



Palestinian refugees fleeing  
Syria

September 2012



**A Research  
Conducted by  
Naba'a Team in  
Eight Palestinian  
Camps and Five  
Gatherings.**

**September 2012**



## 1. Executive summary

### Introduction

This report documents research carried out by Development Action without Borders: Naba'a. Naba'a is a child rights and community development NGO working in the Palestinian refugee camps of Lebanon across seven programmes; Child Rights, Community Development, Education, Training and Capacity Building, Advocacy, Community Health and Emergency Relief.

Since the outbreak of violence in Syria in early 2011, those fleeing the violence have crossed the borders into neighboring Lebanon, Turkey, Jordan and Iraq. As the fighting has spread to areas where Palestinian camps are located within the country Palestinians who were refugees in Syria, have begun to flee as well.

To identify the specific needs faced by these Displaced Persons (DPs) and to enable Naba'a to plan appropriate responses, this study was carried out during August 2012 among displaced Palestinians in eight camps in Lebanon: Nahr el Bared, Badawi, Ein el Helwi, Mia Mia, el Buss, Rachidiah, Borj Shemali and Wavel.

The study collected qualitative and quantitative data through face to face interviews with over 800 families, focus groups with different demographic groups and interviews with relevant stakeholders. This work was backed up with a desk review of relevant reports, studies and legislation.

### Findings

#### *Population and Distribution:*

- The number of Palestinian DPs in the camps of Lebanon changes from day-to-day as new families arrive and some return.
- In the 863 families interviewed by Naba'a there were a total of 3883 individuals
- 45% of the identified DPs were 18 or under
- The Highest number of families were found in Ein el Helwi (178), Wavel (164) and Beddawi (150)

#### *Questionnaire Findings:*

- Most of the displaced families are living with host families, either friends or relatives, and are creating an additional burden on limited household incomes
- Most families are struggling to pay for their basic daily needs: 7% of families have a regular monthly income either from work in Lebanon or remittances.
- Regular living costs in Lebanon are estimated as 33% higher than those faced in Syria, leading some to return for financial reasons
- The three primary needs identified by the families were for mattresses & blankets, clothes and food items.
- Palestinian DPs, especially children, have been psychologically affected by their situation and the circumstances in which they fled their homes.

- There are 956 children of school age (7 – 18) and 339 children of Kindergarten age who face problems of enrollment and differences in the Lebanese and Syrian curricula.
- 58% of families (504) reported that they had received no outside assistance since arriving in Lebanon
- There is no clear indication of any organization working specifically with People with Disabilities (PwDs)
- Pregnant women and new mothers report not being able to provide for their own needs or the needs of their babies
- Identification and Registration is an issue: only 121 (14%) families report having all their valid ID papers with them and 55 (6.4%) families have no papers at all.

### **Naba'a Standards for emergency responses**

Drawing on our experience in previous emergencies, most recently in Nahr el Bared Crisis in 2007 and during the July War in 2006, Naba'a has developed a series of principles to guide any emergency response.

1. Understand and coordinate with the work of UNRWA to avoid duplication of services
2. To maintain, where possible, current programmes but adapt these to the emergency situation
3. In providing food and non-food items we utilize the local market wherever for ease of access and to avoid causing further damage to the local economy
4. Avoid providing milk powder or solid food for babies- during crises we aim to emphasise and reinforce the importance of breastfeeding for mother and child
5. In cases of host families we aim to address the needs of both, not just the displaced
6. All staff, social workers, specialists working in the field must sign and adhere to our Code of Conduct

### **Our Aims**

To support displaced families seeking refuge in the Palestinian camps of Lebanon

To support host families, who are already poor, to continue playing a vital role taking in DPs

Coordinate effectively and share information with other service providers, agencies and stakeholders in the camps to ensure an effective and targeted response.

## 2. Introduction

The situation in Syria has been deteriorating since a protest movement began in early 2011. As the fighting has intensified in 2012, urban areas including the Palestinian camps in Yarmouk, Al Hajar Al Aswad, kfarsousa , sbeina, Al Tadamon and Al Kaboun, have not been spared the violence.

Chris Gunness, a spokesman for the UN Relief and Works Agency (UNRWA) has said that the organization is "gravely concerned" about the situation. "We've asked the Syrians to order their troops to stop firing so we can have immediate and urgent humanitarian access. Thousands of people have fled, and we just don't know where they are."<sup>1</sup>

Since the middle of July, 2012, Syria's security situation has steadily worsened, and 'a record number of families' have chosen to leave Syria day after day throughout August towards neighboring countries including Lebanon<sup>2</sup>.

According to UNHCR, the registered Syrian Displaced Persons (DPs) in Lebanon has reached 46,509 registered and 18,532 unregistered Syrians<sup>3</sup> in addition to 7000 Palestinian refugees fleeing from Syria; and their number is steadily increasing.

According to UNRWA reports, the number of Palestinian displaced families increased by 133% during one month. In fact, by the end of August, the number of Palestinian displaced families in Lebanon has reached 1400, compared with just 600 families at the end of July.

This study aims to observe and define the needs and perspectives of the Palestinian displaced families and the main findings show many challenges faced by Palestinian DPs. They are psychosocially harmed due to trauma they have experienced at home and travelling to Lebanon, they are living with the host families suffering from crowded and unhealthy environments, and; they face poor economic conditions and increased cost of living in Lebanon compared with Syria. They are in need of adequate shelter, health care, psychosocial support, food and non food items.

In Syria, before the crisis, 816 children out of the 956 school age groups were enrolled at schools and 231 children out of the 339 children between 4 and 6 years old were enrolled in kindergartens. These children need to be integrated into the education system here and they will face a challenge due to the difference of school curricula.

Naba'a firmly believes that, regardless of their number or how long they are likely to be displaced, the Palestinian families who have sought refuge in the camps and gatherings of Lebanon have the right to live in dignity and equal access to social protection; health, education, shelters, social services, food and non food items.

*Human Rights/ Article 25; (1) Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control. (2) Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection.*

<sup>1</sup> <http://www.unrwa.org/etemplate.php?id=1077>

<sup>2</sup> <http://www.guardian.co.uk/world/2012/sep/04/syria-refugees-asylum-un>

<sup>3</sup> <https://data.unhcr.org/syrianrefugees/regional.php> at 06/09/2012

### 3. Purpose

The purpose of this survey is to identify the specific needs of the Palestinian displaced families in the camps and gatherings. This will enable Naba'a and other organizations to:

- Design appropriate intervention to respond to the actual and specific needs and priorities of the DPs.
- Advocate for Palestinian DPs needs with international and local partner NGOs.

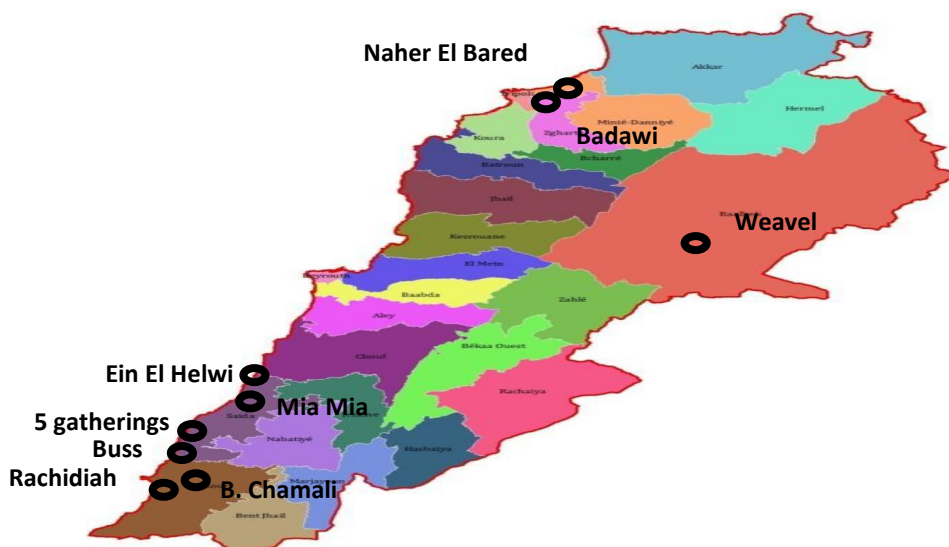
### 4. Methodology

The Naba'a team, consisting of 15 community workers, used a field comprehensive survey, interviewing all families inside eight Palestinian camps and five gatherings, where the highest percentage of Palestinian DPs was found.

As a child rights NGO, Naba'a's main target group is children under 19 years old. Therefore we intentionally identified them according to age group.

The team used the lists recognized by UNRWA and popular committees of 1400 displaced families as of the end of August 2012. The highest percentage of these (61.6%) were located in eight Palestinian camps namely Naher El Bared, Badawi, Ein El Helwi, Mia Mia, el Buss, Rachidiah, Borj Chamali, and Wavel as well as five unofficial gatherings : Shabriha, Qasmiyah, Al Brgholia, Jal El Baher and Al Maashok.

The team completed the survey door to door with all families in the above mentioned camps and gatherings where 863 families were interviewed in total out of the 1400 listed. The team found that 537 families were not available in the mentioned camps and gatherings and no information was available about them; either because they moved to other locations or they returned to Syria.



## Tools and techniques

### Qualitative and quantitative data were collected using the following methods

1. **Desk Research:** Review of the relevant reports, articles of the Convention on the Rights of the Child / CRC, Universal Declaration of Human Rights and Cairo Declaration on Human Rights in Islam. This allowed a comparison between what is expected in international law and the situation on the ground from data collected in the field.
2. **Interviews:** 863 displaced families interviewed: 239 in Tyre area, 222 in Saida (178 in Ein El Hilweh, 37 in Mia Mia and 7 in Saida area), 164 in Bekaa (Wavel camp) and 237 in the North (Beddawi and Nahr el Bared Camps) using a questionnaire as an inquiry method to collect necessary data from the displaced families. The questionnaires covered their profile, age group, main needs, priorities, perspectives and concerns. The interviews took place with one member of each family in friendly environment which allowed the interviewers to directly observe the socio-economic circumstances and relationships between the respondents and spotting their lifestyle and the daily problems they are facing as well.
3. **Focus Groups:** 3 focus groups with children, 3 focus groups with women and 2 with men.
4. **Stakeholder Interviews:** Semi structured interviews with popular committees, 5 local NGOs, UNRWA Camp officers.

### Challenges

- The team faced difficulties in locating shelters and residences of DPs, as the identified number by UNRWA and popular committees was 1400 families, in the above mentioned eight camps and five gatherings, but the team couldn't find more than 863 families there.
- The number of displaced Palestinians from Syria is unstable: new families are coming every day and other families are returning. Therefore numbers and percentages mentioned in this survey represent a snap shot of what is a very fluid situation.

## 4. Results and analysis

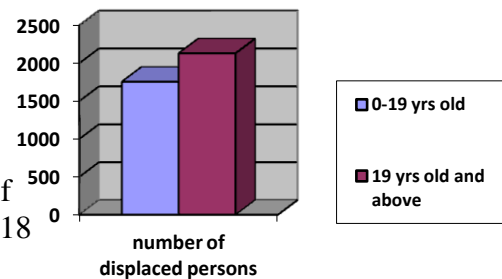
### 4.1- General profile of Palestinian displaced families in Lebanon

There are 3883 displaced persons among the 863 families interviewed: an average of 4.49 people per family

#### 4.1.1- Age groups

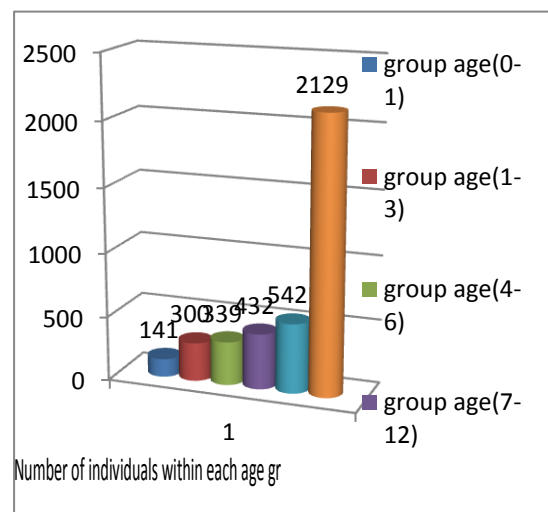
1754 (45%) out of 3883 displaced persons are under 19 years old.

There are 956 school age children (7-18 years old). Of these, 432 are 7 to 12 years old and 524 are from 13 to 18 years old.



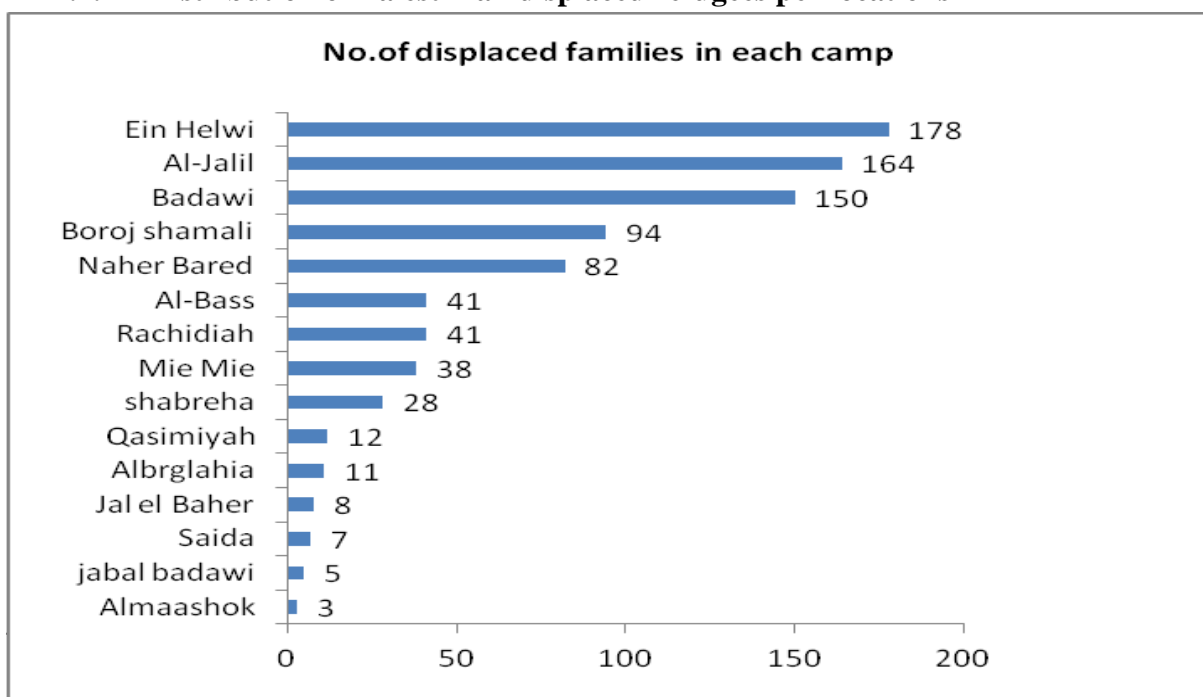
788 children are under 7 and therefore are not attending school. 141 of these are less than one year old, 300 between one and three years old and 339 children are between 4 and 6 years old.

Seven families have two babies (less than one year old) and 5 families have 3 babies living in the same house. 35 families have two children and five families have three children between one and three years old. Babies and young children in this age range need more care in order to develop properly, healthily and safely. This is extremely hard under the circumstances in which the displaced families.



Prior their displacement, 816 children out of the 956 school age groups were enrolled at schools and 231 children out of the 339 children between 4 and 6 years old were enrolled in kindergartens.

#### 4.1.2 Distribution of Palestinian displaced refugees per locations



The Palestinian displaced families are distributed in the five areas of Lebanon, the highest percentage was found in Ein El Helwi camp – Saida area (178 families), followed by Al Jaleel camp - Bekaa Valley (163 families). As for the North area, Naher El Bared camp is now hosting 81 families, while Badawi camp is hosting 150 families.

It is important to note that Badawi camp is one of the smaller camps so proportionally the arrival of 150 families there will have a much more noticeable impact on the host community than in other camps.

#### **4.1.3- Perspectives of the interviewed Palestinian DPs**

Politically speaking, DPs can be divided into three categories: neutral, anti-regime or pro-regime.

The neutral group is made up of those who have fled the fighting, hoping to return soon to their country. They do not express their political opinion and do not discuss whether they are in favor of the Syrian regime or against it. According to some foreign journalists, the displaced persons they have met in Beirut's surroundings did not state any clear opinion and did not brag about being with or against Bashar Al Assad. They may have no strong convictions either way and simply want to return to 'life as normal' or this position may be driven by fear of the future; not knowing how the situation will develop and which side will come out on top.

*A spokesman for Palestinian Authority President Mahmoud Abbas demanded that Syria protect Palestinians in the refugee district while PA Foreign Minister Riad Al-Malki said the fighting is "very worrisome." The Palestinian officials stopped short of denouncing Damascus.*

The second category is formed of a wide number of displaced Palestinian-Syrian families against the regime. These families are from different regions and have fled Syria since the beginning of the conflicts. They have headed to Lebanon, fearing death or punishment for their views and state things such as: *"We will not return to our homeland until Assad's regime is toppled."*

Finally, the third category is formed of those who support the regime. Some of these were already living and working in Lebanon others have come as the situation in Damascus and around became more unstable bringing their families to live with them because of the hardship.

#### **4.1.4 Expectations and concerns**

The situation in the 8 camps and the 5 gatherings indicates that most institutions have interacted with the state of emergency without having any Emergency preparedness plan, and expectations for way forward are unclear.

Now, after two months of emergency , there is a need to interact with what might happen in the near and medium term as two main scenarios are most likely to be expected ;

##### **The first case scenario; In case of a temporary cease fire**

The number of Palestinian displaced persons could dramatically increase; at least 30,000 new DPs will be fleeing, seeking safer places, and the most likely neighboring country could be Lebanon due to the bad reputation communicated about the camps in Jordon desert;

And here come the following concerns:

- The position of the Lebanese Government; in the 2<sup>nd</sup> week of August some reports indicated that hundred of Palestinian families were stuck on the borders because the Lebanese ISF<sup>4</sup> refused to give them access! What if the number of families was even bigger?
- Would UNHCR keep throwing its responsibility on UNRWA? Or will both of them share responsibilities for the first time? Will Palestinians DPs be considered as part of the displaced Syrians? Or will they be treated differently?
- Can UN organizations quickly interact to meet the needs of the new displaced people?
- For those whom are sheltering in the camps and cities, with a high cost of rent, is it possible to provide them with a rent subsidy or finding them alternative solutions?
- What about the current hosted families? On the short term, they are still welcomed, but if it is going to last longer, they themselves will try to find other alternatives.
- If the scenario of having more DPs “the expected 30,000; is UNRWA able to include their children in UNRWA schools?

Human Rights/ Article 14; (1) Everyone has the right to seek and to enjoy in other countries asylum from persecution.(2) This right may not be invoked in the case of prosecutions genuinely arising from non-political crimes or from acts contrary to the purposes and principles of the United Nations.

Cairo Declaration on Human Rights in Islam/ Article;12 ; every man shall have the right, within the framework of Shari’ah, to free movement and to select his place of residence whether inside or outside his country and if persecuted, is entitled to seek asylum in another country. The country of refuge shall insure his protection until he reaches safety, unless asylum is motivated by an act which Shari’ah regards as a crime.

### **The second case scenario; In case the situation gets better**

The current 1400 families will return to their original camps in Syria, but In this case the international community, especially Syria field of UNRWA, the Syrian government and the international community should be responsible of the recovery phase, which includes:

- Reconstruction; to rebuild the totally demolished houses of Yarmouk and other camps and to provide the families whose houses are partially demolished with the appropriate means to do the rehabilitation.
- The funding of more scholarships for university study. The way out of poverty is through education. At the moment only the lucky families can even afford to send one child to university. More scholarships (such as the EU programme) are needed to give more children a brighter future. Children therefore will see that it is possible a better life is within their reach.
- The provision of microfinance loans to help start small businesses. The UNRWA microfinance project which was operating in Syria with a total amount of \$20m to

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<sup>4</sup> Internal Security Forces

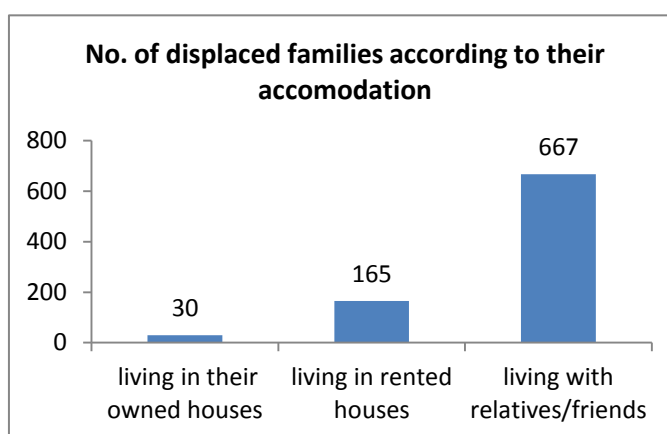
29,000 businesses in Syria since 2003 should be repeated in the case of having the DPs back to Syria. Such a scheme would undoubtedly help economic recovery by allowing economic independence for people, especially women.

- Projects for increasing political representation for the people, especially women. NGOs and UNRWA should help to create democratic mechanisms for people to air their grievances and take part in decision making. This would help people to take control of some of the forces that are running their lives. The inclusion of women in this process would help to redress the balance of political and economic power.
- Better education for people concerning psychological problems. People should know that that these are real problems that can be treated. This would reduce the stigma and embarrassment associated with these problems and make people more willing to come forward when they or their children show symptoms.
- The need of opportunities for women to socialize. Many of the interviewed women complain that there are no places where women can come to talk about their problems. This is very important for women sheltering with their families in the Lebanon field who lost their social network because of the war.
- The need for integration activities for DPs children to play safely either in their displacement camps or when they are back to their origins.

## Main Findings

**Finding: Majority of displaced families are hosted by their relatives or friends creating more pressure.**

- 667 (77%) out of 863 of displaced families are hosted by relatives or friends,;
  - Most of them, 621 (93%) out of 667, are sharing accommodation with relatives.
  - Few 46 (7%) out of 667 are sharing accommodation with friends.



Displaced families mentioned above are highly expected to be renting houses by the end of September or returning back to Syria due to the fact that it's still summer time and male youth were still able to spend their nights above roofs, but during winter the open spaces will not be appropriate for sleeping from a side and it's not acceptable to be in the same room with adolescent females, in addition to conflict incidents between many displaced families and the hosted families which push the host families to leave and look for other alternatives.

- Some of the displaced families 165 (19.14%) out of 863 are currently living in rented houses. Some of them are exempted from the rental by the houses' owners.

- Few of the displaced families 30 (9.48%) out of 863 are living in their houses in Palestinian refugee camps in Lebanon that were owned by them prior the Syrian crises.

The housing situation in the Palestinian refugee camps such as humidity, dampness....etc, due to poor design (no windows, not enough sunlight) and the high number of people living in the room is causing health, psychosocial and social problems.

The fact that too many people are living in one room is increasing the stress, facilitates the spreading of contagious diseases, and lack of privacy for example women and girls are lacking the needed facilities to take care of their self hygiene due to the overcrowded houses.

Some medical resources have pointed the propagation of many diseases among the displaced Syrian families because of the lack of medical care, and due to the unsanitary accommodations they are living in.

*“12 Syrians have been recently sent to the hospital in Mount Lebanon for being food poisoned. “And thanks to individual efforts, they were able to pay for their treatment. Or else, they would have been detained in the hospital”.*

### **Palestinians in Lebanon**

UNRWA-AUB SOCIO-ECONOMIC SURVEY 2010

66% of the houses suffer from dampness and leakage thus resulting in psychological and chronic illnesses.  
*Bad housing is concentrated in the South.*

8% of households live in shelters where the roof and/or walls are made of corrugated iron, wood or Asbestos

8% live in overcrowded conditions (more than 3 people in one room)

The described characteristics listed by the DPs families were clearly observed, in addition to the fact sheet resulted by UNRWA economic survey published by the summer 2010.

- Power cuts are a major problem in the camps as well as in the surrounding areas: electricity is only available 2 to 4 hours per day (2 hrs in the morning and 2 hrs in the evening). This causes social problems inside the families as couples start arguing and mothers are more likely to lose their temper with their children in the dark.
- In addition, the high temperature makes it impossible for older family members and especially the parents to sleep inside the cramped rooms. This forces them to sleep outside or only sleep a couple of hours during the night which further increases their nervousness and the stress they are facing.



These crowded living conditions affect the whole family and neighbors as the rooms are facing each other and there is no privacy or space for retreating themselves.

**Finding :** Majority of displaced families are not able to afford the required basic needs comparing with their previous situation in Syria,

2129 persons above 19 years old (54.8% of the DPs), most of them belong to the working age group and are capable of working; except for those who suffer from chronic diseases or disabilities. Yet, few of them secure a job:

- Displaced families are facing economic challenges in affording their daily basic needs due to the economic differences between Syria and Lebanon, and the limited

resources is considered as one of the main causes of conflict between many displaced families and the hosted families.

- 180 persons are not capable of working because of certain disabilities or special needs.
- Some persons, 155 (7%) out of 2129, have chronic diseases (hypertension, diabetes, disk, asthma, cardiac problems...) and need special medical care.
- 60 families out of 863 have monthly income either from their work here, or from the money transferred by their immigrant close relatives.
- 59 fathers of families are working on a daily basis in order to fulfill their families' needs.
- 177 of the families currently have no income, but are being helped by relatives, friends or neighbors.
- 77 families are spending from their savings, but are also needing their relatives' help.
- 59 fathers of families are working on a daily basis in order to fulfill their families' needs.
- Most families are not able to afford the required basic needs comparing with their previous situation in Syria, as 90% of them declared that their situation was much better according to their income and comparing to living indicators.

To understand the economic situation of the Palestinian displaced families from the families' own perspective, a comparison was made between daily food parcels purchased from Yarmouk camp and those purchased from Ein El Helwi camp, including the house rental.

	<b>Per</b>	<b>Leb. Market Price<sup>5</sup></b>	<b>Syria market price</b>	<b>Differ.</b>
sugar	1 kg	1.17	1.07	0.10
soya oil	1 liter	2.17	2.14	0.02
eggs	Carton	3.50	3.57	-0.07
tomato	1 kg	1.00	0.26	0.74
meat	1 kg	12.00	7.14	4.86
potato	1 kg	0.67	0.40	0.27
rice	1 kg	1.17	1.07	0.10
bread	1000g	0.67	0.29	0.38
chicken	2 kg	6.00	5.00	1.00
House rental	1 month	500	300	200.00
electricity	1 month	120	50	70.00

As the table above is showing, the daily and monthly costs in Syria are 1/3 less than those in Lebanon. This is why some of the families who fled Syria, beginning of the 2012, immediately returned, since they couldn't afford the living cost in Lebanon.

The average per capita income in Syria is \$ 244 a month while average family spends the equivalent of 31 000 Syrian pounds which is equivalence to \$440,

Average wages and salaries in 2009 in Syria for paid workers (15 +) by economic activity reached 11,096 Syrian pounds is equivalent to (244 / U.S. dollars), while spending Syrian family of including At least 31 thousand pounds."  
*The Syrian Central Bureau of Statistics*

<sup>5</sup> The prices listed from both countries are in USD \$.

which is somewhat closer to the minimum wage in Lebanon, but the purchasing power of the Syrian pound is much better than before the recent events.

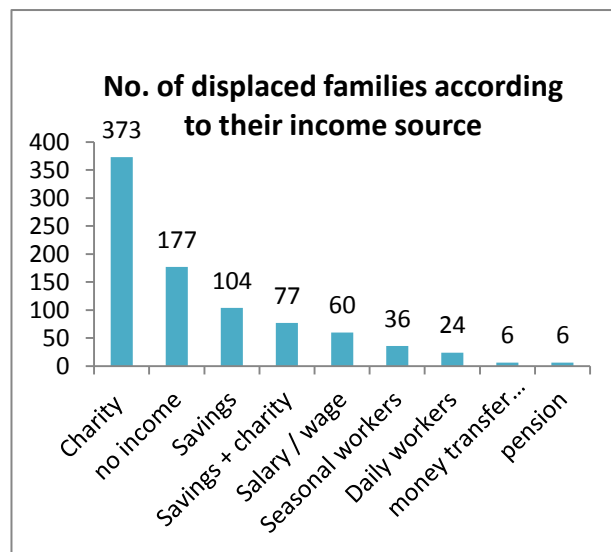
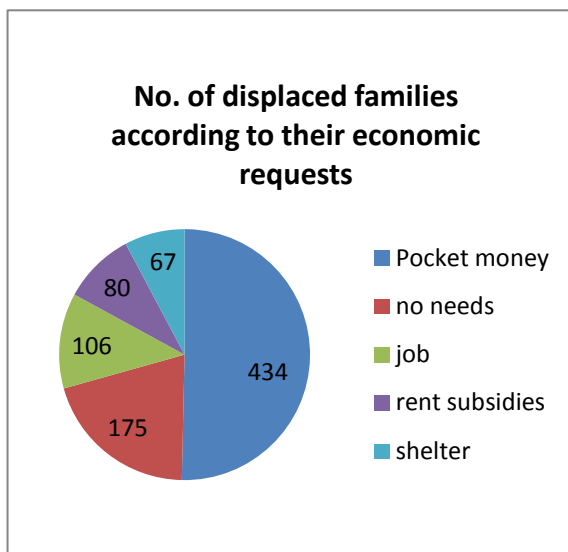
For example, a family living in Ein El Helwi camp returned to Hama, where the head of family works as a daily paid worker” *just like most Palestinian families*“, and earns 2000 Syrian Pounds per week, which is equivalent to \$ 210 per month. Before the internal crisis, Mustafa was able to cover his family’s basic needs with this salary and even to do some savings, allowing them to build a house.

Most of the families that participated in the three focus groups have agreed that 1000 Syrian pounds for a family consisting of 4 members could last for one week in Syria. But in Lebanon, the same amount of money does not last for more than two days, without even taking into consideration the house rental or transportation, which they consider very difficult to be covered and it is above their capacities.

And above all, the Lebanese government took 50.000 LP from each DP who came here, although they’re not here in a visit. This is worrying them because they don’t have enough money to survive.

**Palestinians in Lebanon**  
 56% of Palestinians in Lebanon are jobless.  
 38% of the working age population is employed.  
 UNRWA-AUB SOCIO-ECONOMIC SURVEY 2010

On the 29th of August, the Lebanese broadcast presented Jamal Hassan’s case, a man who has been killed in DARA’A massacres with his Lebanese wife Samia Sherri. Jamal used to be displaced person earlier this year; he even succeeds to open his own mechanic workplace in addition to small fuel station in Rachidiah camp. But Jamal had recently decided to go back to Syria as he believed that he could live in a much better situation if he operates his business in Syria. Unfortunately Jamal and his wife have been recognized killed beside each other in Dara’a .

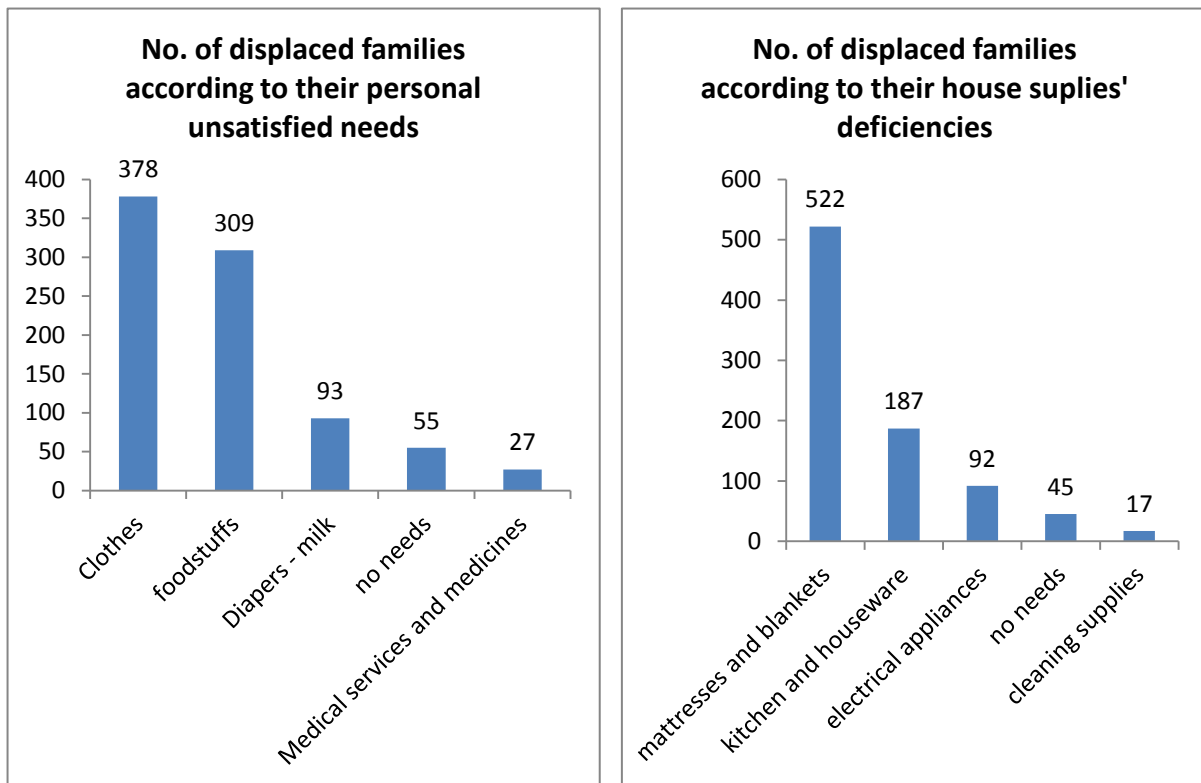


**Finding : Clothes, foodstuffs, mattresses and blankets are among the main un-satisfied need of the DPs**

The two graphs below show the income sources of the displaced families and their economic requests.

According to the analysis of the questionnaire, the displaced families specific needs are divided into two categories: the personal needs and the house supplies.

The families were asked to choose 3 main needs, according to their priorities. Thus, we obtained the following graphs:



Several points are worthy to mention:

- Families that haven't asked for any specific personal needs or house supplies have asked for pocket money and/or a job, to be able to fulfill their needs by themselves. Thus, these families do have unsatisfied needs, but had a different vision of assuring them.
- Families asking for clothes are asking for clothes matching summer. But let's not forget that starting end of September, the weather will change and winter will approach. Thus, the displaced persons will need winter clothes as well. It is the same case for electrical appliances. In fact, families asked for fans and water coolers. But once winter arrives, they will be needing water heaters and house heating systems.
- Most of the families are hosted. Thus, they are provided by foodstuffs. But they are asking for it in order to attenuate the pressure of their presence with their relatives' or friends'. They don't want to feel that they are being a burden, and thus they might be able to stay longer with the host families.
- Some families (140) have asked for cash assistance as a basic need to be provided.

**Finding: Palestinian DPs especially children are psychosocially affected and were not protected while fleeing Syria.**

Parents, family members and children are psychosocially affected; they are afraid, tensed and confused through experiencing the displacement from Syria to Lebanon camp.

While interviewing the DPs families, it was clearly noticed that they are living in fear and constant tension.

Parents are feeling humiliated and discriminated.

All of this chaos of feelings and instability in the situation can cause severe physiological and psychological problems.

Parents recalled crisis of 1948. As this is the first time for this Generation from Syria that they are witnessing a war!

Most of the families have at least one family member left behind in Syria.

*children are shocked and highly expected to be traumatized. "It is the first time they witness war and see corpses not only on television, but also right in front of them. It is also the first time they lose family members in such a brutal way".*

It was clearly noticed that DPs are constantly tense, waiting yet fearing phone calls, expecting yet denying bad news. Many of them are experiencing nervous breakdowns because of bad news about their relatives in Syria.

It is the same case for the mothers. During the whole interview, they were making the comparison between their living status in Syria and this country. They feel sorry for what happened to them.

34 persons have clear psychological problems and take medicines, 46 persons suffer from hypertension and 25 persons have cardiac problems and are on neurotoxic drugs.

DPs children are afraid of their unknown future and asking when they will go back!

40 Children aged between 9 to 12 years old express their fears and worries about The scariest things related to the war;;

- Worried about relatives and friends stuck in Syria camps, not having the opportunity to flee out.
- Seeing corpses on their way from Syria to Lebanon.
- Scared of being in different areas ...
- Air planes could attack
- Afraid of loud voice.

*None of the DP children were smiling when they join the activity; their eyes kept on recognizing ground. They weren't even sitting correctly on the chairs and they kept on swinging. This is how tense, worried and afraid they are. Rowaida Ismael/ nabaa psychologist*



*A mother described to us her 17 year old daughter's situation and said: "she doesn't go out of the house anymore. And refuses to meet or talk with anybody. She's not ok... I really want her to get better.*

- Afraid of being kicked out of their shelter!
- Having their father or big brother arrested or stuck there.

While their current worries now in Lebanon camps are related to the following; Violence.

- Crowded houses.
- Lack of entertainment activities.
- Lack of privacy.
- Unable to move in the new locations alone; this has been recognized in Ein El Helwi was parents and mostly mothers are keeping her children under her supervision most of time due to the securing reputation of Ein El Helwi.

**Palestinians in Lebanon**

Chronic illnesses affects close to a third of Palestine refugees

All households with a disabled head of household live in extreme poverty

21% stated that they experience depression, anxiety, or distress

UNRWA-AUB SOCIO-ECONOMIC SURVEY 2010

Two siblings, a girl and a boy, came here with their father. As for the mother, she went to Germany to provide her son with a treatment for his chronic disease. The girl is 17. She is ok and getting adapted to her situation in the camp, but wants to go back once the war is over. As for the boy, he is 10. He is very influenced by the situation. In fact, he wasn't sleeping and used to cry constantly especially that he is far away from his mother. And now, here, his situation has worsened. He is not accepting anyone, he is not behaving, and once we tried talking to him, he calmly stood up and left. But his relative immediately brought him back. We asked her to do so, because she said he doesn't know how to get back to the house alone, since he never leaves it.

A mother was telling us about her 12 year old son: "He has congenital malformations and he is ashamed of going out of the house. In his hometown, he had got used to his situation and his friends got used to how he looks like. But here, he is ashamed and afraid of going out because he doesn't want to embarrass anyone. He is a good student. But if he stays here, his embarrassment will forbid him from going to school..."

CRC, Article 39 ; *The State has an obligation to ensure that child victims of armed conflicts, torture, neglect, maltreatment or exploitation receive appropriate treatment for their recovery and social reintegration.*

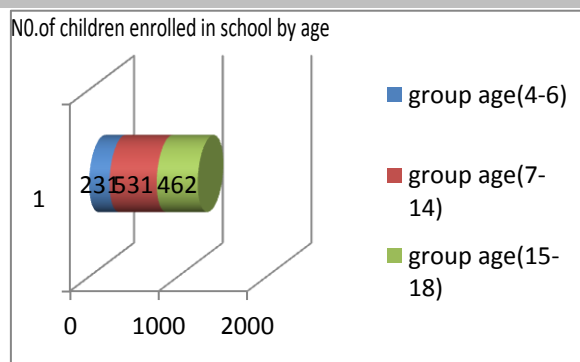
**CRC; article 31;** *the child has the right to leisure, play and participation in cultural and artistic activities.*

**Finding ;** 816 children out of the 956 school age groups need to be enrolled at schools and 231 children out of the 339 children between 4 and 6 years old need to be enrolled in kindergartens

339 are between the ages of 4 and 6; this is the KGs phase. And 231 need to be enrolled in KGs; parents have concerns about the transportation.

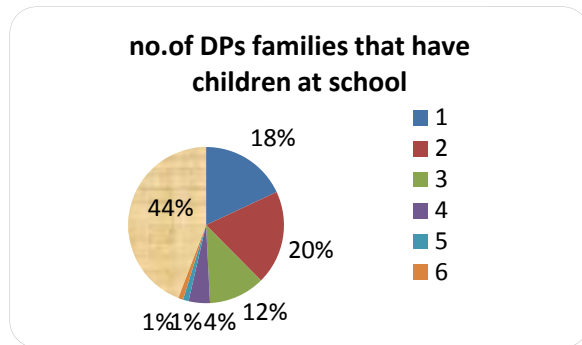
**956 are at school age:**

- 531 children are between the ages of 7 to 14; supposed to attend elementary school. They have already started their education according to the Syrian programs, thus they might not be able to succeed in



the Lebanese ones. Nevertheless, their parents are eager to send them to schools and they need stationary so that they don't feel inferior at school.

- 462 children are between the ages of 15 to 18. This is the secondary school phase. These children are facing a real issue. In fact, they want to attend universities. But in order for them to do so, they have to present official exams. Due to the differences between the Syrian and the Lebanese programs, it is almost impossible for them to present the Lebanese official exams. They are thinking about studying the Syrian programs alone, and then presenting the official exams in Syria by the end of the scholastic year 2012-2013. But how feasible is that?



- 816 children out of the 956 school age children were enrolled in schools.

The Gap between the Syrian and the Lebanese curricula:

The most important difference between the Syrian curriculum and the Lebanese one is the language in which subjects are taught. In fact, In Syria, all subjects are taught in Arabic, including science, mathematics, physics... While in Lebanon, some subjects are taught either in English or in French, depending on schools. Thus, Syrian students who are used to Arabic terminology find it really difficult to adapt to English or French terminology.

The Lebanese curriculum requires a high level of English (for the English language learners) compared to the level of English required by the Syrian curriculum.

But it is not only a problem of language and terminology; it is also a problem of contents. For example, in geometry, the Syrian's curriculum teaches the isosceles and equilateral triangles' rules in the 11<sup>th</sup> grade, while according to the Lebanese curriculum, these rules are thought in the 8<sup>th</sup> grade.

A 12 year old girl stated: "I don't want to stay or go to school here because I am afraid of English language. Back in my Syria, I used to learn all the subjects in Arabic".

UNRWA asked Local and international NGOs to start the implementation of remedial classes for the Palestinian Syrian children, but the question here is ; how much it's feasible ? And what change could be made?

Throughout Nabaa experience, and reviewing the other NGOs experience in dealing with the Syrian children in a special focus on education, Nabaa believes that;

- The objective of the intervention should be for the short term and not for long term, and it should be limited to; guarantee the enrolment of children at UNRWA or Governmental schools when they are going back to school.
- Syrian classes at UNRWA schools of Lebanon; the current enrolment should focus on the

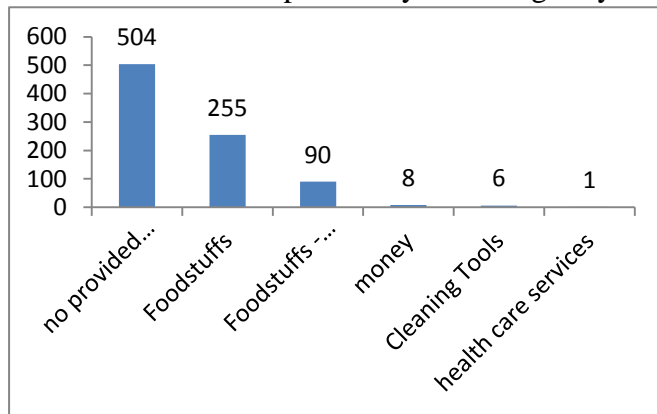
### Palestinians in Lebanon

8% of the Palestine refugee population at school age (7-15) is not enrolled in any school in 2010.

6% of Palestinians are University degree holders (20% for the Lebanese)

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psychosocial level, as children will start to have a daily routine but using the same methods. This leads us to the type of Enrolment and the possibility of having a Syrian curricula using for a limited number of DPs children. In evangelic schools, they are using this methodology in dealing with immigrate children, and they are calling it; the American classes. in these classes the Arabic language is for foreigners and the other Arabic materials like History , geography are summarized in English . in our case here it could be vise versa , but definitely the objective will be achieved as the children will continue going to schools , they will be familiar with the curricula and no Gap will be occurs for them when they are back to schools of their origins.



The requirement and needs listed by parents and children to facilitate the enrolment are;

- Schools bags
- Stationary
- pocket money
- school uniform ‘ costeam ‘

The challenges facing both UNRWA and the DPs children are;

- The limited spaced at UNRWA schools.
- The gap between both Syrian and Lebanese curricula

**Finding:** 504 out of 863 displaced families (58.3%) have not benefited of any assistance yet.

The violence in the Syrian Arab Republic has particularly affected the most vulnerable segments of the Syrian population and Palestinian refugees who are fleeing Syria, and many refugees have arrived with limited means to cover their basic needs. Others, who can at first rely on savings or support from host families, may require assistance if their displacement continues and their situation becomes more precarious. In Lebanon, the main service providers who provide priority areas of intervention include the followings:

Service Provider	Types of Intervention
UNRWA	Primary health services for the Palestinian refugees who are fleeing Syria UNRWA is encouraging the Palestinian students fleeing out of Syria to join UNRWA schools in Lebanon.
Union Relief organizations (Consisting of 11 NGOs)	Pocket Money, food items, and health care in Saida area for both Syrian and Palestinian refugees. The number of families that have benefited from their assistance is not identified.
Developmental Action without Borders/Naba’a	Clothes Coupons for 395 Dps families 395 hygiene kits for host families in 8 Palestinian refugees’ camps.
Emirates Red Cross	Blankets and mattresses in North Lebanon
General Union of	Food items (during Ramadan). The number of families that

Palestinian women Najdi	have benefited from their assistance is not identified. Kitchenware. The number of families that have benefited from their assistance is not identified.
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Each Ramadan, local NGOs usually distribute food items (part of Zakat) as a donation of Golf countries. But apparently, this Ramadan, they practically did the usual, but under the title of assistance for DPs.

During our research - which took place from the med till the end of August - most of the interviewed NGOs were describing their services provided to DPs as follows;

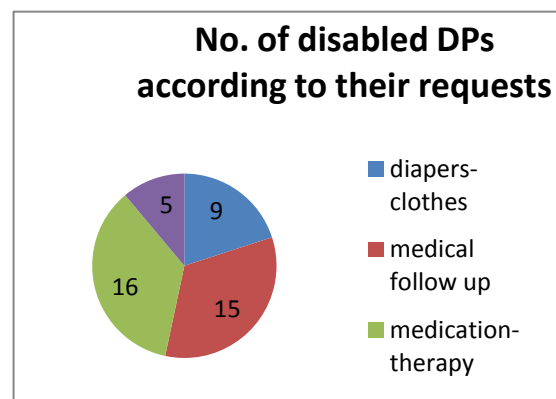
- Food items
- Kitchen set
- Cash assistant
- Hygienic materials
- Healthcare services

We have figured out the aids received by the displaced families till now from the families' point of view. The graph above shows the number of benefiting families according to the aids they were offered which are as follows;

**DPs with special needs: it's not clear yet if there is any organization planning or already started to offer the needed assistance to People with Disabilities/ PWDs.**

45 displaced persons are identified to be with special needs:

- 21 DPs are paralyzed or have lower limb impairment
- 3 DPs are visually impaired
- 3 DPs have cerebral palsy
- 3 DPs have visual and upper limb impairment.
- 3 DPs suffer of oxygen lack
- 3 DPs have arm paralysis
- DPs have speech impairment



These DPs with special needs have different requests:

- 16 DPs are requesting medical follow-up
- 16 DPs are requesting medication and/or therapy
- 9 DPs are requesting medium/large sized diapers and clothes
- 5 DPs are requesting physiotherapy.

Its worth to mention whether some of the local or international NGOs are looking for adequacy of the shelters PWDs are using;

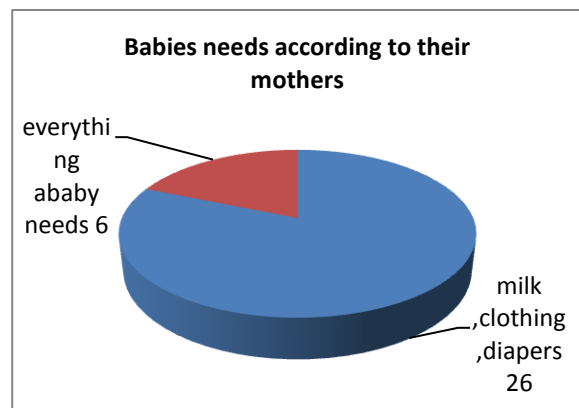
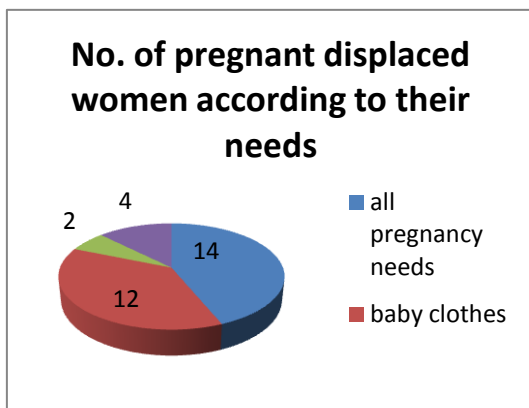
- How much toilets are suitable?
- Is there a need for Ramp or Handrails?
- What about the services which they used to get before the displacement, especially medicine, physiotherapy or other treatments?

Replying to these questions also leads us to think about the position of the house owner in case an NGO decided to rehabilitate the house to be suitable for PWDs?

Human Rights/ Article 25; (1) Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control. (2) Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection

**Finding: Future mothers are not ready for their future babies**

As for future mothers, there are 32 pregnant women. The graph below shows their needs:



Who knows the babies’ needs more than their mothers? 26 mothers asked for milk<sup>6</sup>, clothes and diapers for their babies, while 6 mothers asked for everything that a baby might need.

Following the local standards, the needs of the new born babies and for those who are less than one year old are most likely to be;

- *Porte bebe* ( small portable bed)
- 3 pairs of baby socks
- 2 packs of disposable diapers ; Newborns can soil up to 10 diapers per day.
- 1 pack of disposable wipes
- 3 baby washcloths
- 2 hooded towels, if desired. Adult towels will work, too.
- Baby nail clippers
- Baby shampoo ; Johnson
- Body lotion
- Digital thermometer



<sup>6</sup> According to Nabaa standards, Milk Powder should not be provided for newborn babies, since Nabaa believes in the importance of breast feeding (exceptions can be made).

- 1 light\soft blankets

**CRC, Article 22;** *Special protection shall be granted to a refugee child or to a child seeking refugee status. It is the State's obligations to co- operate with competent organizations which provide such protection and assistance.*

### **Case Study: Khaled Ahmad Mahmoud**

Khaled is a Palestinian refugee from the Yarmouk Camp in Damascus, Syria. During the latest fighting in the country his home was struck in a bombardment. His thirteen year old son and nine year old daughter were killed.

He was able to escape with the rest of his family, his wife and four surviving daughters, to Zahira (in Syria) where they are living with a host family who have taken them in. In an effort to raise some money for his family, Khaled came to Lebanon on 30 August. However, at the border he was granted only a one week permit.

Without any relatives or friends in Lebanon, Khaled arrived at Ein El Helwi Camp and is living out of the Fatah office there. With no alternatives he has been left to beg for support from individuals and organizations, however with many difficulties already facing Palestinians in Lebanon and many unmet needs here, there is little to spare.

He has so far managed to raise 130,000 LP (\$86) but cannot stay any longer in the country to follow up on promises of further support as his permit is for such a short period.

### **Other problems**

#### **The official documents and identification papers**

479 families have their ration cards with them right now, while 264 families left their ration cards in Syria. 187 families have with them the IDs and identification papers of all their members. 154 families have the IDs and the ration cards, while 55 families don't have any identification papers. 121 families have all their documents with them

#### **Problems faced by the displaced families while moving from one area to another, according to their current locations;**

- 14 displaced families out of 133, currently in Badawi camp, think that being jobless forbids them from moving from one place to another because of the costs of transportation. But money isn't the only barrier, forbidding some of the displaced persons of freely moving from one place to another.
- In fact, in Ein El Helwi camp, there are 55 families that have no identification papers. These papers are necessary for getting special permits from the authorities in order to go in and out of the camp. 3 families lack these permits in Rachidiah camp, and 8 families are suffering from the inspection point in Mia Mia camp. There are also 7 families from Shabriha that consider the curfew as a barrier, forbidding them from freely moving in the area.
- The availability of new shelters.

- The access to the camps; the southern camps required a permission from the Lebanese army to enter the camp, and in case they enter illegally they are going to be arrested.

## Conclusion

- The number of displaced Palestinians from Syria is changeable, new families are coming and other families are returning back to Syria due to the fact of being under one shelter with the host family with no privacy. The economic situation and the high expensive living conditions in Lebanon aren't helping either. Accordingly an update of information and sharing results among service providers about the number and profile of displaced Palestinians to Lebanon is recommended.
- *UNRWA is focusing its response particularly on primary health care and inspite UNRWA's coordinating with other NGOs and agencies that are providing food and nonfood items to displaced Palestinian refugees. 504 out of 863 displaced families (58.3%) have not benefited of any aids yet. Cluster meetings including UNRWA, NGOs, donors and all other service providers are recommended to be continued to share resources and avoid overlapping.*
- Displaced Palestinians, UNRWA and service providers have concerns about the new scholastic year that will affect both Palestinian displaced students coming from Syria and the Palestinian refugee students in Lebanon. Bridging between NGOs and UNRWA schools to provide the adequate remedial or special Syrian curriculum classes that minimize the gap of different curriculums is recommended.
- *Popular committees are playing a good neutral role in facilitating the communication between displaced Palestinians and service providers. It's recommended to keep this transparent and clear channel of communication between popular committees, NGOs and UNRWA.*
- Advocating for the right of Palestinian families to have an adequate and dignified access to social protection including health, education, adequate shelters, social services, food and non food items is strongly recommended as a humanitarian issue no matter how much are they, how the situation will move forward and how long it will take.
- Many Palestinian DPs do not have the financial ability to support themselves in the country, making them an additional burden on an already poor host community. And the main Recommendation resulted to this area is to find ways of providing financial assistance to both the hosts and the DPs to ease the burden, either through food vouchers, rent assistance or cash assistance"

**How to response?** Based on Nabaa experiences during the emergency of 2006 and NBC, Nabaa has developed a package of standards which should be respected and matched during the response phase of any emergency;

- The expected role of UNRWA, as this might help INGOs and NGOs, is not to do any overlapping with UNRWA services.
- To keep the track of the work as it is, but in an emergency perspective; specialist NGOs in working with PWDs should not change their thematic approach as this might affect the direct beneficiaries they are serving.
- In case of providing canned food, dry food or clothes items, the local market should be screened and invested in order to not do any harm. In this case, the host community will also be encouraged to positively interact with the situation without having their local economy fall down.
- Not to provide Milk Powder or canned food for newborn babies, since Nabaa believes in the importance of breast feeding (exceptions can be made).
- In case a family is hosting another family, both families should be taken into consideration, in order to avoid conflicts between them.
- Community workers, specialists and other Human resources should sign the code of conduct.

**Aims of the respond phase are;**

- Supporting the displaced families who moved from Syria looking for safer places, by offering them and their children remedial activities and supplies, to be able to survive and cope with stress and to adapt with their new locations.
- Supporting the hosting families with the basic materials in order to continue playing their important role during the whole respond phase; the hosting families are recognized by UNRWA and the popular committees as the poorest of the poor, and if they are able now to contribute with their shelters, they will soon not be able to do that anymore...
- Providing the service providers with the needed information with a continuously updated system, in order to facilitate their missions and overlap with each other.

**APPENDIX 1; THE QUESTIONARE**

**SECTION 1 – GENERAL INFORMATION (SPECIFY THE NUMBER OF PEOPLE IN EACH GROUP)**

<b>Date of Interview:</b>		<b>Family name:</b>			
<b>Interviewer Name:</b>		<b>Family members:</b>			
<b>District:</b>		Age group: 0 - 3		Age group: 6 - 12	
<b>Camp name:</b>		Age group 4 - 5		Age group: 13-18	
<b>Street /Neighbourhood:</b>		Age group: 19 & above			

**SECTION 2 –HOUSING**

<p><b>1. Current Type of Housing:</b></p> <p><input type="checkbox"/> Owned <input type="checkbox"/> Live with relatives/friends</p> <p><input type="checkbox"/> Rented <input type="checkbox"/> Other (specify):</p>	<p><b>2. Does the Family currently face pressure to leave?</b></p> <p><input type="checkbox"/> No pressure to leave <input type="checkbox"/> Pressure from landlord</p> <p><input type="checkbox"/> Pressure from relatives <input type="checkbox"/> Other pressure to leave</p> <p><input type="checkbox"/> Pressure from neighbours (specify):</p>
<p><b>3. Does the Family experience any restrictions on freedom of movement in the current location?</b></p> <p><input type="checkbox"/> No restrictions <input type="checkbox"/> Curfews</p> <p><input type="checkbox"/> Checkpoints <input type="checkbox"/> Permission from authorities</p> <p><input type="checkbox"/> Other (specify):</p>	<p><b>4. Are there any factors hindering the Family's integration in the current location?</b></p> <p><input type="checkbox"/> Lack of security</p> <p><input type="checkbox"/> Hostility of local authorities</p> <p><input type="checkbox"/> Lack of shelter</p> <p><input type="checkbox"/> Lack of employment</p> <p><input type="checkbox"/> Lack of education opportunities</p> <p><input type="checkbox"/> Hostility from host community</p> <p><input type="checkbox"/> Fear of ethnic / religious discrimination</p> <p><input type="checkbox"/> Fear of political discrimination</p> <p><input type="checkbox"/> No factors hindering integration</p>
<p><b>5. Is the accommodation overcrowded?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>6. Number of rooms in the dwelling:</b></p>	<p><b>7. Is the accommodation's equipment sufficient for all the members living in it?</b></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>8. <u>If not</u>, what is missing?</b></p>

**SECTION 3 – FAMILY DISPLACEMENT HISTORY**

<p><b>1. Time of Displacement</b></p>	<p><b>2. Primary Reason for Displacement (select the main reason)</b></p> <p>1. Economic reasons (work)</p> <p>2. Security situation (encreasing of violence)</p> <p>3. Political reasons</p> <p>4. Ethnical reasons</p>
<p><b>Identification papers and documents</b></p> <p><b>3. WHAT KIND OF IDENTIFICATION PAPERS AND DOCUMENTS DOES THE FAMILY CURRENTLY HAVE?</b></p> <p><input type="checkbox"/> No documents</p> <p><input type="checkbox"/> Passport</p> <p><input type="checkbox"/> ID Card</p> <p><input type="checkbox"/> Birth Certificate</p> <p><input type="checkbox"/> Other documents: specify</p>	

**CHOOSE THREE MAIN NEEDS OF THE FAMILY (ORDERED ACCORDING TO PRIORITIES)**

- 1.-----
- 2.-----
- 3.-----

**SECTION 4 –THE FAMILY’S ECO-SOCIAL CHARACTERISTICS:**

<p><b>1. How many members of the family are enrolled in school?</b></p> <p><input type="checkbox"/> ... Child(ren)</p> <p><input type="checkbox"/> There are no children in the school age group</p>	<p><b>3. If yes, what are the children’s main needs?</b></p> <p><input type="checkbox"/> Stationary</p> <p><input type="checkbox"/> school uniform</p> <p><input type="checkbox"/> transportation</p> <p><input type="checkbox"/> pocket money</p> <p><input type="checkbox"/> other (specify)</p>	
<p><b>1. Is the family willing to enroll the children in school?</b></p> <p><input type="checkbox"/> yes      <input type="checkbox"/> No</p>	<p><b>4. How many children are willing to attend school?</b></p> <p>Age group (4-6)</p> <p>Age group (7-14)</p> <p>Age group (15-18)</p>	
<p><b>5. Type for services provided for the families:</b></p> <p><input type="checkbox"/> kiltchen kits</p> <p><input type="checkbox"/> provided shelters</p>	<p><b>6. Among the family members, there are the numbers):</b></p> <p><input type="checkbox"/> ... person(s) with physical disability(ies)</p>	<p><input type="checkbox"/> .... Person(s) need(s) medical care</p> <p>Type of care:</p> <p><input type="checkbox"/> Pregnant woman</p>

<input type="checkbox"/> health care services <input type="checkbox"/> vouchers or coupons for basic needs <input type="checkbox"/> food items <input type="checkbox"/> non food items (specify) <b>The provided services are</b> <input type="checkbox"/> sustained <input type="checkbox"/> provided only once	Age: Type of disability: Needs: <input type="checkbox"/> A single mom with no support Who is helping her with the living costs? <input type="checkbox"/> ... person(s) has/have psychological disorders Are they on drugs? <input type="checkbox"/> Yes <input type="checkbox"/> No	Pregnancy month: Her unsatisfied needs: Are medical check-ups taking place after the displacement? <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If not, why?</b> Are the baby's needs satisfied? <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If not, what is missing?</b>
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### SECTION 6 –BASIC NEEDS

<b>1. Source of Income (per month)</b> Salary / Wages Pension Savings Occasional work State-funded social welfare Other charity (e.g. religious) Support from relatives Remittances from abroad Rent of property Other (specify):	<b>2. Basic Needs</b> Food (consumed at home) Water Electricity (including generator) Heating/cooking fuel Transportation Medical assistance Medicines Education (and related expenses) Clothing and footwear Household items Hygiene products	<b>3. If the Family has a valid UNHCR card</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Number:</b> <b>Did the family receive a ration?</b> <input type="checkbox"/> A full one <input type="checkbox"/> A partial one <input type="checkbox"/> Did not receive any ration (specify reason): <b>Did it receive the last UNHCR and related NGOs rations?</b> <input type="checkbox"/> Received ration <input type="checkbox"/> Received partial ration <input type="checkbox"/> Did not receive any ration (specify reason):
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