and recreational activities and ended by picnics an event expected by every child.

Other Activities 2011

Activity	# of Activities	Participants	Females	Males
National Events	112	8534	5076	3458
Ramadan Dinners	17	861	527	334
Summer Activities	21	2056	1092	964
Local Events	70	5888	3767	2121
Festivals/ Films/ Kermes	41	1654	1025	629
Picnics	56	4493	2906	1587
<u>TOTAL</u>	<u>317</u>	<u>23486</u>	<u>14393</u>	<u>9093</u>
			61%	39%

4- Sports and Scouts activities

Sports included different groups but football is the most popular and attractive for boys.

There is still a problem of involving more girls in sports, and the lack of open spaces inside the camps to enjoy other kinds of sports is a major problem. From another side it is clear from the given figures that scout is the main field of attraction for girls that compensates their weak involvement in the sports activities. Participation in Beirut marathon became an annual event supported by our friends from Finland whose presence encourages children from all camps to participate and enjoy running for a humanitarian cause.



Sports Activities 2011

Activity	teams	Members	Females	Males	Coaches
Football	6	112		112	5
Marathon	10	243	130	113	9
Ping Pong	1	6		6	1
Hand Ball	1	6		6	1
Basket Ball	1	8		8	1
TOTAL	19	375	130	245	17
			35%	65%	



5- Cooperation with other NGOs

- In cooperation with the welfare organization the following programs were implemented:
 - A psycho-social empowerment program for the families who returned to Naher El-Bared camp focusing on the adolescents' problems.
 - Awareness sessions for the health of pregnant women and new born babies, also 67 pregnant women were chosen for monthly follow-up.
 - ICDL computer course for 50 hours.
- In cooperation with Unite Lebanon Youth ULYP, a program of picnics and recreational activities was held in addition to participation of some students in an English language course held by LEAP organization at the main ULYP center.
- Our director of Burj El-Barajneh center was chosen as the coordinator for NGOs working inside the camp.
- The sports director in Naher El-Bared center was chosen as the coordinator for clubs functioning in the same camp.
- In Naher El-Bared camp NISCVT was chosen by the Norwegian People's Aide for coordination of a special project "Youth can do it".
- In the south director of our Burj El-Shemali center was also chosen as a coordinator for NGOs working in the region.



Scouts Activities 2011

Groups	Members	Females	Males	Trainers/ Leaders	Females	Males
25	660	411	249	71	39	32
		62%	38%		55%	45%

III- Cultural exchange Programs with Norway Our Norwegian friends wrote

1- X-art: The culture education program

The 3rd year program, a joint venture between FORUM, NORWAC, The Norwegian Academy of Music, NISCVT, Imam Sadr Foundation and The Maarouf Saad Social & Cultural Foundation, concluded this year and has been the main FORUM activity for 2011.

The aim of the program was to train leaders for cultural activities in the camps (as well as teachers in two schools outside the camps) by introducing methods of teaching through conveying music, dance/rhythm, drama, fine art and literature. The 1st year concept of 12 hours covered lectures/demonstrations/workshops on each of these subjects, then progress with fewer but specialized subjects (modules). For 2011 the module division from 2010 – Music, Dance and Drama (MDD) and Art, Literature and Drama (ALD) – was continued, with MDD and ALD workshops held simultaneously.

X-art had for this year 36 participants, 12 from each of the local institutions involved. The teachers came from Norway (FORUM and Norwegian Academy of Music), Finland, and Lebanon (teaching music and dance in October). There has been 12 hours drama for each group; the remaining 48 hours were divided more or less equally between dance and music / fine art and literature.

The local participating institutions hosted the workshops on a rotating scheme. The attendance was fairly stable throughout the year, and concluded with a final diploma ceremony 4th December. In December there was also a very useful meeting between all the cooperating institutions, evaluating the program and discussing how to preserve and develop the X-art skills in the future. Maintaining a close cooperation between participants from the three local institutions was proposed by all three institutions.

A survey was carried out for the X-art participants as a feedback for their thoughts and benefits from the program. This evaluation will be incorporated in the final report on the program, which will also serve as a manual of X-art teaching. The report will be published in 2012.



2- Other 2011 activities

2. a – Music

There are regular music activities in Rashidieh every week, during Fridays and Sundays, involving children of different ages. The teaching staffs are stable and highly qualified. A focus has been put on a group of youth who have been involved in the project for many years, and are now taking some responsibility to train the younger ones. They receive training and support for continuous development for their own skills enabling them to teach others.

With the support of FORUM 12 students and 3 teachers from the Norwegian Academy of Music visited Lebanon for the 8th consecutive year and held workshops with children in Rashidieh (April/May 2011).

One of the participants Even Ruud has written an article on this project which is to be published in *Handbook of music and well-being*. In addition to that FORUM is also implementing a musical and drawing programs in both Beddawi and Naher El-Bared centres while the latter centre started its own bagpipes band.

2. b – Art

In Beddawi regular art workshops run by a local trainer. We are regularly informed about the plans for workshops, but are not ourselves working in Beddawi.

In Rashidieh we follow the program closely, and the group doing art activity, run by a KG teacher is doing quite well.

2. c – Rashidieh Library

Apart from the annual funds awarded to this library the involvement of Forum has been rather low lately, and we are eagerly waiting for the new librarian.



IV- Mothers' Activities 2011

In this land of paradox
Alice saw a queen of hearts
Leading an army with hearts of stones,
Yet Alice picked up stones,
With tender hearts,
Stones with tongues
That can dance and even sing.
And through the rabbit hole
Alice came out again
Disoriented and bewildered
Alice was in Holly-Land
She went she saw she understood (Nadia Izzat)

Mothers are never forgotten, their program of activities is always rich with cultural events and awareness sessions that discuss life problems and issues of real concern for every woman. In addition the idea of fun and entertainment was also taken into consideration that put some color to the life of those deprived women. From another side women are beneficiaries of most of the provided services like health, social, cultural and embroidery projects



Mother's Activities/ Family Happiness Program 2011

Activity	Number Of Participants
Monthly Meetings	1573
Mother's Day	877
Exhibitions/ Concerts/ theatre/ Films	1918
National Events/ Sabra & Shatila Massacre	1035
Health & Psychological Lectures	1326
Ramadan Dinners	148
Workshops	378
Women in the Society / Lecture etc	425
TOTAL	7680

V- Embroidery Project

The embroidery project that was established in 1987 aimed from the beginning to help the women earn a steady income while staying at home in addition to preserving this beautiful art which is part of our Palestinian heritage and must be carried to the new generations.

The embroidery workshop situated in Beirut employs three full time workers in addition to four part time workers in Beirut, the north and the south. The 2011 beneficiaries were about 110 women from different camps. The main marketing routes are Japan, Germany and Switzerland where our partners are very active in supporting this project, in addition to other buyers from different Western and Arab countries.



The project gave a helping hand to some girls with special needs, who were offered embroidery training in Burj El-Barajneh center. Every year we seize the opportunity in taking a corner to display our work in different exhibitions. Last year there were four local exhibitions and one in Finland where our presence was effective. New designs are adopted and put into production as a continuous effort to develop our work.

VI- Educational Services

1- Kindergartens:

Our aim is to build the children's comprehensive growth, mental, cognitive, motor, emotional, and social capacities focusing on the development, creative thinking skills, and self confidence. Preserving the children's Palestinian identity is a major objective that is integrated in all units.

During the year 2011, seven kindergartens have been functioning in seven different camps inside Lebanon. Our program involved both the children and their parents as well (especially Mothers)



Kindergartens figures 2011

Center	Children	Females	Males	Teachers
Burj El Barajneh	63	25	38	4
Shatilla	98	52	46	4
Beddawi	82	40	42	4
Nahr El Bared	56	26	30	4
Ein El Helweh	83	48	35	4
El Rashidieh	69	34	35	4
Burj El Shemali	81	39	42	4
Total	<u>532</u>	<u>264</u>	<u>268</u>	<u>28</u>
		50%	50%	

1. a – Curriculum and Activities:

Our curriculum is an integrated curriculum and it is the production of the teaching staff supervised by specialists in the field developed in accordance to the local culture and the modern approach to Education. For each level there is a book which contains 11 units and for each unit there is a set of working sheets and an outer trip which is very essential to bring knowledge closer to the children's minds and touch various aspects of child development .The audio visual method is another effective tool implemented in the educational process. Outside visits to places like parks, zoos, theaters, shops etc.... is a life time experience that adds fun to the perceived knowledge.

1. b – KGs Sponsorship Program:

Under the slogan “ Contribute to send a Palestinian Child to a KG ” , we received a kind support from different sponsors in different countries (Switzerland , Germany , Norway , Finland and Japan) .

KG Sponsorship figures 2011

Center	Children	Females	Males
Burj El Barajneh	10	5	5
Shatilla	21	11	10
Beddawi	66	31	35
Nahr El Bared	40	18	22
Ein El Helweh	41	25	16
Rashideyeh	41	21	20
Burj El Shamali	17	6	11
Total	<u>236</u>	<u>117</u>	<u>119</u>
	-	<u>50%</u>	<u>50%</u>

1. c – Other Services:

- The KG children benefit from other services provided by different projects, such as the dental clinics and the Family Guidance Project for mental health services.
- Gifts are distributed to children from donors in various occasions.



1. d –Mothers' Committees

We believe that mothers are partners with the educational staff in the educational process. Based on such an outlook a mother's committee is active in every KG. These committees meet once every month to exchange ideas and views on any proposed activity.

They are given the opportunity to share in various educational activities with their children within the KG program. In addition to that, Mothers benefit from other projects mainly the dental and reproductive health projects. They show interest in participating in the different awareness sessions that improves their knowledge and capabilities for the benefit of the whole family members.

Mother's Activities: KGs 2011

Activities	# of participants
Meetings	680
Recreational Activities with children	420
Local and National Events	500
Picnics with Children	262
Various Lectures	587
Visits / Food Preparation	110
Total	2559



2- Vocational training

Efforts are continuous to improve the vocational training education inside and outside the centers. Trainers participated in different workshops focusing on developing the teaching techniques and skills needed for each profession. The total number of courses and students is shown in the tables below. The vocational training implemented outside the centers is done inside official schools and the fees are covered through special funds from the Norwegian People's Aide and ANERA. From another side four university scholarships are covered through special individual funds from Norway and Germany.

NISCVT started in partnership with RESCAT/Spain a special and unique project that will be implemented along a period of four years. The idea of the project is to start a rehabilitation and reconstruction of some houses in certain camps in Southern Lebanon. This will be linked with a vocational training provided for a number of trainers on some construction skills, then those trainers will be ready to implement by themselves the reconstruction and

rehabilitation plans. Hence, besides improving the housing conditions for the people, the project is providing a number of youth with professional skills and creating jobs for them at the same time.

Vocational Training inside the Centers 2011

Training	Courses	students	Females	Males	Trainers	Females	Males
Aluminum	1	16		16	1		
Electrical works/ cars							
AutoCAD + 3Max	2	36	10	26	3	2	1
Barbers	2	35		35	1		1
Computer	6	92	58	34	3	1	2
Computer + English	4	56	43	13	4	1	3
Electrical Works	2	40		40	1		1
Graphic Design	1	17	1	16	2		2
Hair Dressing	1	15	15		1	1	
Painting/ Gypsum works	1	16		16	2		2
Photography + Montage	3	27	22	5	3		3
Sanitary Works	1	16		16	1		1
Tiling	1	15		15	1		1
TOTAL	25	381	149	232	23	5	18
			39%	61%		22%	78%



Vocational Training outside the Centers 2011

Training	No. students	Females	Males
Electronics	1		1
Business Administration	10	7	3
Photography	1	1	
Electrical Installation	1		1
Hostelry	1		1
Hair Dressing	5	3	2
Nursing	6	3	3
Aluminum	4		4
Clothes Design	1	1	
Metal Sheets	1		1
Carpentry	1		1
Engineer Assistant	1		1
Pre-school Education	1	1	
Mechanics	1		1
TOTAL	35	16	19
		46%	54%

3- Remedial Classes/classes for dropout students

Remedial Classes 2011

Center	Children	Females	Males	classes	Teachers	Females	Males
Shatila	61	30	31	3	4	4	
Baddawi	60	33	27	3	4	4	
Nahr El Bared	72	43	29	3	4	4	
Ein El Helwe	40	22	18	2	2	2	
Rashidieh	52	27	25	3	4	3	1
Burj El Shamali	61	31	30	3	4	3	1
Ba'alback	58	22	36	3	3	3	
TOTAL	404	208	196	20	25	23	2
		51%	49%				

The classes are still providing educational help for the children at the first three grades of the elementary level. Beside the educational program the teachers pay regular visits to the families of those children and the teachers at school. The children from another side are given the opportunity to share in different recreational and cultural activities. Special questionnaires are completed to test the children's performance at the beginning and the end of each year, in addition to an evaluation form filled by the teachers. A senior teacher was appointed in every center to follow-up closely kids with very low performance, in order to reduce the burden from other teachers.



The girls who benefited from the special classes for dropout students, were involved beside the educational program, in various activities, trained on using the computer, practical training on preparing healthy meals, chances to use the library, story reading, educational films in addition to awareness sessions on behavioral, health and social topics.

Classes for Drop out students 2011

Center	Classes	Students	Females	Males	Teachers	Females	Males
Borj El Barajneh	1	17	17		1	1	
Baddawi	1	14	14		1	1	
Ein El Helwe	1	18	18		1	1	
Rashidieh	1	14	14		1	1	
Burj El Shamali	1	14	14		1	1	
Ba'alback	1	15	15		1	1	
<u>TOTAL</u>	<u>6</u>	<u>92</u>	<u>92</u>		<u>6</u>	<u>6</u>	

Scholarships 2011

Scholarship	Number	Females	Males
University	6	1	5
Vocational Training	31	13	18
<u>TOTAL</u>	<u>37</u>	<u>14</u>	<u>23</u>
		38%	62%

VII- Health Services

1- Family Guidance Project for mental health services

Services at the 5 centers

A multidisciplinary approach is adopted within the five Family Guidance centers functioning in Beirut, Beddawi and Naher el Bared (north), Saida and al Bass (south) through a team of professionals in each center including:

- One psychiatrist
- One (or two) speech therapist
- One (or two) clinical psychologist
- One psycho – motor educator
- One (or more) social worker.

FGC 2011: Table of figures comparison for the 5 centers

	Beirut	Beddawi	Nahr el Bared	Al Buss	Saida
New Patients	192	168	145	141	140
Psychiatry FU	399	254	156	215	161
Ref. psychotherapy	31	80	62	83	29
Psychotherapy FU	167	495	461	320	197
Ref. speech therapy	27	27	27	29	46
Speech therapy FU	381	330	203	164	146
Ref. psychomotor	26	23	40	22	39
Psychomotor FU	359	158	90	148	126
Referred IQ	53	62	18	50	37
Evaluation (IQ and other)	53	62	18	50	37
Ref. special education	-	07	25	-	-
Special Education FU	-	51	84	-	-

Psychiatry

The five Family Guidance Centers have a unified work policy consisting on a specific referral system between the team of specialists.

The psychiatrist is in charge of the first assessment, follow up and / or referral is made within the team .The psychiatrist is the only reference for medications prescription.

Psychotherapy

The services in psychotherapy include individual and group guidance, support and counseling for children and parents, in addition to psychometric evaluations. During the year 2011 the FGCs were provided with new tests for a better and more accurate assessment based on the specialist's needs and propositions.

Speech therapy

The great need for this service is reflected through the number of children facing various kinds of speech and language delay offering the children better chances for integration within the family, environment and school.

Psychomotor and Educational Therapy

Special Education is seen also as a priority in our multidisciplinary approach .In 2011 two psycho-motor educators joined the teams of Nahr El Bared and Beirut.

Psychometric Evaluation, Testing

The FGC upon the psychiatrist's opinion or upon a special request from the parents or the school is providing this service for very symbolic fees. Based on the results of such evaluation we are able to refer many children to appropriate schools or institutions which help the children develop their skills and aptitudes within a special program. At FGC Beirut about 25 children were referred to special institutions or vocational training based on the results of these evaluations.

Special Education

This service is only available at FGC Nahr El Bared through a special fund.

Social Assistance

One or two social assistants are paying regular home visits to the families, schools and institutions. This social aspect is essential to reach more tangible results, thus completing the holistic approach. During 2011 and in all the FGCs regular home visits were done by the social workers.

FGC Work system and policy

The FGC services are mainly provided to the Palestinian children and adolescents aged from 0 to 20 years old and their families. The FGC policy is based on the holistic approach reach the maximum benefit for the child / adolescent and his family. All services are offered for very symbolic fees from patients who can afford it.

Staff meetings

In every FGC, weekly or bi-monthly staff meetings are organized to discuss administrative and professional issues. In the last general staff meeting of December 2011, a series of decisions concerning the FGCs were distributed for a better progress of the work and to clarify some critical issues.

Pathologies encountered:

The most encountered pathologies were as follows:

- Depression
 - Anxiety disorders
 - Conduct disorders
 - Learning disorders
 - Abuse
 - Developmental delay
 - Mental retardation
 - Language disorders
 - Autism
 - Post Traumatic disorders
 - Phobia
 - Mental illness : Schizophrenia
 - Attention deficit and Hyperactivity disorders ADHD and Attention Deficit disorder ADD
- Beside some cases of sexual abuse.

Sponsorship Project

The sponsorship program continued during the school year 2011. We were able to insure though special donations the yearly tuition fees of a group of 20 children in need for special school programs. Regular follow-up home and school visits were done by the social workers; special meetings with the parents were also necessary to evaluate the improvement and points of weakness among those children.

Annual conference

Since the year 2007 the National Institution of Social Care and Vocational Training started to organize a yearly conference about topics related to Mental Health.

The topics addressed during the previous years were as follows:

Year	Title	No of attendees
2007	Community mental health services for low income families in Lebanon. Current status and future projects	75
2008	Mental Health Care of Palestinian Refugees in Lebanon: Current Status and Future Plans	80
2009	Prevention and Management of mental Handicaps in the Palestinian community	100
2010	Detection and Management of child abuse in Lebanon – Clinical , social and legal aspects	120
2011	Social Determinants of Palestinian Mental Health	120

The 2011 conference was attended by a hundred and twenty participants representing 65 Lebanese and Palestinian organizations, institutions, local and international NGOs, embassies and universities and other independent individuals. The event was funded by our partners NORWAC and the Finnish Psychologists for Social responsibilities.

The new added value to the conference was the ability to host guests from Palestine who could share their experience in the social and psychological field.

Parents committee

The parents committee pursued its work this year through regular meetings held in each area. The mothers of children with special needs are core of this committee, who started lobbying for the rights of their children and need for more services. In Beirut one of the mothers through continuous and pursued efforts was able to meet representatives from the Palestinian Embassy who promised to provide a monthly help of 100 USD for each child.

Coordination with UNRWA

The Family Guidance Center was regularly taking part in the UNRWA /NGOs Mental health coordination meetings held at UNRWA main office in Beirut every month to spread information re our services but also to define the possible areas of cooperation with other local and international actors working in the mental health field.

Coordination and meetings with donors and partners

Regular meetings and assistance is provided by our NGO partners the NORWAC, Finnish psychologists for Social Responsibilities and Diakonia.

NORWAC was able to provide a donation for the FGCs helping to get an online subscription in some websites useful for researches, studies. The online subscription will come into force beginning of 2012 after presenting a list of the most useful websites /journals/reviews for the professionals.

Data entry program

The data entry program which started to be used in all FGCs in 2009 was finalized in 2011. All of the five centers started using this program and by the end of the year 2011 we were able within each center to gather computerized information concerning data on the FGC patients.

Study

Through the support of the Family Guidance Center – Beirut , a Lebanese- French psychology student attended a series of sessions at the center and interviewed some families from Shatilla to complete her master’s thesis on “Traumatic exile of Palestinian families in Lebanon”. Luckily she received her Master’s degree in September 2011.

Social Workers Training Project

This project proposal was funded by the “Canada Fund” from the Canadian Embassy in Beirut. The main objective was to train the Social Workers and upgrade their knowledge about preventive measures and management of mental disorders and disabilities while emphasising their roles as bridges between the community and the centres, through increasing their involvement in the services delivery. A group of 16 social workers from the five FGCs joined the training; four of them were new. The training started in November 2011 and will continue till March 2012.

Trainees

The FGC gained more credibility within universities and individuals. This was obvious through the training agreement with the American University Hospital through which medical doctors were attending observation sessions at FGC Beirut. Other trainees from local institutions benefited from a similar training at AL Buss.

Awareness sessions

Awareness sessions and workshops on topics related to mental health and daily living skills were organized during the year 2011 for mothers, teachers, KG educators and social workers.

2- Dental Clinics

Over 6500 uninsured Palestinian children and adults living inside the Palestinian camps in Lebanon have gained access to dental coverage, through family dental health program in Beit Atfal Assumood dental clinics, offering comprehensive preventive, educational, and other major dental services.

1. KINDERGARTEN SCHOOL PROGRAM

The Dental Health Program provides care to pre-school children living in the Palestinian camps of Lebanon. Those children have unmet health needs in many areas; this program was designed to help with their oral health needs. For this period, we created the following comprehensive dental program that stresses both prevention and treatment of dental problems.

1.a Dental Screening

During the year 2010 -2011, a total of 6522 children attending 58 kindergarten schools received dental screening the information helped determine which children eligible for sealant and which children were in need to follow-up care at the dental clinics.

Table 1. Dental Screening Results in the 8 Camps as Number of Teeth

Area	Number of Screened children	Female	Male	Treated teeth	Untreated teeth	Extraction needed
Beirut (3camps)	1884	945	939	2247	4367	430
South (3camps)	2143	1039	1104	3122	2967	474
North (2camps)	2495	1209	1286	3127	3120	678
Total	6522	3193	3329	8496	10454	1582

1.b Screening Readings

1. Males and females numbers are nearly equal
2. Number of untreated teeth is large, especially in Beirut area. Answer is that one clinic serves all 3 camps in Beirut.
3. North numbers are also high, due to Naher Elbared crises, and the displacement of families, most children suffer a difficult housing situation, that makes teeth hygiene not a priority, and difficult to achieve.
4. Extraction needed is very minimal. This gives credit to the oral health hygiene promotion program.



1.c dmft Ratio

dmft Ratio in the 8 Camps were:

Beirut: 3.4 South: 1.6 North: 2.9

1.d Weight and Height (weight in kg. Height in cm)

Weight and Height were measured at the beginning of the school year (table 3) and at the end of the second semester (table 4).

Table 2. Measurement at the Beginning and end of the School Year

Area	Beirut				North				South			
	Begin.		End		Begin.		End		Begin		End	
Age	W	H	W	H	W	H	W	H	W	H	W	H
3 years	13.9	96	14.8	99.8	14	90	15.2	98	13.5	99	15.2	98
4 years	16.5	107	17.9	109	16	102	17.1	113.5	16.3	103	17	108.5
5 years	19.2	115	21.1	119.3	17.5	107	19	114	17	109	18.6	120

- Results fall within the normal range of other children in Lebanon.

- The weight of children in Beirut camps is heavier than that of other children, partially due to limited play space compared to the South and North camps. Additionally, Beirut children have more access to junk food.

1.e Dental Treatment

Last year's policy focused more on cosmetic rehabilitation for front teeth. And root canal treatment (Pulpotomy) Results were very satisfactory. Cross infection control was monitored this year by a nurse who was trained by the Italian dental institution(COI) who introduced the topic. Medications were covered by the generous donation of the American Near East Refugee Aid (ANERA) through the Health Care Society. Some dental equipment was generously donated by a health center in Helsinki.



Table 3. Summary of Dental Treatment Conducted in all 8 Camps

Kind of treatment	Beirut (three camps)		South (3 camps)		North (two camps)		Total (eight camps)		
	No of teeth	No of visits	No of teeth	No of visits	No of teeth	No of visits	No of children	No of teeth	No of visits
Extraction	44	44	48	48	176	176		224	268
Filling com.	1982	2251	2611	2839	1995	2187		6588	7277
R.C.T	272	324	78	94	67	7		372	181
Fluoride	911	911	1264	1264	1913	1913	4088		
Glass-iso.	562	568	656	656	503	503		1730	1736
Amalgam	55	55	---	---	298	315	----	353	370
Periodontics	112	173	49	59	58	58		219	290
x-ray	63	63	68	68	41	41		172	172
Sealant	79	79	112	115	161	161		352	352
St.St.crown	44	44	--	-	--	-		44	44
Total	4124	4517	4885	5043	5212	5361	4088	10054	10690

Note. Yellow marked numbers are cases treated for the same children

1.f First-Aid Treatment /School Emergencies

Simple first aid measures took place at all the clinic, totaling 108 cases. This year, cross infection control was the main issue for nursing to apply. They attended a one day course on the subject.

1.g Dental Health Education

Kindergarten teachers and social workers performed an excellent job concerning oral health education issue, which is very important for children and families. Periodic meetings were held with the working group to refresh the dental health education method. Each professional group implemented their part.

Teacher's Part:

1. Provide a tooth brush and tooth paste for every child
2. Follow-up with teeth brushing after the school meal and stress on the brushing method through a computer soft ware at the clinic.
3. Coloring different drawings on oral health topics,
4. Coordinate with the teachers and follow up the milk feeding program

1.h Milk-Feeding Program

Milk is still donated by our German friends at (Fluchtlingskinde im Lebanon).Milk is served to children warm and without sugar three times a week.

1.i In-Kind Donations

1. Finnish Psychologists for Social responsibility donated Tooth brushes and paste.
2. Dental equipments were donated from Tussula Oral Health Clinic in Finland.
3. Medication, Vitamins, and Supplements: Most of the medicine we had for this year was a donation from ANERA through the Health Care Society.
4. Some dental hand instruments were donated through ANERA.

2. FAMILY HAPPINESS' CHILDREN

2a.Schedule of Beneficiaries (Dental Treatment)

Table 4. Schedule of Beneficiaries of Dental Treatment

Kind of treatment	Beirut (three camps)		South (3 camps)		North (two camps)		Total (eight camps)		
	No of teeth	No of visits	No of teeth	No of visits	No of teeth	No of visits	No of patients	No of teeth	No of visits
Diagnosis	689	680	732	732	680	680	2092		
Extraction	34	34	41	41	22	22		131	31
Filling com.	412	517	312	312	260	260		984	984
R.C.T	58	58	78	94	67	87		203	239
x-ray	60	60	80	80	73	73		213	213
cement	71	71	87	87	61	61		219	219
Amalgam	11	29	-----	----	16	28	----	27	57
Periodontics	31	68	78	96	76	92	185		256
crown	9	18	12	24	-----	-----		21	42
total	686	855	688	734	575	623	2089	1818	2041

Note: all of these treatments are offered free of charge except the crown and bridge for which they have to pay the technician

2.b. Dental health education for 6-18 years old children

- This age group was very creative during the summer activities, they performed a play , and songs about dental caries

- Dentists, with the help of the working team in the center, answered and explained, all the questions about the dental heal.

2.c Overall adult beneficiaries

Table 5: Number of adult Beneficiaries

Mothers in 8 camps		Inhabitants in 8 camps		Staff & Volunteers
Patients	Visits	Patients	Visits	Patients
318	1875	2909	3053	1164

- All dental treatment, excluding fixed and removable prosthesis is offered to all mothers and staff free of charge.

3- Training of clinic's staff & conferences

1. Two days training course for the nurses on cross infection control, blood pressure and fever
2. Dentists attended course (introduction to cad cam system).
3. All dentists took responsibilities, in the first scientific dental conference, in all the preparation before and after the conference.

3- Reproductive health project (RH):

More than six years has passed since the launching of this highly sensitive project, and since that time it is gaining more popularity among the youth and a substantial group of adults. The RH project turned out from being a challenge to become an accepted reality with continuously expanding understanding for its necessity. Stemming from a totally new perspective this project is approaching the youth with information to know and have better protection, improve their life skills that will enable them to build a future based on human rights principles and equal status for women.

1- Youth advisory center YAC \2011 services and activities:

The clinics at the five Youth Advisory Centers worked in 2011 under the main objective of providing youth friendly services, including treatment, counseling and information. The slogan adopted for that year was ***"the more you know the better protection you will have"***.

The clinical policy is based on WHO criteria for optimal practice that was monitored by a technical supervisor.

2- Services & Activities:

The YACs provided diverse services, programs and activities mainly for the youth age group between 12-30, while the number of patients above that age, did not exceed 25% from the overall cases. The above mentioned services included:

- **Treatment & pregnancy care**
- **Psychological support and referrals**
- **Peer education program**
- **counseling and home visits**
- **Awareness sessions for youth, mothers and fathers**
- **Health Campaigns**

The clinics observed substantial increase in the number of patients and those receiving ECHO and lab tests as shown in table 1 below compared to 20110 when the gynecologists received 3901 patents, the urologists received 3406 in addition to 45 psychological referrals.

Another increase was experienced in the number of overall participants and awareness sessions for the youth and parents while the most vital change occurred this year in both Rashidieh and Burj El-Shemali centers was the participation of fathers for the first time in special awareness sessions provided for them, and the positive result was that they were keen to complete the whole cycle of sessions. This incident indicates a change in attitude among the fathers, no matter how small it seems but carries a significant meaning as fathers in the local culture are the most dominant group and major decision makers, hence they can be described as an important component for either change or opposition for change, hence reaching them was one of our most important objectives. We are sure this step will be followed by more activities and expand to other camps.

Table 1: Reproductive Health Clinics: Patients/2011

	Specialist	No. of Patients	Females	Males
Burj El-Shemali	Urologist	381	134	247
	Gynecologist	887	887	
	Psychologist	61	51	10
	Health Counsel	1 268	1021	247
	Total	1329	1072	257
Rashidieh	Urologist	368	133	235
	Gynecologist	910	910	
	Psychologist	122	84	38
	Health Counsel.	1278	1043	235
	Total	1400	1127	337
Burj El-Barajneh	Urologist	471	277	194
	Gynecologist	937	937	
	Psychologist	40	23	17
	Health Counsel.	1408	1214	194
	Total	1448	1237	211
Beddawi	Urologist	929	454	475
	Gynecologist	801	801	
	Psychologist	5	4	1
	Health Counsel.	1730	1255	475
	Total	1735	1259	476
Naher El-Bared	Urologist	1176	562	614
	Gynecologist	772	772	
	Psychologist	4	4	
	Health Counsel.	1948	1334	614
	Total	1952	1338	614
All centers	Urologist	3325	1560	1765
	Gynecologist	4307	4307	
	Psychologist	232	166	66
	Health Counsel.	7632	5867	2379
Grand Total 2011	7864	6033	1831	

Please note that the Health counseling is not added to each total since they are same clients

Table 2: Reproductive Health YAC services 2011

Center	Ultra sound	Lab tests	Pap smear tests	Home visits
Burj El-Barajneh	364	30	54	94
Beddawi	592	116	29	15
Rashidieh	516	74	27	20
Burj El-Shemali	462	125	35	145
Naheer El-Bared	614	64	42	200
Total	2548	409	187	474

- ❖ The above figures show an increase in the number of beneficiaries compared to the number of 2010 that recorded 2114 for Ultrasounds but more lab tests 489 than 2011 due to budget deficiency.

Table 3 awareness sessions Parents and Youth 2011

Center	mothers	Fathers	youth
Burj El-Barajneh	774		180
Rashidieh	395	64	95
Beddawi	401		353
Burj El-Shemali	483	20	252
Naheer El-Bared	388		
Total	2253	84	718



Table 6: Anemia Campaign with UNRWA and other NGOs

Center	Sessions	Participants
Burj El-Barajneh	1	105
Shatilla	2	192
Burj El-Shemali	2	170
Elbuss	1	32
Total	6	499

- ❖ This was a continuation of the campaign launched in 2010. Another pap-smear campaign was launched by all YACs due to the fact that UNRWA stopped this specific important test at its clinics

3- Peer education program:

This program is still progressing with great interest from both the peer leaders and their counterpart beneficiaries. What we are witnessing currently in the whole region was a proof to the need for such programs addressing the youth. There are deep changes and diversions taking place concerning the needs and interests of the youth while their social behavior is tending towards more independence and individualism. Accordingly, this is creating sharp contradictions between them and the surrounding conservative traditional environments. The youth need to free themselves from constrains forced by family, school, social and political relations, they want to choose their own social environment in which they can, take a vital role and become capable of making own decisions and realizing own selves. Programs like peer education plays a supportive and informative role, with a main objective towards developing the leadership skills and knowledge of the participants who will carry that to their peers.

Table 5: Reproductive Health Peer Education program 2011

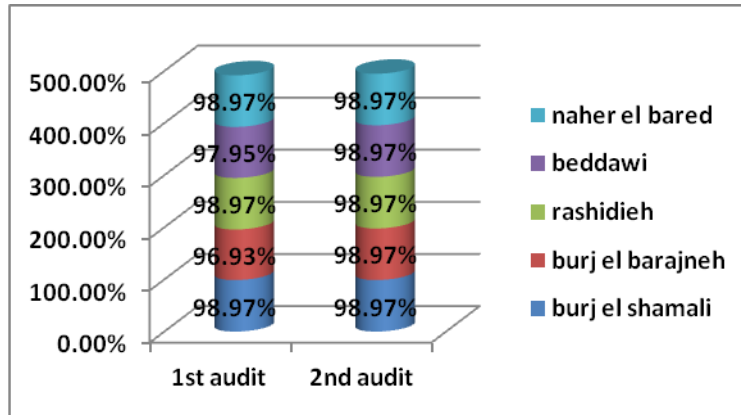
Center	Sessions	Participants	Peer leaders
Burj El-Barajneh+ shatilla	22	292	3
Beddawi	23	364	2
Rashidieh	34	510	6
Burj El-Shemali+ ElBuss	10	147	7
Naher El-Bared	33	521	1
Total	122	1834	19



4- The maintaining of high quality service

Audit check lists are quality improvement tool used to ensure that services are delivered according to appropriate international standards and clinical protocols taking account the low resource settings. The audit includes management of infection control, data and recording, care protocols in pregnancy and management of infections. The audit checklist is intended to:

- Monitor service delivery
- Prevent errors and mistakes
- Identify the gaps in evidence based practice at point of delivery
- Identify barriers to implementing international standards
- Provide a continuous improvement framework for practice development and service provision



4- Pathologies

The most common encountered UTIs were urethritis, crystaluria, cystitis, proteinuria, urethral and renal stenosis, all were detected by urine analysis carried inside our centers. However, if a urine infection is found the patient would be referred to a laboratory for urine culture, and the most spread infections were E coli and klebsella.

From another side the most common STDs among males and females are caused by bacteria. Cervical and vaginal bacteria were also seen such as gonorrhoea, Chlamydia, gonococque, streptococques plus some rare cases of viral infection like HPV or hepatitis B. The Pap smear test is recommended for early discovery of cervical and vaginal cancer. The urologist dealt with pathologies related to infertility varicocelle, sex dysfunction and urinary tract infection.

In addition, the center followed-up pregnant women on monthly basis to detect fetal growth and perform any necessary ultrasounds.

VIII- Employees

Since this report is dedicated to the Palestinian women, we would like to mention in this context that NISCVT depend mainly on the efforts of its working team that women constitute its largest percentage reaching 82% of the full time workers and 50% of the part time working inside the centers, while in the overall employees category women constitute 77% at the full time group and 55% at the part time group.

Accordingly, NISCVT is considered among the biggest NGOs that create job opportunities for women, provide them with training related to women's rights and their role in the community and chances to develop their status, in addition build their skills to raise awareness among other women.

Employees in the Centers 2011

Center	Full Time	Female	Male	Part time	Females	Males
Burj El Barajneh	12	11	1	3	1	2
Shatila	13	12	1	6	5	1
Mar Elias	2	2		1	1	
Baddawi	16	13	3	8	6	2
Nahr El Bared	18	12	6	17	9	8
Ein El Helwe	12	11	1	4	3	1
Rashidieh	15	10	5	9	5	4
Burj El Shamali	15	11	4	16	8	8
El Buss	9	9		8	5	3
Ba'alback	2	2		8	7	1
TOTAL	114	93	21	80	50	30
		82%	18%		62%	38%

Overall Employees 2011

Full time	Females	Males	Part time	Females	Males
129	99	30	90	55	35
	77%	23%		61%	39%

In-service Training

The in-service training is part of the capacity building process for the employees and is essential in enriching their experiences and developing their technical skills. The training workshops are done either inside the organization or in cooperation with other NGOs, and sometimes done by professionals from our partners.

Training for Employees 2011

Center	Participants
Burj El Barajneh	10
Shatila	13
Mar Elias	1
Baddawi	20
Nahr El Bared	40
Ein El Helwe	8
Rashidieh	23
Burj El Shamali	13
El Buss	16
Ba'alback	12
TOTAL	156

IX- Memberships

NISCVT is a member in different campaigns, networks and coalitions:

- Campaign for the right to work
- Sabra and Shatilla massacre committee
- 15th of May Right of Return coalition
- ANND, Arab NGO Network for Development
- Euro med
- Network for Palestinian NGOs working in Lebanon

X- Visitors, Volunteers and aboard visits

Everything is Arabic still, despite the change of language
Despite the huge trucks and foreign tractors
Each poplar and the orange grove of my ancestors
Laughed to me, my God with Arabic affection

Everything is Arabic despite the change of tongue
Despite all that had been eliminated and coordinated and
The modern sounds....

Despite the seas of light and technology...
O my grandparents, the rich soil was bright with Arab reserve,
And it sang out, believe me, with affection



(Leila Allush)

Different visitors come every year either sponsors to see their sponsored children, or journalists to collect news and perform interviews or delegations sometimes official to investigate the living conditions in the camps, or friends who share in some events such Sabra & Shatilla massacre or the Nakba commemoration etc.....

Another group of visitors is the volunteers who usually get involved in some activities for the children or come for the purpose of practical training during their studies.

Abroad visits are usually a respond to invitations from our partners to the dabkeh groups or some employees or to attend specific conferences

Visitors 2011

Center	Sponsors	Journalists	Members of Delegations	Other
Burj El Barajneh	16	19	46	
Shatila	6	8	45	11
Mar Elias	2	1	2	
Baddawi	7	2	7	
Nahr El Bared		2	50	
Ein El Helwe	2		5	
Rashidieh	3	2	12	
Burj El Shamali		12	13	
El Buss	3	2	67	37
Ba'alback	6		12	3
TOTAL	45	48	259	51
Grand Total	403			

Abroad Visits 2011

Center	Visitors	Females	Males
Ein El Helwe	1	1	
Rashidieh	15	6	9
Borj El Shamali	8	4	4
Ba'alback	1	1	
Naher El-Bared	1		1
Total	26	12	14

Volunteers 2011

Center	numbers
Borj Barajneh	14
Shatila	19
Mar Elias	2
Baddawi	14
Borj Shamali	5
El Buss	2
Ba'alback	12
Total	68

XI- Conclusion:

It is evident that the social role of Palestinian women has changed and is still changing due to many reasons. After the Nakba of 1948 that brought displacement and dispossession to the Palestinian families on a huge scale, the need for extra income became a chief concern. Hence, women had to work as men and become a productive component in the family; as a result education became a must and a crucial factor in giving the women a better position in the community but not enough to share major decisions and equal rights.

The national uprising of the Palestinians passed through several phases inside and outside Palestine, this made the women face new responsibilities, mainly when men were killed or imprisoned. The patriarchal structure is changing, not only women had to earn living for their families but also protect them which was an exclusive role for men.

It was a heavy burden for the women who lost children, husbands or close relatives, either by death, imprisonment or disability. Such heavy loads women had to carry while crossing social barriers and traditional restrictions. Such burdens inflicted multiple struggles, one related to the national resistance against occupation with all its repercussions, or their status as refugees scattered in different countries, then the fact of earning a living. Parallel to the above, there is still a vital need to struggle for social rights and better status through changing the concept of the dominating Patriarchal social structure.

**She said, go play outside,
But don't throw balls near the soldiers.
When a jeep goes past
Keep your eyes on the ground.
And don't pickup stones,
Not even for hopscotch. She said,
Don't bother the neighbors;
Their son was arrested last night
No we don't have any oranges
They chopped down the orange trees.
I don't know why. Maybe the trees
Were threatening the tanks
And don't go near the olive grove,
There are settlers with guns.
No I don't know how we'll harvest
The olives and I don't know what we'll do
if they bulldoze the trees. God will provide
If he wishes, or UNRWA, but certainly not
The Americans.....**

(Lisa Suhair Majaj)