More than 400 professionals are currently helping the organisation assist the most vulnerable individuals in four countries of intervention (Lebanon, Jordan, Syria, Iraq). Handicap International emergency response provides assistance to vulnerable people, including injured, disabled, older and isolated people. Our teams also help displaced people and refugees living in camps or host communities.

In Jordan and Lebanon, 17 mobile teams composed of a physiotherapist and a social worker, or a psychologist and a psychosocial worker, assist people who cannot travel to health care centres in communities or camps.

### Key data

**Humanitarian response to the Syrian crisis and the Iraqi crisis in four countries:**

- **Jordan** – Since May 2012
- **Lebanon** – Since May 2012
- **Syria** – Since January 2013
- **Iraq** – Since May 2014

More than 500,000 people (individuals and their families) assisted by Handicap International since start of emergency response:

- Number of people fitted with prostheses and orthotics: **7,713**
- Mobility aids and special equipment distributed: **90,544**
- Beneficiaries of physical and functional rehabilitation sessions: **75,327**
- Psychosocial support beneficiaries: **17,840**
- Beneficiaries of food and essential household items: **212,328**
- Families benefiting from financial assistance: **9,720**

Close to 370,000 people received explosive remnants of war risk education

Number of beneficiaries (individuals and their families) in countries where we work:

- **Jordan** – 153,358
- **Lebanon** – 137,656
- **Syria** – 441,955
- **Iraq** – 134,414

### Background

**Number of Syrian refugees registered by the UNHCR**

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turkey</td>
<td>2.7 million</td>
</tr>
<tr>
<td>Lebanon</td>
<td>1 million</td>
</tr>
<tr>
<td>Jordan</td>
<td>656,400</td>
</tr>
<tr>
<td>Iraq</td>
<td>239,008</td>
</tr>
</tbody>
</table>

**Number of displaced Syrians**

- 6.6 millions

**Number of displaced Iraqis**

- 3.3 millions
Activities

Jordan, Lebanon, Syria, Iraq

**Case-managing the injured**

Handicap International provides support to hospitals, clinics and specialized care centres, case-managing the injured. Handicap International also works in rehabilitation centres providing post-operative physical and functional rehabilitation to patients, fitting them with orthopaedic devices (prostheses and orthotics) and distributing mobility aids (wheelchairs, walking frames, etc.) and special equipment (toilet chairs, anti-sore mattresses, etc.).

**These services are essential for:**

- Patients who have lost all or some of their mobility, and who need to perform exercises to avoid developing permanent disabilities;

- Patients who have permanently lost some of their mobility and who need rehabilitation care to avoid medical complications, enhance their comfort and - in many cases - move around autonomously again.

Handicap International also teaches basic rehabilitation techniques to the staff case-managing injured and disabled people.

**Healing invisible wounds**

As well as rehabilitation, Handicap International has stepped up its psychosocial support for refugees. The organisation runs one-to-one and group discussions to help people communicate and renew their ties with the outside world. If appropriate, social workers also help the beneficiaries to access specialized facilities.

**Inclusion and accessibility capacity-building**

Handicap International works closely with local and international aid organisations to ensure that services provided to refugees and IDPs living in camps and communities are accessible to people with disabilities, particularly those with reduced mobility. The organisation raises the awareness and builds the capacities of other humanitarian actors on disability, inclusion and vulnerability issues.

The organisation regularly assesses facilities and equipment, such as water points, sanitary facilities, registration areas, schools, etc., including inside camps. Handicap International then makes technical recommendations, donates equipment (ramps, steps, etc.), provides appropriate staff training, or directly equips facilities (by adapting toilets, etc.).

**“Disability and vulnerability” focal points**

The organisation has set up “disability and vulnerability” focal points (static and mobile) to supply aid to the victims of the Syrian and Iraqi crisis. The Handicap International teams visit camps, informal tented settlements and communities to identify the most vulnerable people (particularly people with disabilities), to determine their needs (accommodation, health, food, etc.) and to promote their access to basic services and infrastructures. If Handicap International is unable to meet their needs, these people are then referred to other organisations and followed-up.

Assistance provided to the most vulnerable includes physical and functional rehabilitation sessions, the supply of orthopaedic devices (prostheses and orthotics), the donation of mobility aids and specific equipment (such as wheelchairs, crutches, anti-sore mattresses), and psychosocial support sessions.
Jordan, Lebanon

Helping the most vulnerable regain financial autonomy

Three years ago, the organisation has broadened its assistance to refugees by providing them with financial assistance (monthly cash transfers) to enable families to meet their daily needs such as buying food, clothes, medication and paying their rent. This assistance is for extremely vulnerable families. Until November 2015, Handicap International assisted Syrian families who had recently taken refuge in Lebanon with financial assistance to protect them from the cold and provided them with essential household items, such as soap, mattresses and kitchen utensils.

In Lebanon, between November 2013 and November 2015, more than 35 000 people (6 895 families) received financial assistance to cope with their precarious living conditions and their specific needs through the winter. This has helped them cover the cost of their rent, water, and basic equipment for their homes, as well as costs relating to hygiene and the purchase of a stove and fuel.

In Jordan, between December 2013 and March 2015, 14 125 people (2 825 families) also received financial assistance to cope with their precarious living conditions and their specific needs through the winter.

Syria, Iraq

Weapons clearance and mine/explosive remnants of war risk education

Every day, our teams provides assistance to new victims of firearms or explosive weapons. The number of weapons or explosive engines increases every day in Syria and Iraq. Explosive remnants of war will remain present and dangerous long after the conflict has ended. Handicap International conducts prevention activities in Syria since October 2013 and Iraq since December 2014, building on its extensive experience of neutralising mines and explosive remnants of war, and victim assistance.

As of September 2016, close to 370 000 people have been informed about the risks linked to explosive remnants of war. Risk education teams meet with refugees and displaced people in camps and urban areas to inform them of the dangers that explosive devices pose on roads and in homes. These activities help families and particularly children to identify dangerous devices and keep clear of them.

Between 2015 and 2016, Handicap International also implemented risk education and weapons clearance activities in Kobanî (northern Syria).

In Iraq, Handicap International has been conducting activities in the Kirkuk governorate, within the disputed territories between the Iraqi Federal Government and the Kurdish Government. The organization conducts non-technical surveys, allowing to map and mark areas contaminated by explosive remnant of war and improvised explosive devices. Moreover, in the summer of 2016, Handicap International implemented clearance activities in the city of Jalawla and its surroundings (Diyala governorate), in Iraq.

Syria

Assisting families in highly exposed areas of Syria

In Syria, the organisation makes emergency distributions to families in areas under siege or which are difficult to reach (distribution of food baskets and kits of essential household items). More than 200 000 people have already benefited from this type of assistance since the start of our operations in Syria.

Iraq

Protecting families in highly exposed areas of Iraq

In Iraq, people fleeing IS-occupied territories face considerable difficulties to reach safe places within the governmental controlled territories. Once they managed to leave their town or village, they are subject to extensive security screening by the military’s authorities before being able to leave the no-man’s lands where they are stranded sometimes for weeks. Handicap International assists those people and facilitates the contact with the authorities, allowing the security screening to take place in camps where families can have access to basic services (water, hygiene, shelter, primary health care).
Financial Support

- EU Humanitarian Aid and Civil Protection Department (ECHO)
- UK Aid - Department for International Development (DFID)
- The Bureau of Population, Refugees, and Migration (BPRM)
- Directorate-general Development Cooperation (DGD - Belgium)
- Ministry of Foreign Affairs and International Development
  Crisis and Support Centre (CDCS - France)
- Swiss Federal Department of Foreign Affairs (SDC)
- Chaîne du Bonheur/Swiss Solidarity (CdB)
- Netherlands Ministry of Foreign Affairs
- Luxembourg Ministry of Foreign Affairs
- Region Rhône-Alpes (RRA France)
- Light for the World (LFW)
- Government of Quebec
- Private donations
- UNICEF

Voices from the field

« All of my memories have been destroyed. Our family home is infested with bombs that will explode if we ever try to go back. I try not to think about it too much and to look ahead, even though it’s not easy. My work for Handicap International helps me a lot. I feel like I’ve started a new life here and I feel close to the people I help. Like me, they’ve been displaced, and like my father, some of them are disabled. I feel what they feel and sometimes, even without saying a word, we understand each other. I want to stay as positive as possible and to give them hope. I want to make them understand that people have destroyed our homes and our lives but that the best way to confront them is by looking after each other and acting peacefully. My work for Handicap International not only helps others, it helps me rebuild my life. We are recovering together, from the same tragedy. »
Zahra, Outreach worker
Kirkuk (Iraq)

« I love my speciality (physiotherapy), but the thing that motivates me the most to do my job is witnessing the impact it can have on the people we provide assistance to, inside Syria. Seeing them going back to some of their daily routines after our intervention is priceless. It makes me love my job a bit more every single day. »
Monsef, Rehab Trainer
South Syria (Syria)

« I’ve been working in the humanitarian field for the past seven years. I don’t see it as a job, rather as a personal commitment. It’s the way I chose to contribute to the global response when it comes to human catastrophes, such as the current conflict in Syria. The humanitarian issues I have approached over the past years were all devastating. But this crisis, affecting Syria and its neighbouring countries, is unprecedented when we take a look at the number of people affected. What I prefer in my job is to talk to our beneficiaries, interact with them, try to understand their situation and story. »
Alex, Field Coordinator
Zahle (Lebanon)

« I feel privileged to work in the camps. It’s not an easy job: you hear some terrible stories, and we are under a lot of pressure. Sometimes it’s hard to handle it all, from one day to the next. But when I think about why I do it, those things don’t matter anymore. »
Nowar, Occupational Therapist
Amman (Jordan)

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6 For the humanitarian response to the Syrian crisis 2015-2016