



Lebanese Red Cross

Annual Report Summary 2022

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List of Abbreviations

Acronym	Description
AABB	Association for the Advancement of Blood & Biotherapies
ATC	Applied Training Course
BTS	Blood Transfusion Services
CAC	Conducting Activity for Children
CBDRM	Community Based Disaster Risk Management
CERT	Community Emergency Response Teams
CRM	Complaints and Response Mechanism
CRP	Crisis Response Plan
DMS	Disaster Management Sector
DRM	Disaster Risk Management
DRR	Disaster Risk Reduction
Eco Sec	Economic Security Program
EMS	Emergency Medical Services
EVCA	Enhanced Vulnerability and Capacity Assessment
FA	First Aid
FAT	First Arriving Team
FbF	Fore-cast Based Financing
FF	Fire Fighting
FR	First Responder
FTO	Field Training Officer
GBV	Gender Based Violence
GIS	Geographic Information System
HEAT	Hostile Environment Awareness Training
HR	Human Resources
HVP	Humanitarian Values and Principles
IA	Internal Affairs
ICT	Information and Communication Technology
IEC	Information Education and Communication
ISF	Internal Security Forces
L&D	Learning and Development
MD	Medical Direction
MEHE	Ministry of Education and Higher Education
MEI	Micro Economic Initiatives
MHPSS-PGI	Mental Health and Psychosocial Support- Protection Gender and Inclusion
MMU	Mobile Medical Unit
MoPH	Ministry of Public Health
NCD	Non-communicable diseases
PFA	Psychological First Aid
PMEAL	Planning, Monitoring, Evaluation, Accountability, and Learning
PoA	Plan of Action
PSS	Psycho-Social Support
PT	Physical Therapist
SDA	Semeurs d'Avenir
SOPs	Standard Operating Procedures
SSU	Safety and Security Unit

TDC	Training and Development Center
UNICEF	United Nations International Children Emergency Fund
WaSH	Water Sanitation and Hygiene
Y&H	Youth and Health
YABC	Youth as Agents for Behavioral Change

Foreword

In an era characterized by internal crises and severe economic collapse, coupled with external conflicts and economic downturns, Lebanon trudges along a thorny path across all levels: political, social, and economic.

According to the latest World Bank report from last February, Lebanon has been witnessing an economic collapse since 2019, which ranks among the most severe in the world. The local currency has lost about 95% of its value, and over 80% of its population now lives below the poverty line.

The needs of individuals affected by this situation exceed the capabilities of the country, and the vital sectors of health, education, and food are depleted. As a result, local communities have increasingly relied on requesting support from the Lebanese Red Cross (LRC), which has faced a steady increase in demand for its services while simultaneously experiencing a significant decrease in funding for various reasons, most of which are international. These reasons include the Russian-Ukrainian war and global economic stagnation.

The LRC needed to review its response plan in a targeted, efficient, and effective manner, expanding beyond immediate response to post-immediate response. The National Society developed this plan based on lessons learned from its response to two major catastrophes the country experienced: the COVID-19 pandemic and the Beirut port explosion, which caused significant material, health, and moral damage. The success of this response is primarily attributed to strengthening the proactive plan and disaster response preparedness plan. The various supporting sectors and sections adopted overlapping and integrated approaches within a coordinated, comprehensive, and unified response plan, resulting in increased satisfaction and positivity within the local community and abroad. This new unified and enhanced approach has maximized the potential for successful humanitarian service.

Since the primary goal of the LRC is to save lives and relieve pain, the Emergency Medical Services (EMS) sector perseveres in developing an ongoing training process for paramedics, fleet management, and the improvement of operating rooms. The efforts of this sector, along with the rest of the operational sectors, have multiplied to meet the increasing demands.

The Blood Transfusion Services (BTS) centers have also been enhancing the safety of blood services to meet international standards, obtaining a certificate from the AABB (Association for the Advancement of Blood & Biotherapies). This achievement follows the development of an integrated quality system, including the implementation of a quality guide through appropriate staff training and efficiency improvements in administration. Additionally, the centralization of tests for blood units has been completed to ensure an appropriate transportation system, allowing for full tracking of blood unit safety.

As part of the Medico-Social Services (MSS) Sector, efforts are underway to develop and modernize primary health centers within the National Society, following the standards set by the Ministry of Public Health. The LRC has collaborated with international partners to secure medicines as much as possible, aiming to support the local community amidst their limited availability in the local market.

The LRC remains committed to enhancing community participation and resilience through the ongoing efforts of the Disaster Risk Reduction (DRR) Programme. Despite the challenging living conditions, the Disaster Management sector (DMS) continues to implement programs for financial support, water, and sanitation services, as well as providing in-kind assistance whenever available.

The Youth sector conducts essential training to support the operational sectors, fostering the spirit of the Red Cross, unity, and engagement in collaboration with all components of the National Society.

Given that financial assistance from the LRC has become unattainable for the vast majority of Lebanese citizens in these circumstances, the Communication and Fundraising Section focuses on enhancing donations and financial support through community partnerships and collaborations with international companies.

The supportive administrative sections serve as indispensable pillars, working in tandem with the operational sectors and providing them with the necessary support for the successful delivery of their services.

In the year 2023, we will continue to work on developing all our services and capabilities to fulfill our humanitarian mission to the fullest extent and reach as many people in need as possible. However, it is important to remember that our National Society operates within its own capabilities and cannot replace the authorities responsible for the country.

We remain committed to our humanitarian mission, which requires us to exert the utmost effort and provide as much assistance as possible to those in dire need.

Georges Kettaneh

Annual Report Summary

Lebanon has been in a state of economic, social, and political crisis since 2019. This crisis has worsened in 2022, pushing communities across the country into poverty and making it harder for them to access basic goods and services such as food, healthcare, education, water, shelter and electricity. In the midst of this unprecedented multi-layered crisis, the Ministry of Public Health (MoPH) recorded its first cholera case since 1993. This cholera outbreak has overwhelmed the already fragile healthcare system. The Lebanese Red Cross (LRC) has always been present to help its community during times of crisis. The LRC's operational sectors have been working tirelessly to ensure that they provide the best possible humanitarian services, playing a critical role in responding to the Cholera outbreak through a coordinated, multi-sectoral approach.

1. Operational Sectors

1.1 Emergency Medical Services Sector (EMS)

The EMS provides emergency care before patients reach the hospital, transport patients who are at high risk or not in immediate danger, and care for patients at the station or in their homes. Despite the challenges that the country has been facing, the EMS has successfully managed to provide pre-hospital emergency care and transportation through 154,963 missions, serving around 100,000 beneficiaries (Figure 1). Out of these, 9,643 were COVID-19-related missions (Figure 2).

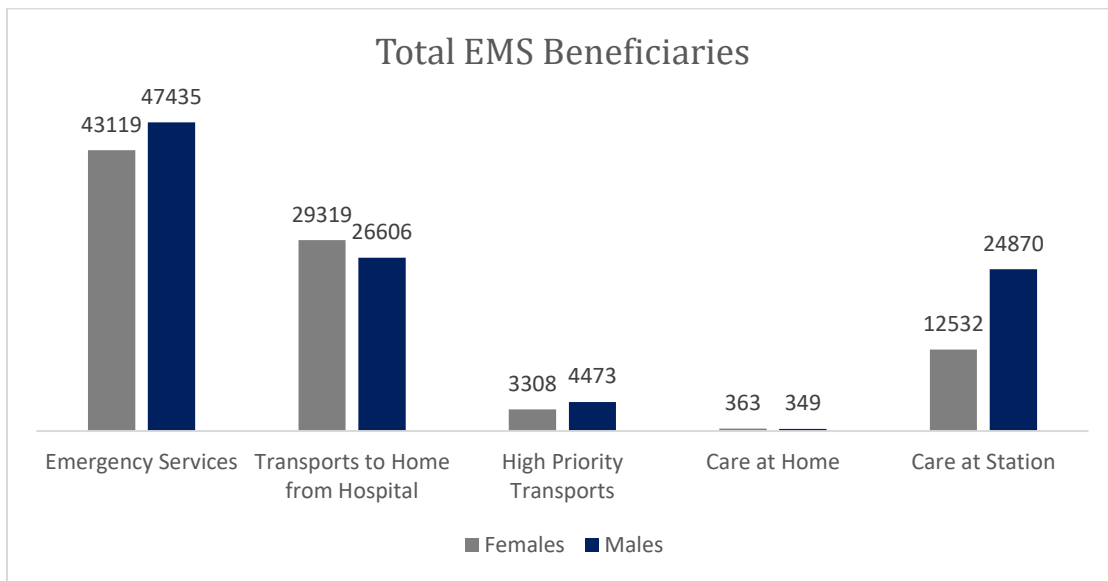


Figure 1 Total EMS Beneficiaries segregated by type of Missions and sex

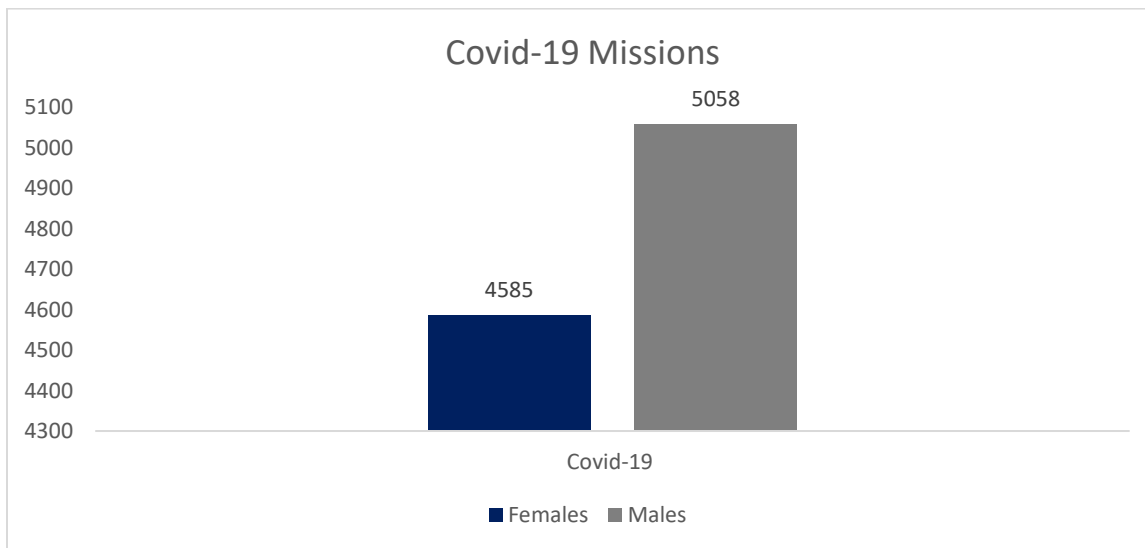


Figure 2 Covid-19 Missions segregated by Sex

1.1.1 Dispatch

One of 2022's strategic outcomes of the EMS was the integration of the North Dispatch Center that will contribute to improving access to pre-hospital care in the country in general and in North

Lebanon in specific. The center has been upgraded with new equipment and was successfully linked to the ePCR application. Trainings were conducted with dispatchers on the LRC’s dispatch protocols.

1.1.2 Capacity building

Several capacity building activities were conducted by the EMS, highlighted in the table below:

Capacity building activity	Type of training	# of sessions	# of participants (beneficiaries, volunteers, or trainers)
First aid training	Public FA course	1613	13533
	Public FR course	35	819
Training of trainers	ATC FA	6	117
	ATC FR	3	69
	ATC EMT	2	20
	Coaching Course	3	41
	EMS GTC	8	124
EMT Training	FR courses	37	901
	EMT courses	45	803
	CE course	25	530
	Potential EMT trainers’ course	2	35

Table 1 EMS Capacity Building Activities segregated by the number of sessions and participants

1.1.3 Data-Driven Operations Management using GIS and PBI

The EMS has developed a new Power BI dashboard that exports data from all dispatch centers and CRM systems to provide users with a clear and concise overview of all missions. The dashboard presents initial indicators and allows users to analyze other information as needed. This tool enhances decision-making by providing users with the data they need to track and analyze all the necessary figures.

1.1.4 EMS stations

In response to the economic crisis and the resulting power outages, 20 EMS sites have been equipped with solar panels to ensure the continuity of operations. These sites include stations, dispatch centers, the main EMS warehouse, and the EMS HQ Offices.

1.1.5 Clinical effectiveness

Technical committee capacity building workshops were conducted:

- 7 workshops and 1 seminar for technical committees in all stations.
- 2 workshops for modules 1 and 2, with a total of 90 participants.
- 1 seminar for modules 1 and 2, with a total of 37 participants.
- 3 workshops for modules 3, 4, and 5, with a total of 84 participants.
- 2 workshops for LRC staff on writing policies and procedures according to LRC Guidelines, with a total of 22 participants.

Additionally, a toolbox was created that includes 24 scenarios, a bank of questions for 21 chapters, 48 posters, 9 policies, 4 instruction sheets, 21 activities, and 6 games. The clinical guidelines are currently being updated with a new book structure, guideline structure, and new guidelines.

1.1.6 Support functions

The equipment unit had several achievements in the past year including transforming the product catalogue that contains all equipment to unify the language among all stations, distributed consumables and PPE to all stations, installed negative pressure in 160 ambulances, and successfully addressed all repair requests from stations.

Other EMS achievements in 2022 include managing the fleet activities; conducting clinical audits by FTOs (552 missions); conducting desk audits through the ePCR application (77,181 missions); and developing 22 procedures, 14 instruction sheets, and 13 other forms by the QI team.

1.1.7 Cholera response

The LRC EMS has been at the forefront of the cholera response in Lebanon. They have implemented a multi-sectoral approach that included case identification in dispatch, and equipping and training response teams in the EMS stations.

Additionally, they provided training to their technical committees on awareness about cholera, response to suspected or confirmed cases, proper PPE donning and doffing, clinical waste disposal, and cleaning and disinfecting in accordance with LRC protocols.

Lastly, the LRC established a clinical support group to provide the EMS stations with support in exposures, technical questions, and disinfection queries. They also implemented a system for reporting EMTs' suspected or confirmed cholera cases and provided psychosocial support to the EMTs.

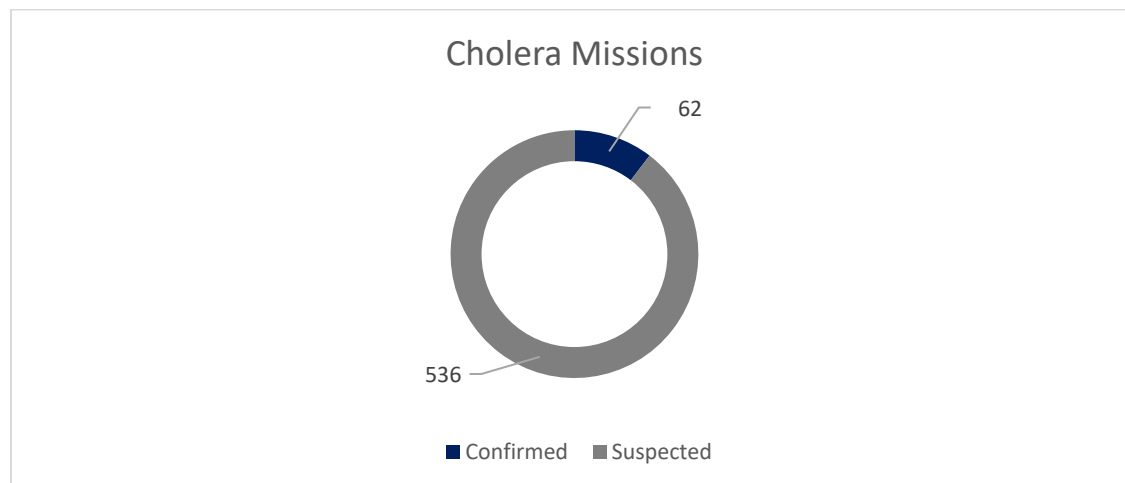


Figure 3 Cholera Suspected and Confirmed Missions

1.2 Blood Transfusion Services Sector (BTS)

The BTS is mandated by the MoPH to ensure safe blood products to patients in Lebanon. They have 13 centers across the country, and they collect, test, prepare, and distribute blood components to hospitals at no cost. The BTS focuses on providing the best possible service to patients in need of blood products, while also meeting safety and quality standards. They have centralized testing activities to standardize services and reduce costs, and they have rehabilitated their premises to ensure a safe workflow. They have also developed and implemented a quality management system.

Indicator	Planned	Achieved	Justification
# of blood units collected	50,000	44,561	Lack of communication and awareness on blood donation Financial crisis affected the cost of transportation to visit BTS Centers to donate blood
# of blood drives conducted	160	133	Financial crisis in Lebanon pushed hosts not to organize blood drives
# of blood units collected from blood drives	5,000	3,284	Financial crisis made staff in institutions resign and leave the country which affected the average number of blood donors per blood drive Online learning in universities affected the presence of high number of students in campus to donate blood
# of beneficiaries receiving blood units	60,000	55,100	Depends on the total number of blood units collected
# of unique beneficiaries receiving blood components		23,548	Target cannot be set as it depends on the demand
% of voluntary blood donors	50%	29%	The target not being met can be contributing to less awareness campaigns conducted and due to the financial situation in the country.

Table 2 BTS Planned and achieved indicators in 2022

The BTS's AABB certification is a major milestone. This is the first time a blood bank in Lebanon has received this certification. The BTS has developed and maintained a complete quality system, which includes training and qualification of personnel, validation of methods and equipment, and other improvement processes. Furthermore, the BTS has centralized testing activities by purchasing an automated Immunohematology Analyser and implementing a transportation system, with 88% of samples transported to the central testing area in Jbeil.

The BTS has implemented a number of quality control measures in 2022. These measures include:

- Regular quality control of reagents and blood components.
- Internal audits of all steps in the blood donation process.
- Deployment of backup generators in all BTS centers.
- Recruitment of a quality officer to follow up on quality issues.

In terms of capacity building, the BTS organized trainings for its staff and volunteers on stock management, blood donation, organizing blood drives, and donor recruitment. These efforts resulted in the registration of 2,303 new voluntary blood donors and 2,869 first time blood donors.

The BTS is progressively rehabilitating the premises of its blood bank centers to meet the standards and requirements of the MoPH. 9 out of 13 centers are fully rehabilitated and 3 are under process. Furthermore, a new center will be designed and located in – Baabda – a central area close to Beirut and accessible to all regions in the country.

The BTS’s blood donor management program in 2022 included several initiatives such as recruiting a blood donor management supervisor, implementing a donor recruitment module on e-Delphyn, and launching a call center. The program also trained volunteers, celebrated World Blood Donor Day, and shared posts on social media to encourage voluntary donation.

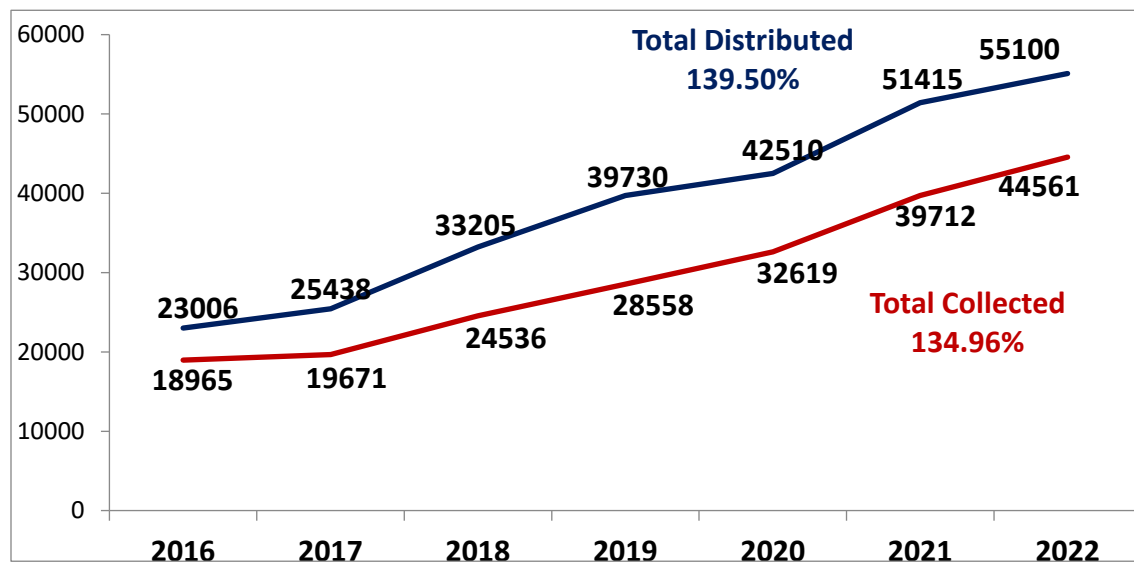


Figure 4 Trend of total Blood Units Distributed and Collected

1.3 Medico-Social Services Sector (MSS)

The MSS of the LRC provides primary healthcare services to vulnerable host and refugee communities in Lebanon. MSS operates through a network of healthcare centers and mobile medical units, staffed by a team of medical professionals. The goal of MSS is to improve the well-being of these communities by reducing their health and psychosocial vulnerabilities.

The MSS has a number of ongoing programs including the Non-Communicable Diseases (NCDs) Program which provides services including screening, consultations, diagnostics, pharmacy, and linkages. Two Open Days on diabetes prevention and two public events for World Diabetes Day took place. These events included walks, gymnastic shows, and consultations with physicians and dietitians. The events were made possible thanks to the efforts of community volunteers. The General PHC services program provides patients with general PHC services including medical consultations, diagnostic services, minor trauma treatment, and paramedical services.

The MSS also provides reproductive health services to women and families. These services include medical consultations, diagnostic testing, pharmacy services, family planning, and clinical management of rape. Additionally, the MSS provides one-on-one Psychosocial Support (PSS) sessions and health promotion activities to enhance the social welfare of the community.

Program	Indicator	Planned	Achieved	Justification
NCD	# of beneficiaries receiving diagnostic services	-	64,531	
General PHC services	# of medical consultations	-		
	# of beneficiaries receiving medical consultation	-	247,564	
	# of beneficiaries receiving pharmacy services	-	303,973	Depends on the demand of service
	# of vaccination services	-	17,177	
Reproductive Health	# of reproductive health services	7,900	16,265	<ul style="list-style-type: none"> • Due to the economic crisis, the number of beneficiaries increased (since they can't afford the private clinics fees) • Additional midwives were recruited during 2022 • Increasing cooperation with the MoPH to provide family planning contraceptives
	# of family planning services	3,600	8,164	
Social Welfare	# of beneficiaries receiving PSS Services	-	30,044	
	# of Health Awareness Sessions beneficiaries	-	54,168	

Table 3 MSS Planned and achieved indicators in 2022

In order to increase its reach and contribute to the provision of improved healthcare services, the MSS developed a comprehensive medicine policy that outlines the procedures and protocols for the proper management of medicines from procurement to dispensing and disposal. The MSS has also developed an innovative community-based approach targeting the elderly with chronic conditions through an assessment that provides necessary physical and diagnostic exams as well as appropriate medication. Furthermore, the MSS played a role during the cholera outbreak as the MMU in Akkar provided 1,085 consultations for Lebanese and refugees in 20 different locations and camps.

1.4 Disaster Management Sector (DMS)

The DMS aims to ensure appropriate preparedness, a timely and effective response, and a sustainable recovery from disasters, emergencies, and crises, using a people centered approach.

1.3.1 EcoSec

The aim of this program is to sustain the economic security of selected Households and communities by providing services such as cash assistance, food parcel distribution, and others.

1.3.2 WaSH

The aim of this program is to improve water and sanitation infrastructure and hygiene practices in the community.

1.3.3 Shelter and Settlement

This program aims to preserve the dignity of affected populations and provide them with a safe, secure, protected & healthy-living space that enables them to recover from the impact of emergencies, disasters, & crises.

Program	Services Provided		Total Beneficiaries
	Planned Target 2022	Achieved 2022	
Water, Sanitation and Hygiene (WaSH) Program	245	423	63,924
Economic Security (Eco Sec) Program	60,050	15,922	28,879
Shelter and Settlement Program	12	72	4,719
Total	60,307	16,417	97,522

Table 4 Planned and achieved targets for the DMS Programs

The DMS activities segregated by governorates are presented in the below table:

Governorate	WaSH Activities	EcoSec Activities	Shelter and Settlement Activities
Akkar	64	13702	
Baalback El Hermel	804	42	65
Beirut	6	337	

Bekaa	253	76	2
Mount Lebanon	16	455	
Nabatieh	2	450	2
North Lebanon	4	583	
South Lebanon	311	282	

Table 5 DMS activities segregated by governorates

The DMS played a crucial role in responding to emergencies that occurred in 2022 as highlighted in the table below:

Interventions	Location	Date	Targeted beneficiaries	Response
Port of Tripoli	Tripoli	24-Apr-22	49 immigrants	Assessments were done
Hepatitis - A Intervention	Tripoli	15-Jun-22	5000 HH	Initial assessment was done Hepatitis Awareness Sessions Distribution of IEC Material and Chlorine Tabs Water Testing was done for water sources
Port of Beirut - Temporary Sheltering	Beirut	23-Aug-22	176 immigrants	Temporary Shelter (tents, sanitation facility, Hygiene kits, and mattresses) and provided transportation
Port of Beirut - Temporary Sheltering	Beirut	20-Sep-22	179 immigrants	Temporary Shelter (tents, sanitation facility, Hygiene kits, and mattresses)
Port of Tripoli	Tripoli	21-Sep-22	57 immigrants	Temporary Shelter
Arida Boarder	Akkar-Arida	22-Sep-22	Victim's relatives	RFL and assessments Transfer the victim's relatives to Arida boarders
Port of Tripoli	Tripoli	21-Oct-22	54 immigrants	Assessment and registration - 54 Snack Boxes

Table 6 DMS emergency response during 2022

Additionally, as part of the WaSH program, the DMS set a preparedness and response plan to tackle the cholera outbreak. The sector's response plan included providing hygiene kits, disinfection kits, and chlorine tablets to the affected communities. They also launched a hygiene promotion campaign, trained ISF members in Roumieh prison on water treatment and safe storage, and enforced promote the chlorination of all water trucks in coordination with the municipalities.

To build the capacity of its volunteers, the sector achieved the following:

- 67 DMS training implemented for 1150 volunteers.
- 5 workshops conducted for 82 DMS volunteers/staff.

1.5 Physical Rehabilitation Center (PRC), Aley

The Physical Rehabilitation Center (PRC) provides comprehensive and good-quality physical rehabilitation services to people with physical disabilities, including prosthetics, orthotics, wheelchairs, mobility aids, physiotherapy services alongside with PSS and an opportunity to benefit from livelihood projects to improve their lives and to ensure their inclusion in the society. The PRC was re-established in 2019 with the support of the ICRC. The goal of the PRC is to improve the lives of people with physical disabilities and ensure their inclusion in society.

In 2022, the PRC was able to achieve the following:

- 319 Users within 27 Clinical Days
- 472 Services & 1875 Physiotherapy Sessions
- 102 users who benefited from 256 PSS sessions
- 55 EcoSec referrals and 5 beneficiaries who benefited from EcoSec
- 25 MEI Referrals and 16 beneficiaries who benefited from MEI.

1.6 Youth Sector

The Youth Sector is an educational and awareness-raising sector that works to change the behavior of youth in Lebanon. The sector has 35 centers and clubs across the country.

Program	Indicator	Planned	Achieved	Justification
HVP	# of HVP long-term activities	204	207	
	# of HVP beneficiaries	3,060	4,574	This activity was covered by the appeal thus the number increased
Y&H	# of Y&H activities	68	104	Funding was available during 2022 which has increased Y&H activities
	# of Y&H beneficiaries	1,360	2,068	Funding opportunities allowed the sector to implement more activities and reach more beneficiaries
ENV	# of ENV awareness sessions	136	76	
	# ENV beneficiaries	2,040	2,023	Increased the number of participants per session
	# of trees planted	50,000	54,170	
YLE	# of YLE activities	170	123	
	# of YLE beneficiaries	-	9,936	Based on the need

Table 7 Youth Planned and achieved indicators in 2022

1.6.1 Humanitarian Values and Principles (HVP) Program

This program aims to disseminate knowledge about the Red Cross' humanitarian principles and human rights among youth and young adults through fun, interactive and informative sessions using two toolkits: YABC and Play It Fair.

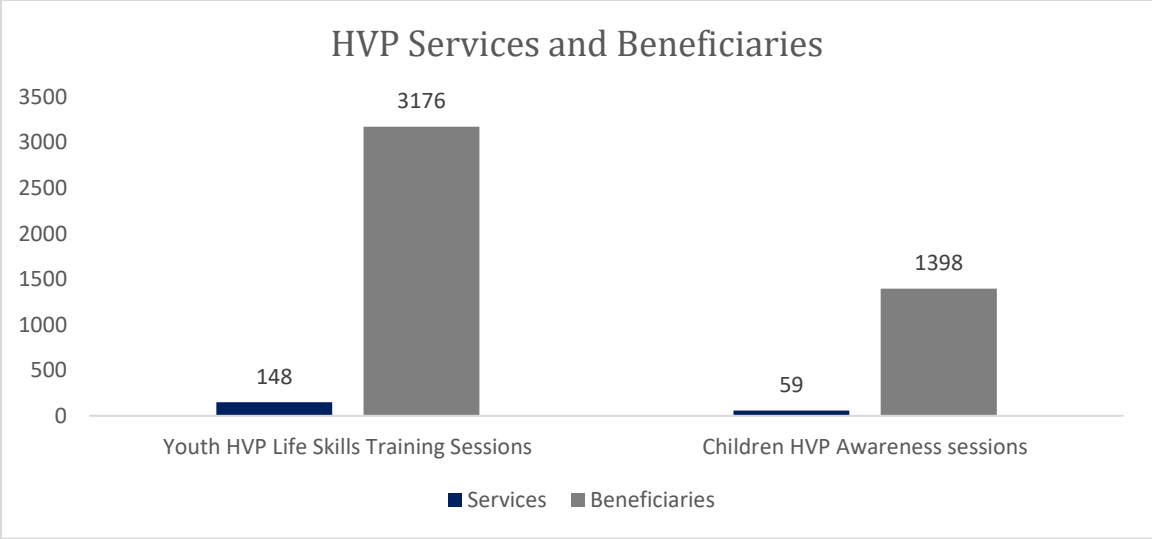


Figure 5 HVP Services and Beneficiaries

1.6.2 Youth and Health (Y&H) Program

Y&H aims to spread awareness and empower Lebanese youth by implementing the Y&H manual developed by the Youth Sector based on international standards.

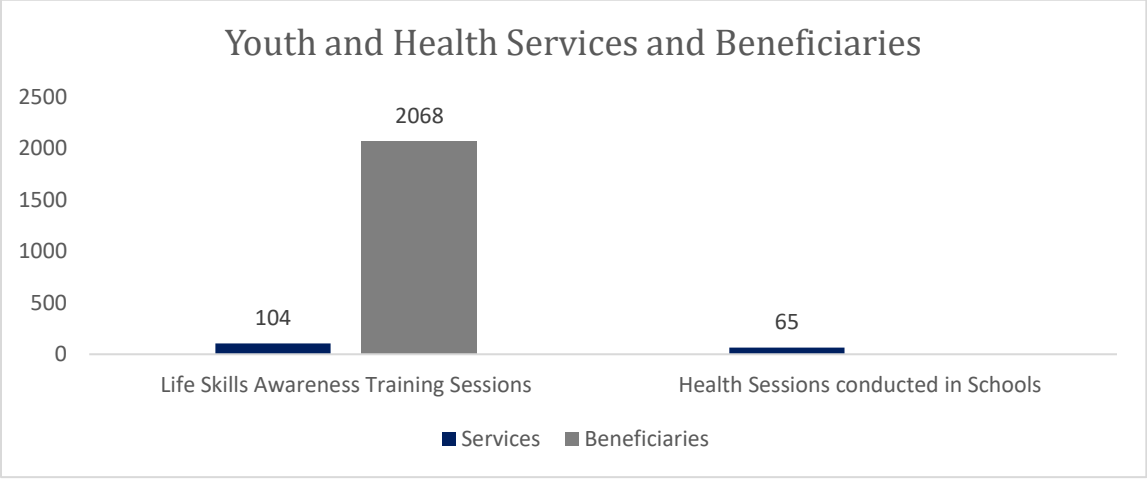


Figure 6 Y&H Services and Beneficiaries

1.6.3 Environment Program

ENV program aims to spread environmental awareness and promote the adoption of new environmental attitudes and behaviors by beneficiaries. This program includes a collaboration with the **Semeurs d'Avenir (SDA)** which uses the SCP toolkit. This project was implemented in Beirut/Mount Lebanon, North, South, and Beqaa districts reaching 430 beneficiaries in 35 sessions.

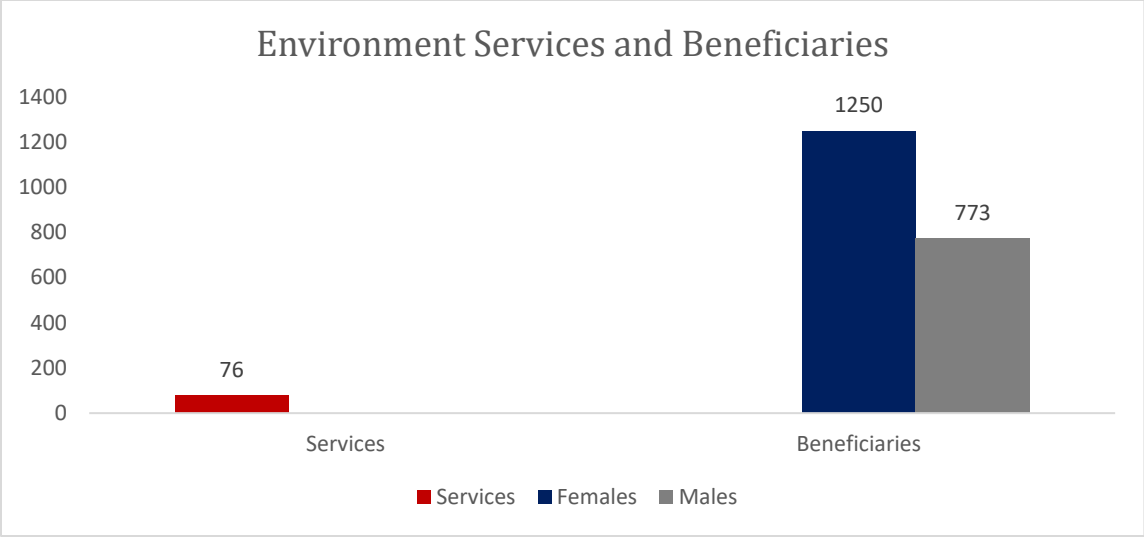


Figure 7 ENV Services and Beneficiaries

1.6.4 Youth-Led Initiative (YLE)

YLE includes stand-alone activities that aim to prioritize the community based on their needs. The youth sector implemented 123 PSS youth-led initiative activities for 8,749 beneficiaries, and targeted an additional 9,936 beneficiaries in other youth-led activities based on community needs.

1.7 Disaster Risk Reduction Unit (DRR)

The Disaster Risk Reduction Unit (DRR) unit focuses on enhancing the resilience of communities to be better suited to respond to and recover from disasters. The DRR works with local authorities, institutions, schools, and governmental entities in Lebanon to strengthen the resilience of communities and ensure their safety in the event of disasters. The DRR unit uses the Community Based Disaster Risk Management (CBDRM) approach, which focuses on building the capacities of communities to prepare for and respond to disasters. The DRR unit has 15 teams with 622 active volunteers.

Indicator	Planned	Achieved	Justification
# of workshops done for EVCA and the setting the action plan	-	19	
# of Micro Projects done	5	33	The target for the micro projects' implementation was based on the pre-approved micro projects from the donors only. However, during 2022 we have received the approval of the donors on other micro projects that were implemented.
# of operation rooms equipped and activated	8	8	Mount Lebanon Governorate, Beirut Governorate, Matn, Chouf, Keserwan, Byblos, Aley, Baabda
# of CERT Teams trained and equipped	10	10	Haouch Moussa – Tal Abbas Al Gharbi – Ain Baal – Qana - Burj Rahal – Maarake – Jabal Mohsen – Saida - Aarsal - Anjar
# FA/FF/Evacuation Trainings	135	145	
# of Individuals trained on FA/FF/Evacuation	-	8,464	It is important to note that the attendance for these sessions is not a fixed number, as it can vary based on the interest and availability of individuals.
# of individuals trained on natural and man-made hazards and ways to mitigate their impact	-	4,737	
# of children under 18 years who took their vaccinations	-	185,315	Routine Immunization project supported by UNICEF

Table 8 DRR Planned and achieved indicators in 2022

In 2022, the DRR focused on scaling up existing interventions and activities; mainstreaming new concepts such as climate change, anticipation, PSS, PGI into DRR programs; responding to emerging needs and crises; and conducting regular DRR activities. The main achieved activities are listed below:

1.7.1 CBDRM- Enhanced Vulnerability and Capacity Assessment (eVCA)

The application of the CBDRM approach is initiated with a community-based assessment where stakeholders along with community members identify hazards and risks posing threats to their communities. The LRC has been working to expand the scale of the eVCA training to a global level. In 2022, the LRC-DRR has delivered the eVCA training, in close coordination with the L&D section, to partners and NSs. These trainings were MENA Region eVCA Training, eVCA Training for the Palestinian Red Crescent, Global GRC eVCA Training, and eVCA Training to Solidarite Internationale-SI.

1.7.2 Climate Change and Youth Adapt Curriculum

The DRR has mainstreamed climate change adaptation (CCA) into all of its interventions, projects, and awareness sessions. The DRR unit has built the capacity of its volunteers on the Y-adapt curriculum and implemented it in several schools and communities.

1.7.3 Neighborhood Development Projects

The neighborhood development projects include enhancement and rehabilitation of infrastructure, as well as support for enhanced urban management. The design and implementation of these projects are through active and participatory community engagement. The DRR has implemented two neighborhood development projects in two targeted communities in Tyre and Tripoli.

1.7.4 Livelihood

The DRR focuses on enhancing livelihoods in the community to target the wide-spread vulnerabilities related to the economic opportunities. As such, the DRR has initiated the implementation of two livelihood projects in Saida, Tripoli, and Tyre as per the market assessments in the areas. In addition to that, the DRR has developed a livelihood framework to unify the working approach among all livelihood projects and share experience, expertise, and lessons learned.

1.7.5 Forecast Based Financing- FbF

The DRR has coordinated with national and regional stakeholders and scientific bodies on setting early warning and early action protocols. The DRR has also provided capacity building sessions for DRR staff and volunteers on FbF and anticipatory actions based on IFRC guidelines and reference. Furthermore, the DRR has organized the FbF kick off workshop that gathered operational sectors and support departments in addition to partners and external stakeholders.

1.7.6 Community Emergency Response Teams- CERTS

The DRR has established 6 new CERTs teams in targeted areas, provided capacity building for CERTs on FA and FF, and equipped targeted 10 CERTs with needed materials and equipment.

1.7.7 National Children Routine Immunization

The LRC, the MoPH, and UNICEF launched a national immunization project in late 2021. The project aimed to provide access to enhanced health and nutrition practices for disadvantaged mothers and children, as well as increase the utilization of children's vaccination services. As part of this project, the DRR has supported children who missed their first dose in accessing routine immunization, provided health integrated messages for the caregivers of children that have been reached, and vaccinated 185,315 children that have missed their vaccine.

Similar to other sectors, the DRR played a vital role in responding to the cholera outbreak through several activities highlighted in Figure 8.

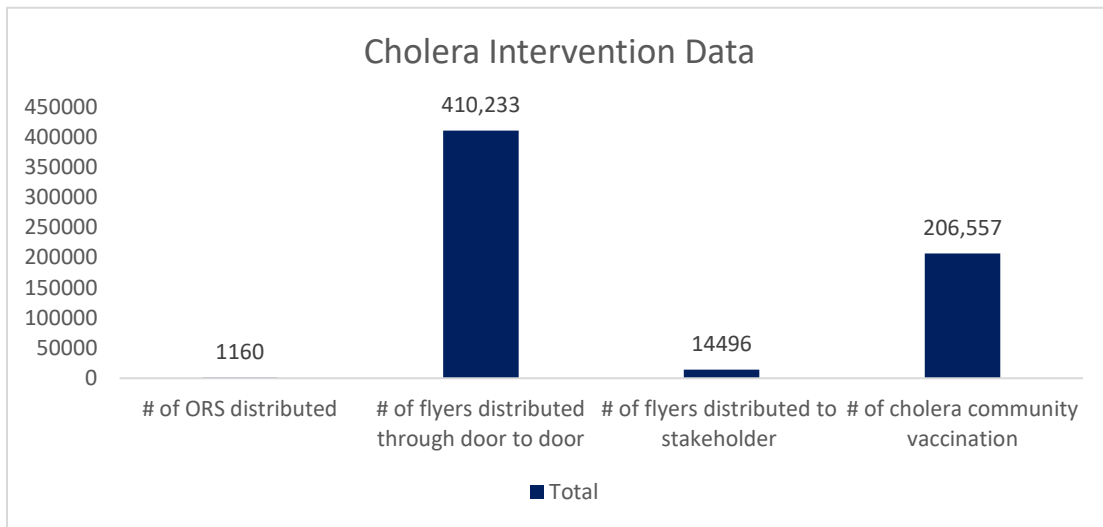


Figure 8 Cholera Intervention Numbers

1.8 Faculty of Nursing (FoN)

The Faculty of Nursing, through its mission, provides education for students of all backgrounds and abilities, while maintaining the highest scientific standards of excellence, integrity, and professionalism in the field of nursing, and supports scientific research.

In 2022, the FoN has achieved the following:

- Prepared students and ensured their readiness for the Colloquium exams.
- Enhanced the quality and quantity of programs and scientific research to achieve the desired national level.
- Enhanced the administrative processes within the faculty.
- Updated the student research fields in line with scientific requirements and initiated the development of a new structure for the scientific research system.
- Renew contracts with hospitals for student internships, including Baabda Hospital, Rafik Hariri University Hospital (RHUH), Hopital du Sacre-Coeur, Mount Lebanon Hospital University Medical Center, Saint Joseph Hospital, Sainte Therese Hospital, Saint Charles Hospital, St Georges Hadath Hospital, Hôtel-Dieu de France University Medical Center, Psychiatric Hospital of the Cross (commonly known as Deir Al Salib), and Sahel General Hospital.
- Enhance the collaborations with partnerships on both the academic and administrative levels as well as develop the institutional and strategic capacities of the faculty on an international level
- Allocate the necessary resources needed to expand the faculty's facilities and admit a higher number of students.
- Achieved a 98% success rate for Postgraduate Diploma.
- Achieved a 76% success rate in the Bridging Program (TS and BS).
- Reached an 80% success rate in the colloquium exams.
- Completed the graduation of the first group of home care students from the Faculty of Nursing, Saida School, and Tripoli Institute.
- Established a dedicated practical training room that enables the school to effectively monitor and oversee applied activities for students.
- Converted the curriculum from Arabic to English taught at the Faculty of Nursing in Baabda, in line with the technical baccalaureate program.
- Witnessed a significant increase in the number of students at Falougha School.

1.9 Medical Direction

The responsibility of the Medical Direction of the LRC is to enhance and advance the medical and academic system in all sectors and sections, in alignment with the strategy of LRC. In 2022, the MD was able to provide medical guidance and support for EMS teams and ORs, develop and enhance the knowledge and skills of the medical staff in the LRC, oversee the supervision of all medical and paramedical services, promote the development of medical programs and modern curricula, develop a plan for basic medical services and strategies that meet the needs of the medical teams and paramedical teams, etc.

Additionally, the MD has managed the medical aspects of the following projects (Figure 9).

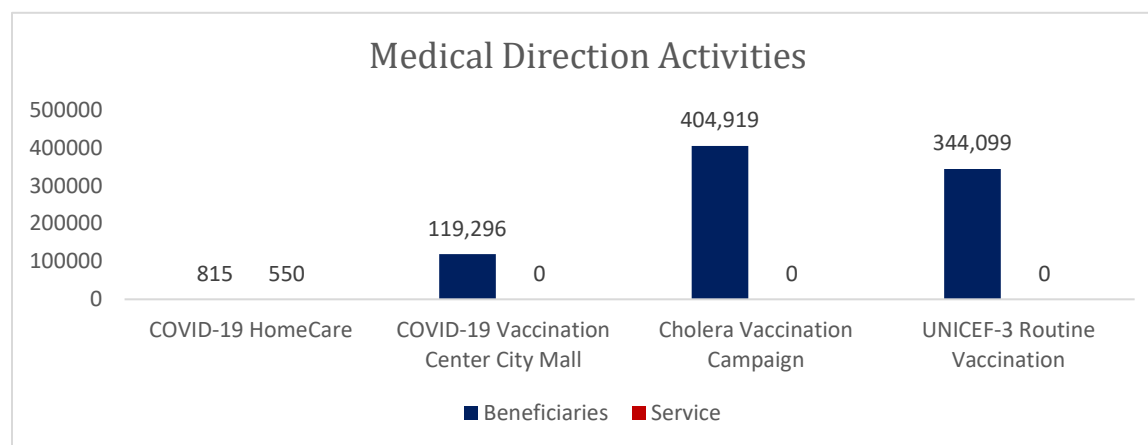


Figure 9 Medical Direction Activities

1.10 Internal & external coordination

Internal coordination between sectors took place at the level of capacity building, disaster preparedness, data collection, Illegal migration response, multi-sectoral project coordination, and visibility. Additionally, external coordination has also taken place between the sectors and schools, governmental organizations, and international non-governmental organizations.

1.11 Challenges

The sectors faced multiple challenges and risks, which forced them to take mitigation measures. These challenges are mainly due to the Lebanese complex crisis such as the fluctuation of the food/non-food prices and the exchange rate, electricity shortage, brain drain of healthcare professionals, unstable security conditions, and the cholera outbreak.

2. Sections

Section	Section's brief	Main activities achieved in 2022
Volunteers	The Volunteers' section provides voluntary services at various levels, internally and externally. They offer ensure that volunteers at the LRC, learn lessons including commitment, guidance, and standardization, and are based on the approved scientific method.	<ul style="list-style-type: none"> - Reviewed LRC's sectors' volunteers' files and indicate their eligibility - Supervised the issuing of more than 7,000 ID volunteer cards for all sectors - Revised all the external requests for volunteers or interns - Planned the actions, field and area of work for external volunteers or interns
Finance	The Finance team aims to increase the organization's financial capacity to support its operations in Lebanon. The team's financial management was key in helping the LRC respond to the COVID-19, Beirut Port Explosion, and Cholera crises. The team's objective is to build on these successes to help the LRC navigate the challenging period with transparency and accountability.	<ul style="list-style-type: none"> - Opened a bank account in France - Issued 100% of the financial reports - Worked on collecting feedback from sectors and partners to update the reporting and budget template - Optimized the use of LRC Admin cost
Fundraising and Communication	The Fundraising and Communication Section aims to enhance the organization's ability to secure funding through non-institutional sources. It also aims to increase financial transparency and accountability, and strengthen local capacities.	<ul style="list-style-type: none"> - Collected \$617,624 of donations - Reached 640 unique donors - Increased the LRC social media posts and campaigns by 70% from 2020 to 2022 - Conducted a representative perception survey regarding the perception of the general public towards LRC.
Human Resources	The HR section aims to build a high-performance culture by increasing individual and organizational productivity through training and development opportunities, and succession planning.	<ul style="list-style-type: none"> - Recruited 64 new employees to meet the needs of various sectors and components, including conducting recruitment tests and performance assessments. - Conducted exit interviews for 54 individuals. - Complied with the decisions of the Ministry of Finance and the National

		Social Security Fund, despite ongoing amendments and various challenges.
Information and Communication Technology	The LRC ICT section aims to improve the governance and management of ICT system data across the national society, and to embed an information security culture within LRC by relying on standards and well-known best practices.	<ul style="list-style-type: none"> -Conducted small group training sessions for LRC users to ensure they have the necessary ICT skills to use the available applications and services. - Held a workshop titled "Security and Onboarding" to develop SOPs for various ICT processes, including acceptable use policy and usual ICT services. - Unified LRC equipment and software with a standard list by replacing 30% of outdated software. - Developed a business continuity plan within the ICT department.
Internal Affairs	The IA Section handles internal tasks related to membership and regulations, as well as external tasks with the RCRCM. The IA also performs the tasks of the secretariat of the Election Supervisory Board and the Audit Committee.	<ul style="list-style-type: none"> -Drafted internal regulations. - Reviewed 70 agreements and amend some of them. - Stayed updated on all legal news of the RCRC movement through attending a workshop as well as participating in National Societies Legal Advisers (NSLA).
Logistics	The Logistics Section aims to keep continuous and effective operation mechanisms, while ensuring the provision of the highest standards to all involved parties. The section also integrates its work into the advancement of the LRC's overall 2022-2024 strategy in different areas of Warehouse, Fleet, and Logistics.	<ul style="list-style-type: none"> - Moved items from logistics' sub-warehouses to the new central warehouse by priority - Updated all vehicles files in Spears - Initiated a logistics tracking system (Coding, counting, reporting) - Allocated a space to store items for sectors that are out of warehousing capacity
Planning and Development	The Planning and Development Section provides technical support to all operational sectors in better planning their projects, developing efficient M&E plans, and reporting on their activities. The section's overall goal is to partner with all stakeholders to strengthen PMEAL practices and align them with the NS strategic priorities. The section coordinates regularly with all PMEAL persons in LRC to develop	<ul style="list-style-type: none"> - Developed LRC Unified Plan of Action for 2023 to follow the results-based management approach for all sectors, sections and programs - Developed branches Plan of Action system development and conducted 1 workshop to unify the development of the PoA in LRC local branches - Supported the initiation of the One Program Approach implementation in EMS and BTS - Conducted 3 PMEAL Working Groups to build the capacity for all

	new PMEAL related templates and review the already existing ones.	LRC PMEAL personnel and representatives
Procurement	The Procurement section within the LRC aims to secure ongoing contracts with suppliers and increase the number of framework agreements to cover all the needs for the LRC purchases. The sector also aims to carry out tenders and quotations in a timely and efficient manner, meeting the timelines and budgets set.	<ul style="list-style-type: none"> - Involved procurement through projects' planning with sectors - Revised and updated the existing SOPs - Modified bid invitation templates to meet different requirements and domains - Conducted quality control session to experts from each department - Issue 3119 requests
Public Relations	The Public Relations and Communication Section promotes the organization's services and principles through media relations and internal communications. This helps to support the LRC and preserve its image and reputation.	<ul style="list-style-type: none"> - Held meetings with the concerned people within LRC and discussed the development of a unified media action plan. - Implemented a comprehensive media roadmap with an annual calendar for LRC's activities and events and conduct 342 activities. - Monitored 94 of the advertising and media products related to LRC (IEC material, videos, posts). - Coordinated and organized interviews and informative tools for Cholera awareness. - Prepared a unified and interactive curriculum for one of the two mechanisms. - Conducted 74 dissemination session to 1,738 new volunteers.
Training and Development	The Training and Development Section at the LRC helps sectors and units develop their annual training plans, create and design training paths, tailor existing trainings, and develop new ones.	<ul style="list-style-type: none"> - Provided 2,762 courses - Reached 35,636 participants - Reached 255,478 people through 14,897 awareness sessions - Trained 1,200 trainers across all courses

2.1 Internal coordination

Similar to the sectors, there is internal coordination among sections at the level of capacity building, workshops and trainings, archive systems, internships, warehouse management, E-tools, project management, and documents and procedures.

2.2 Challenges

The sections have encountered a number of challenges that have caused their work to be delayed. Some of these challenges were related to the Lebanese complex crisis such as financial challenges, shortage in staff, lack of funding, and closure of banks. Other challenges were process-related including lack of SOPs, miscommunication, and delays in the approval of regulations.

3. Programs, Support, and Projects

Brief	Main activities achieved in 2022
<p>Branch Development Program: The BD program supports LRC branches in improving their organizational capacity to serve the most vulnerable through setting a plan of action based on pre-identified objectives.</p>	<ul style="list-style-type: none"> - Developed a live digital fundraising page for 5 branches - Invited volunteers to participate in various branch meetings - Trained and coached branches' boards to develop a joint action plan, budget and annual report - Complete the Health Local Community Assessment (HLCA) in 2 branches.
<p>Migration Program: The migration program's mandate is to assist illegal migrants in Lebanon.</p>	<ul style="list-style-type: none"> - Conducted an assessment in Tripoli to both Lebanese and non-Lebanese communities - Distributed 1,00 booklets on the risks of illegal migration through the sea - Set clear SOPs on push back boats - Responded to 3 push back boats with 400 migrants - Responded to 2 shipwrecks with more 200 migrants on board
<p>Mental Health and Psychosocial Support-Protection, Gender, and Inclusion (MHPSS-PGI) Program: This program aims to integrate PSS and PGI as an integral part of the LRC culture, among staff, volunteers, and targeted communities.</p>	<ul style="list-style-type: none"> - Conducted 82 PSS-PGI induction courses for 1,545 individuals. - Conducted PFA training sessions for 4,108 individuals who trained online and 1,021 who attended in person. - Held Conducting Activity for Children (CAC) training session for 14 individuals. - Developed and mainstreamed 85 tools and documents. - Rolled-out 12,690 PSS activities for 15,869 unique individuals. - Implemented 12,683 Community-led activities for 33,100 individuals. - Conducted sensitization awareness sessions for 14,775 individuals. - Unified the referral/linkages process where 1,030 internal LRC referrals and 371 external referrals were done.
<p>Response Preparedness (RP) Program: The aim of this program is to enhance the capacity of the LRC to respond rapidly and effectively to rapid-onset crisis and disasters through the improvement of the LRC crisis response plan, the development of specific response procedures and contingency plans, training of volunteers and staff at all levels, the systematic</p>	<ul style="list-style-type: none"> - Updated continuously and disseminated the LRC national Crisis Response Plan (CRP) - Updated continuously and disseminated Crisis Preparedness and Response Framework - Developed, disseminated and updated Fast Track procedures and support services policies - Developed, disseminated and updated the role of Branches in Crisis situations

<p>implementation of after-action reviews and the organization of relevant simulations.</p>	<ul style="list-style-type: none"> - Conducted 5 Community Contingency Planning Workshops
<p>Volunteer Management and Peer Support Project: The Volunteer Management and Peer Support programs aim to improve the recruitment and retention of LRC volunteers. The PS program also helps volunteers take care of their mental health by promoting healthy behaviors and teaching them how to manage their emotions.</p>	<ul style="list-style-type: none"> -Conducted formal exit interviews for 70 volunteers -Organized 11 volunteer retention workshops -Provided self-care and basic peer support training for 116 cadres -Provided self-care trainings to 626 volunteers -Piloted a session about safe volunteering environment and tested it once within the peer support program - Completed an evaluation for the PSS and PS program
<p>Vaccination Project: In an effort to respond to the COVID-19 pandemic, the Lebanese health authorities requested the support of the LRC in establishing and operating a major vaccination center in the City Mall to serve Beirut, Mount Lebanon, and all the people who wish to get vaccinated.</p>	<ul style="list-style-type: none"> - Conducted 196,645 COVID-19 vaccinations - Rolled-out satisfaction surveys for 63,209 individuals
<p>Non-emergency hotline (1760): The aim of this hotline is to support beneficiaries of programs in case they face issues with their assistance, collect feedback or complaints, answer questions, and to log assistance requests if any.</p>	<ul style="list-style-type: none"> - Responded to 85% of people who have given feedback about LRC Services. - Issued 12 Feedback reports. - Achieved 8 media appearances that mention the 1760. - Reached 85% of calls that adhere to hotline standards set. - Conducted 4 workshops. - Prepared and activated 9 hotline desks that are operational during emergencies or crises.
<p>Training and Development Center (TDC): The TDC aims to accommodate the needs of the LRC Staff and Volunteers by providing equipment, customized conference and break out rooms, an auditorium and other necessary amenities for the smooth roll-out of capacity building activities.</p>	<ul style="list-style-type: none"> - Hosted 190 trainings
<p>Restoring Family Links (RFL) Program: This program aims to support families separated by natural and man-made disaster by re-establishing and/or maintaining family contact according to LRC criteria with the support of the ICRC.</p>	<ul style="list-style-type: none"> - Train 16 volunteers from 16 DMS centers -Collected validated content -Trained DMS trainers on delivering RFL sensitization to new DMS volunteers as part of DMS induction -Developed RFL advanced training learning objectives -Developed training sessions and tools -Delivered advanced RFL training to focal points

<p>Safer Access: The objective of this approach is to improve the LRC access, acceptance, perception, and security while providing humanitarian services to people and communities in need. It was established to allow LRC to have a clear understanding of the interlinked political, social, cultural, and economic aspects through its activities.</p>	<ul style="list-style-type: none"> - Conducted an LRC assessment and evaluation for the framework agreement with 35 attendees from LRC sectors and sections. - Created the LRC safer access steering committee.
<p>Safety and Security Unit (SSU): The SSU's main goal is to help partners' personnel in Lebanon stay safe by increasing security awareness and avoiding security risks.</p>	<ul style="list-style-type: none"> - Fulfilled 100% of the security clearance requests. - Update the drill evacuation plan with the IFRC and ICRC - Conducted 5 security checks. - Conducted 22 security assessment. - Disseminated 19 security briefings. - Conducted 1 HEAT training session.
<p>Programs established in 2022</p>	
<p>Healthcare in Danger: This program aims to reduce violence against LRC healthcare professionals and its impact in conflict and other emergencies.</p>	<ul style="list-style-type: none"> - Provided one session for 15 EMS volunteers to train them on healthcare in danger and de-escalation
<p>Forensics Program: This program aims to enhance LRC's ability to ensure proper and dignified management of the dead in emergencies, crises and disasters.</p>	<ul style="list-style-type: none"> -Project is newly established and no achievements have been made yet

3.1 Internal coordination

Internal coordination took place between programs, support, and projects at the level of capacity building, development of documents, and process coordination.

3.2 Challenges

Several challenges have negatively impacted the flow of the programs, support, and projects. These include Lebanon's complex crisis, limited resources, as well as coordination and process challenges.

Lebanese Red Cross