



IOM Regional Response to the Syria Humanitarian Crisis



Through IOM's livelihood activities, **77** beneficiaries have completed vocational training in knitting, sewing and baking in Damascus, and skills training in sewing in Rural Damascus. © IOM 2014 (Photos: IOM Syria)

HIGHLIGHTS



Syria: IOM distributed essential NFI kits to **14,355** Internally Displaced Persons from Aleppo, Homs, Idlib and Lattakia.



Iraq: IOM teams in coordination with the local council conducted vulnerability assessments of **45** Iraqi returnee households in Al-Qadisiyah governorate.



Jordan: **5,449** Syrian refugees were transported from the Rabaa' al Sarhan Screening Centre to Za'atri camp.



Lebanon: IOM is providing livelihoods support to **90** Lebanese returnee households through business counselling and in-kind grants.



Turkey: IOM and partners provided transportation assistance to **1,158** Syrian nationals in Adiyaman, non-food items to **121** households in rural areas in Hatay province, and ticket cards to **1,064** households in Kirikhan province.



IDPs and affected individuals participating in knitting and sewing workshops. These workshops are part of IOM's Cash-for-Work programme. © IOM 2014 (Photo: IOM Syria)

Non-Food Item (NFI) Distribution: During the reporting period, IOM distributed **11,067** essential NFI kits containing blankets, plastic mats, adult and baby diapers, hygiene kits, jerry cans, and socks to **14,355** Internally Displaced Persons (IDPs) from Aleppo, Homs, Idleb and Lattakia living in host communities. The distributions were conducted in cooperation with **six** local NGOs, namely Al Birr and Social Services Association, Al Zahraa Association, Committee of Old Assyrian, Greek Orthodox Patriarchate Antioch (GOPA), Inshaat Society and Syrian Arab Red Crescent (SARC).

Since the beginning of the crisis, IOM has assisted a total of **1,395,475** IDPs in **12** governorates in Syria: IOM provided **516,908** NFI kits including quilts, mattresses, hygiene kits, house cleaning kits, kitchen sets, disability kits, jerry cans, plastic mats, rechargeable lights, diapers, undergarments, and winterisation items.

Emergency Shelter Intervention: On 30 March, IOM completed shelter repair works in the extended facility of the Lattakia Sport City collective shelter that hosts **72** households (**370** IDPs). IOM has on-going repair and rehabilitation works in **one** collective shelter in Damascus hosting **24** households (**117** IDPs). During the re-

porting period, IOM identified **five** collective shelters in Damascus, and conducted a technical assessment in **one** of them on 7 April, targeting **five** households (**25** IDPs).

Since the beginning of the crisis, **886** collective shelters have been identified of which **166** shelters have been assessed and **94** of them have been repaired and rehabilitated. In total, **7,759** households (**37,452** IDPs) have benefited from this intervention in **six** governorates (As-Suwayda, Damascus, Hama, Homs, Lattakia and Rural Damascus). In addition, IOM has provided shelter upgrade works in **356** living spaces/rooms in unfinished buildings reaching **1,529** IDPs.

Repatriation for Stranded Migrants: IOM in coordination with diplomatic missions present in Syria and in the region facilitated the safe repatriation of vulnerable stranded migrants to their countries of origin. During the reporting period, IOM provided repatriation assistance to **61** vulnerable stranded migrants (**52** females, **9** males, including **9** children) from the Philippines (**40**), Egypt (**11**), Moldova (**5**), Ethiopia (**3**), Bangladesh (**1**) and Sri Lanka (**1**).

Since the beginning of the crisis, IOM has assisted **4,383** stranded migrants.

IOM SYRIA OPERATIONS cont.

Assistance for Refugees Accepted for Resettlement from Syria: Between 1 and 14 April, IOM assisted **79** refugees (**41** females and **38** males, including **16** children) of Iraqi, Jordanian, Palestinian and Syrian origins to resettle to Canada (**35**), Switzerland (**24**), Australia (**9**), the United States of America (**7**) and Netherlands (**4**). The refugees travelled by road from Damascus to Beirut, and then flew out of Rafic Hariri International Airport.

IOM has prepared land and air transportation to resettle **282** refugees to Australia, Canada, Denmark, Finland, Netherlands and the United States of America in the upcoming weeks.

Since the beginning of the crisis, IOM has provided resettlement assistance to **17,126** refugees who have been resettled in **17** countries: Australia, Austria, Canada, Denmark, Finland, France, Germany, Ireland, Netherlands, New Zealand, Norway, Romania, Swaziland, Sweden, Switzerland, United Kingdom and the United States of America.

Mental Health and Psychosocial Support (MHPSS): Monthly supervision and follow-up sessions are being organized in Damascus for SOS caregivers. During the reporting period, **two** supervision sessions were conducted for SOS caregivers as well as a two-day On-the-Job training (OJT) for specialists were conducted in the SOS village.

After providing a Training of Trainers (ToT) on supportive communication and psychological first aid to **15** NGO professionals from Aleppo, Homs, Lattakia and Tartous, the professionals continue to conduct trainings for front-line workers of local organizations. During the reporting period, **87** front-line workers and other medical care, food and NFIs distribution workers from Aleppo (**30**), Homs (**27**) and Lattakia (**30**) benefitted from trainings on NFI and food distribution as well as health care services in their governorates.



87 front-line workers participated in trainings on NFI and food distribution and health care services. © IOM 2014 (Photo: IOM Syria)

Between 9 and 11 April, a training of non-violent communication was conducted in Homs in which **37** workers and volunteers from different NGOs, community leaders and governmental bodies in Homs participated. Furthermore, between 11 and 13 April, **21** shelter managers in Homs were trained on Mental Health and Psychosocial Considerations.



Workers and volunteers from NGOs, community leaders and governmental bodies in Homs participating in a non-violent communication training. © IOM 2014 (Photo: IOM Syria)

Since the beginning of the psychosocial program, IOM has trained **929** professionals and community workers in MHPSS. In particular, **123** shelter managers were trained in MHPSS considerations in the daily running of shelters for the displaced and **27** artists and psychosocial professionals in art-based interventions. Furthermore, **15** professionals attended ToT for frontline workers to then train **616** front line workers on supportive communication and psychological first aid. **100** community workers and volunteers have been trained on non-violent communication and, **48** SOS caregivers on psychosocial support to children in emergency and displacement. Since June 2013, the project has reached over **150,000** indirect beneficiaries.

Health Assistance: During the reporting period, IOM in coordination with the Ministry of Health and local NGOs improved access to healthcare services for **3,639** IDPs and affected individuals living in Aleppo, As-Suwayda, Damascus, Homs, Idleb, Lattakia, Rural Damascus and Tartous through the provision of **2,330** renal dialysis kits, **600** diabetic measurement kits, **697** wheel chairs and **33** hearing aid devices.

Since the beginning of the crisis, **21,172** IDPs have benefitted from IOM's health assistance.

Livelihood Assistance through Cash-for-Work Programmes: During the reporting period, **149** IDPs and affected individuals benefitted from IOM's knitting and sewing work-

IOM SYRIA OPERATIONS cont.

shops. Almost **70%** of the beneficiaries were women from Damascus, Homs and Rural Damascus. The IDPs made blankets that were distributed by IOM teams to those in need. In addition to making blankets, the IDPs will start producing clothing items as well.

Since November 2013, IOM has helped by providing emergency employment opportunities, cash-for-work programmes as well as equipment and/or raw materials in **11** workshops in As-Suwayda, Damascus, Dar'a, Homs and Rural Damascus. Products produced in these workshops have been distributed by IOM to **32,280** displaced and affected individuals in Damascus, Homs, Idlib, Lattakia, and Rural Damascus. Through IOM's livelihood activities, **39** beneficiaries (**33** women and **6** men) completed vocational training in knitting, sewing and baking in Damascus. **Thirty-eight** beneficiaries (**13** women and **25** men) completed skills training in sewing in Rural Damascus. A total of **400** individuals have benefitted from the emergency employment cash-for-work programme.



Vulnerability Assessments of Iraqi Returnees Displaced from Syria: On 31 March, IOM teams in coordination with the local council conducted vulnerability assessments of **45** Iraqi returnee households (**250** individuals) in Al-Qadisiyah governorate. These assessments were to assess the households' livelihood conditions and to identify beneficiaries eligible to receive NFI assistance. The assessments showed that:

- All households were registered as returnees with the Ministry of Migration and Displacement (MoMD);
- **118** of 250 individuals are minors;
- **22** households are headed by either minors or women;
- **17** households have a member suffering from a disability or chronic disease;

- All households have no fixed source of income;
- None of the households had received NFI assistance in the last three months;
- **38** households are living in rented houses with poor living conditions.

All 45 households were deemed eligible to receive NFI assistance from IOM. On 3 April, following the assessments, all households received NFI kits including blankets, carpets, stoves, pillows, mattresses, bed frames and a generator. Additionally, the 45 Iraqi returnee households participated in a health awareness-raising session conducted on 3 April in coordination with MoMD and the Ministry of Health (MoH).

The representative from MoH conducted the session, focusing on key health issues and advice for the newly

returned households. Of particular focus were women's and children's health issues, especially the importance of check-ups and vaccines.

To date **105,469** Syrian refugees and Iraqi returnees have benefitted from IOM's NFI assistance.

Transportation Assistance to Syrian Refugees: In coordination with the Department of Education, camp management, UNICEF, and UNHCR, support for the education sector through transportation assistance is on-going. As of 8 April, **43** students (aged 15-18 years old) are being transported daily from their homes in Waar City, Duhok to schools in Domiz and back home. Currently, **743** students aged 6-18 years are benefitting from IOM's education sector support. In total, IOM has contributed to **1,293** Syrian refugee children's access to education in Duhok since January 2014.

Since mid-July 2013, IOM has transported **59,411** Syrian refugees within Iraq.

Mahmoud's story

Mahmoud is a 27 year-old man who was born blind, into a low-income family in Iraq. In 2010 he emigrated to Syria in search of healthcare and a better life. For a while, Mahmoud received assistance with living expenses and medical care in Syria from UNHCR, however, as the violence in Syria escalated, Mahmoud felt that his life was in increasing danger and that it was no longer feasible to remain in the country given his disability. With the help of a friend, Mahmoud was able to return to Iraq. He moved back to live with his mother, who was living in Hay Al-Sadir, in Al-Qadisiyah governorate. Mahmoud must now cope with issues such as poverty and psychological trauma, in addition to his disability. Mahmoud and his mother received non-food item assistance in addition to health assistance facilitated by IOM on 3 April, and he hopes that support from IOM will continue in the future.



IOM OPERATIONS IN JORDAN

Emergency Transportation of Refugees: During the reporting period, **5,449** Syrian refugees (**2,865** females, **2,584** males including **2,996** children) were transported from the Rabaa' al Sarhan Screening Centre to Za'atri camp. As IOM teams continue to medically screen all arrivals to Za'atri camp, they reported that **106** individuals were identified with medical conditions requiring immediate referral for treatment.

Since transport operations began in July 2012, IOM has transported **414,024** Syrian refugees from border areas to camps. All refugees receive refreshments, hygiene kits, and shoes upon arrival at the IOM reception centre in Za'atri camp.

Immunization of New Arrivals: During the reporting period, IOM immunized **2,518** newly arrived Syrian refugees (new-born to 5-year-olds) against Polio and **2,318** refugees (6 months to 15 years) against Measles. **1,131** children (6-month to 5-year-olds) received Vitamin A supplements. Since March 2013, **153,797** Syrian refugees

have been immunized against Polio and Measles in Za'atri camp.

Tuberculosis (TB) Screening and Awareness-Raising Activities: During the reporting period, **5,576** Syrian refugees were screened and **four** new cases were identified. Since March 2012, IOM has confirmed **113** suspected cases and is providing directly observed therapy (DOT) and follow-up for **41** of these cases; **69** cases have completed their treatment successfully. IOM provides screening for suspected cases, DOT, and awareness-raising through a medical team consisting of **six** doctors and nurses, and **25** community health workers who work in the camps and urban communities.

Since March 2012, **287,792** beneficiaries have participated in TB information and awareness-raising sessions. IOM continues to work with partners and the Ministry of Health to screen for and treat active cases of TB. Since March 2012, IOM has screened **388,833** Syrian refugees.



IOM OPERATIONS IN LEBANON



A Lebanese returnee living in Nabatieh, South Lebanon, receives sewing equipment to help her establish a small tailoring business as part of IOM's livelihoods support. © IOM 2014 (Photo: IOM Lebanon)

Mental Health and Psychosocial Support (MHPSS): From 1 to 14 April, **736** Syrian and Lebanese individuals received psychosocial support provided by expert staff. In the Bekaa, **276** beneficiaries were reached at the Dari Centre in Baalbek and through a mobile team working in Majdel Anjar. In the South, a mobile team reached **460** beneficiaries in informal and collective shelters in Sarafand and at a school in Najjariye. Overall, **178** women, **five** men, **49** adolescents and **504** children participated in recreational, educational, and artistic mediation activities, physical activities, awareness-raising sessions, family support groups, focus group sessions and individual counselling sessions. Individual counselling sessions were given to **19** women, **two** men, and **16** children with specific psychosocial support needs.

The third and fourth modules of the course on 'Psychosocial Support and Dialogue' offered by IOM and the Lebanese University (LU) were delivered from 4 to 6 April. The modules covered IASC guidelines on MHPSS in emergencies and an overview of counselling methods and psychosocial first aid. The course, which began last month, is being taught to **29** participants from Syria and **six** from Lebanon – all of them local practitioners in the field of psychosocial support.

Primary Health Care Assistance for Syrian Refugees, Lebanese Returnees and Lebanese Host Communities: IOM continues to support three Primary Health Care centres (PHCs) in Tyre, Nabatieh and Marwanieh in South Lebanon, by providing subsidized consultations, free acute and chronic medications and reimbursing medical and administrative staff for additional working hours. From 29 March to 13 April, **892** Syrians (**565** females and **327** males) and **81** Lebanese (**51** females and **30** males) received primary healthcare consultations at the centres. Antenatal care visits were conducted for **128** women, while **32** children received vaccinations.

Since December 2013, **5,295** consultations have been provided to Syrian refugees and **492** to Lebanese host community members/returnees. In addition, an IOM community health team has reached **2,370** households in the area, informing them of the services available. During the reporting period, the same team offered health awareness sessions to **89** participants at the PHCs. Topics addressed included measles, acute respiratory distress syndrome (ARDS), tuberculosis, immunization, leishmaniasis, first aid and family planning.

IOM LEBANON OPERATIONS cont.

Livelihoods support for Lebanese Returnees: IOM is providing livelihoods support to **90** Lebanese returnee households (**70** in the Bekaa and **20** in the South), through business counselling and an in-kind grant worth USD 1,500. The beneficiaries are vulnerable Lebanese families who left their homes in Syria as a result of the conflict; they were selected through individual assessments by IOM. During the reporting period, items were distributed to households in South Lebanon, including equipment that will help them establish small businesses such as barbershops, food stalls and tailoring services. Distributions will be completed in the South and Bekaa in the coming weeks.

Transit Assistance to Stranded Migrants and Refugees Accepted for Resettlement from Syria: During the reporting period, IOM provided assistance to **one** Syrian and **43** Iraqi refugees, who were accepted for resettlement via transit through Lebanon. They included **24** female and **20** male passengers (**six** of whom were children), and travelled onward to final destinations in Australia and Canada. Since February 2013, IOM has assisted **6,470** refugees and **1,210** stranded migrants to transit through Lebanon.

Shelter Assistance to Vulnerable Syrian Refugee and Lebanese Returnee Households: During the reporting period, rental subsidies were distributed to **nine** Syrian refugee households in Beirut and Khaldeh (Mt. Lebanon). To date, **1,417** Syrian refugee and Lebanese returnee households have benefitted from IOM's rental subsidy assistance.



Distribution of NFI Kits to Out-of-Camp Populations: Between 1 and 14 April, IOM distributed **286** packages of diapers to **110** Syrian households in **28** locations in Hatay province and rural areas including Özkızılkaya, Muratpaşa, and Çiloğlan. The need for diapers was identified during the post-monitoring distribution undertaken by IOM in Kirikhan province. Additionally, during the reporting period, IOM distributed blankets, pillows, carpets and mattresses to **11** Syrian households (**67** individuals) in Hatay province, and visited **206** households in Hassa area in Hatay to identify their NFI needs.

Transportation Services for Residents of Adiyaman Camp: During the reporting period, IOM and partners assisted **1,158** Syrian nationals with transportation services from Adiyaman camp to medical facilities and social service centres. A total of **27,843** beneficiaries have been assisted with transportation services since the project began on 1 July 2013.

IOM TURKEY OPERATIONS cont.

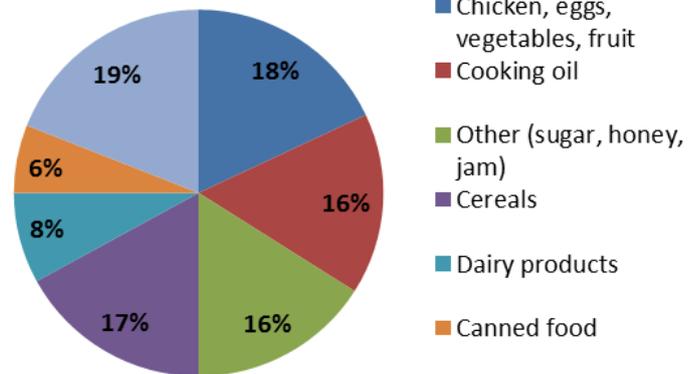
Transportation of school children in Urfa province is on-going. IOM is supporting **778** students living outside of camps to reach school. During an IOM monitoring visit in early April, IOM met with teachers, parents, school children and drivers and was informed that the system was running smoothly. Parents noted their appreciation and were pleased with the service which allowed their children to attend school regularly and safely.

Voucher Programme: IOM in collaboration with Support to Life (STL) continue to support Syrian households living in Kirikhan through the provision of ticket cards enabling them to purchase food and hygiene items from selected markets. In March, **1,064** households (**5,864** individuals) benefitted from the programme. An additional **1,000** households will be assisted through this programme.

Furthermore, IOM’s implementing partner is conducting monitoring exercises including beneficiary satisfaction surveys as well as focus group discussions. Data is collected on the method of voucher distribution and the level of beneficiary satisfaction of the voucher programme.

In addition, a hotline service for any problems and complaints beneficiaries have on the usage of the vouchers is also available.

Goods purchased by Syrian Nationals participating in the Voucher Programme (March 2014)



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CONTACTS: Syria Crisis Coordination Unit | scc@iom.int
Donor Relations Division | +41.22.717.92.71 | DRD@iom.int