The Syrian & Iraqi crises are amongst the worst conflicts of our era. In Syria, 13.1 million people require humanitarian assistance and half of the country’s population has been displaced by violence. In Iraq, there are more than 3 million internally displaced people and more than 11 million in need of humanitarian assistance. The conflicts in these two countries led to hundreds of thousands of deaths and left more than a million people injured. It also led to the exodus of millions of refugees.

More than 650 professionals are currently working for HI in four countries of intervention: Lebanon, Jordan, Syria, Iraq. HI emergency response provides assistance to vulnerable people, including those injured, people with disabilities, older, and isolated individuals. Our teams also help displaced people and refugees in camps, hospitals, or host communities.

More than 750,000 people learned how to spot, avoid, and report weapons they may find in their communities through risk education.

### Background

<table>
<thead>
<tr>
<th>Number of Syrian refugees registered by the UNHCR$^2$</th>
<th>5.4 million</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turkey</td>
<td>3.4 million</td>
</tr>
<tr>
<td>Lebanon</td>
<td>1 million</td>
</tr>
<tr>
<td>Jordan</td>
<td>655,588</td>
</tr>
<tr>
<td>Iraq</td>
<td>246,592</td>
</tr>
<tr>
<td><strong>Number of displaced Syrians$^3$</strong></td>
<td><strong>6.3 million</strong></td>
</tr>
<tr>
<td>Iraq</td>
<td><strong>3 million</strong></td>
</tr>
<tr>
<td>IDPs from Mosul</td>
<td>500,000</td>
</tr>
</tbody>
</table>

1 Figures as of November 1st, 2017 except for Jordan (until June 1st, 2017) and center and south Syria (incomplete data), including beneficiaries of risk education sessions on explosive remnants of war.

2 UNHCR – Last update – December 2017

3 UNOCHA – December 2017

Case-managing the injured and disabled
HI provides support to hospitals, clinics, and specialized care centers, case-managing injured individuals & people with disabilities. HI also works in rehabilitation centers providing post-operative physical and functional rehabilitation to patients, fitting them with orthopedic devices (prostheses, orthotics), 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.

HI also teaches basic rehabilitation techniques to the staff case-managing injured individuals and people with disabilities.

Healing invisible wounds
As well as rehabilitation, HI carries out psychological support activities for refugees and IDPs through direct intervention or with the support of partners. The organization runs one-on-one and group discussions to help people communicate and overcome their psychological trauma. If appropriate, social workers also help the beneficiaries to access specialized facilities.

Inclusion and accessibility capacity-building
HI works closely with local and international aid organizations 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 organization raises the awareness and strengthens the abilities of other humanitarian actors to address issues regarding disability, inclusion, and vulnerability. HI regularly assesses facilities and equipment such as water points, sanitary facilities, registration areas, schools, etc., including inside camps. HI 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
HI has set up “disability and vulnerability” static and mobile focal points to supply aid to the victims of the Syrian and Iraqi crisis. Our teams visit camps, informal tented settlements, and communities to identify the most vulnerable people (particularly people with disabilities) in order to determine their needs and promote their access to basic services and infrastructures. If HI is unable to meet their needs, these people are then referred to other organizations and followed-up with.

Community-based rehabilitation
HI is now favoring a community-based approach for its rehabilitation activities. The organization is training volunteers within different communities in Jordan, who will be able to identify, refer, and follow up on individuals with rehabilitation needs. This approach relies on traditional Middle East social networks and strengthens the link between people with disabilities and community members, thus acting as a catalyst to reduce exclusion.

Early Detection / Early Intervention
HI recently launched a new pilot project looking at improving the field of early childhood development in Jordan. Based on previous successful experiences in Egypt, the organization is implementing activities aimed at improving access to Early Detection/Early Intervention (ED/EI) services for young children in Jordan. This two-year project will look to construct a strong model of service provision. A community based rehabilitation (CBR) approach is used to screen children of 0 to 8 years old to identify impairment or risk of impairment and to refer them to relevant health services.
Jordan, Lebanon

Helping the most vulnerable regain financial autonomy
Between 2013 and 2015, the organization 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. Until November 2015, HI 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.

Jordan, Lebanon

Conduction of a study on refugees with disabilities
HI partnered with iMMAP and is currently conducting an assessment in camps, host communities, and informal tented settlements in Jordan and Lebanon. The main goal of this study is to identify areas of functional difficulties of persons with disabilities and to assess their level of access to services. Secondly, the study will look into the needs, experiences with, and barriers to education of children with disabilities aged 6-12. The report summing up the findings of the study will be published in March 2018.

Syria, Iraq

Weapons clearance and mine/explosive remnants of 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 for decades after the conflict has ended. HI has conducted prevention activities in Syria since October 2013 and in Iraq since December 2014 and continues to assist victims while neutralizing mines and explosive remnants of war.

As of December 2017, over 750,000 people in Syria and Iraq have been educated 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, particularly children, to identify, avoid, and report dangerous devices. Between 2015 and 2016, HI also implemented risk education and weapons clearance activities in Kobanî (northern Syria).

In Iraq, HI is conducting demining activities in the governorates of Kirkuk. The organization had previously conducted non-technical surveys in order to map and mark areas contaminated by explosive remnants of war and improvised explosive devices.

Syria

Assisting families in highly exposed areas of Syria
In Syria, the organization makes emergency distributions of food and household essentials to families in besieged and hard-to-reach areas. More than 300,000 people have already benefited from this type of assistance since the start of our operations in Syria.

Iraq

Ensuring access to safe education through recovery activities
To help restore the basic services that were disrupted by the recent conflict, HI has begun repairing nine schools in Anbar and Erbil governorates. Through the repairs, the organization will also introduce physical accessibility features to reduce the physical barriers for children with disabilities to access education. Children at selected schools will receive psychosocial support and psychological sessions to promote social cohesion and address traumatic experiences associated with the conflict that can impair learning ability.

5 iMMAP is a NGO that provides targeted information management support to partners responding to complex humanitarian and development challenges.
Voices from the field

« I was planning to specialize in physical therapy at university when the Islamic State group took over my city. Despite all the challenges it implied, I didn’t give up and managed to get my degree. When the offensive started in Mosul last year, I had to flee with my family. Our house was first hit by a mortar, injuring my younger brother. We found refuge somewhere else, but then we were hit by another bombing. My sister died and most of us were injured. As soon as our city was retaken by the army, I came back here and started working. I can understand the physical and emotional pain of our beneficiaries. I have been through the same experience, so I try my best to be strong for them and give them hope. »

Dalal, Physical therapist
Iraq mission

« Working with people who have left everything behind to find safety has changed how I see my own life. Our work is really about people. We don’t just help people regain their mobility. We show them that we’re there to help them through this difficult time and that we are not going to forget them. »

Nowar, Occupational Therapist
Jordan Mission

« I could be one of these refugees who needs physical therapy. To put my skills to assist them is just normal; I do what I would like people to do for me if I was in their situation. I’ve met so many people for whom our intervention was important... To be on the field every day allows me to witness how much of an impact I make in their life. »

Mariam, Physical therapist
Lebanon Mission

« Last year, I was at a Prosthetics & Orthotics workshop; one of our beneficiaries was an elderly man receiving a prosthesis. He had been left alone to try it and have his first private moment with his new artificial leg. At some point, I looked at him. While looking at his prosthesis, a big smile came to his face. You know that inner happiness you feel when something so important to you is finally happening? It lasts just an instant, and it is full of meaning. Remembering this moment motivates me when I face daily challenges at work. »

Camilla, Coordinator
Syria Mission

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6 For the humanitarian response to the Syrian & Iraqi crisis 2017