

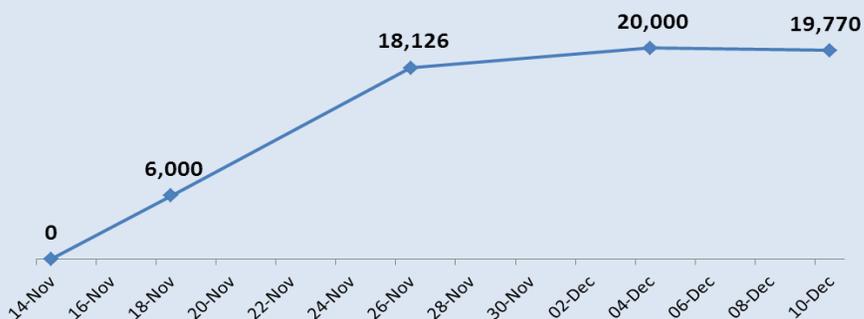
# LEBANON: Aarsal

## Overview of Inter-Agency Response

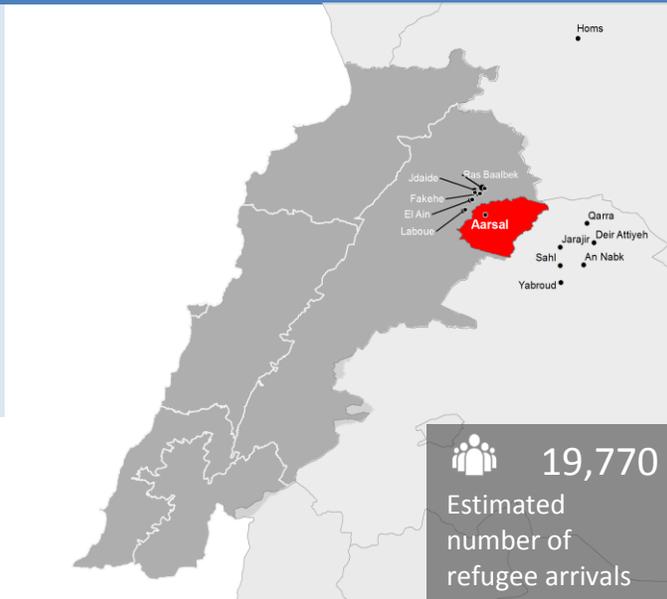
15 November - 15 December 2013



### Refugee arrivals



Figures of refugee arrivals were revised down slightly in early December in line with more accurate information on the composition of refugee households



### Timeline of Response



## 1. Context

This humanitarian overview summarizes actions taken by local actors and relief agencies in Lebanon to respond to an influx of some 20,000 Syrian refugees to Aarsal, a town of 35,000 persons in the Bekaa, in November and December 2013.

Heavy fighting between the Syrian Armed Forces and Armed Opposition Groups in the Qalamoun area of Rif Dimashq, Syria resulted in the arrival of over 6,000 refugees in Aarsal from 15<sup>th</sup> – 18<sup>th</sup> November 2013. By 21<sup>st</sup> November the number of newly arrived refugees in Aarsal rose to over 18,000 with a further 3,000 arrivals in recent weeks.

Local and humanitarian actors mobilized immediately to respond to needs. By 16 November 2013, several humanitarian agencies were on the ground and UNHCR had established coordination for the inter-agency response under the overall direction of the Ministry of Social Affairs (MoSA). The inter-agency contingency plan was activated and regular coordination meetings instituted to bring about efficient distribution of responsibilities among partners.

Together with local authorities and MoSA, partners advocated for the use of private buildings and land to accommodate refugees. Partners also provided assistance in the areas of shelter, water, sanitation and hygiene, health, food and basic items, as detailed in the report that follows. Some 90% of new arrivals were reached with basic relief items, and care was taken not to disrupt essential ongoing programmes for refugees and host communities.

While the situation in Aarsal is still of concern, the rate of arrivals has slowed significantly to just 10-15 families per day. With winter conditions causing severe hardship across the Bekaa valley and North Lebanon, partners are focusing on the urgent winter needs of all refugees, including new arrivals.

Note: Information on activities has been compiled based on the inputs of partners. Given emergency conditions on the ground, figures have not been verified and may exclude the valuable contribution of some partners.

## 2. Response

### 2.1 Protection

Many refugees coming from the Qalamoun area had been displaced inside Syria before seeking safety in Lebanon, making them particularly vulnerable. Some families were separated during flight and a small number of children arrived alone without a parent or caregiver. Other refugees were wounded or traumatized. Most refugees arrived without even the most basic items and means to ensure their well-being and safety.

Partners mobilized quickly to identify newcomers and respond to urgent needs, including through the establishment of a protection desk, outreach to vulnerable households and a multi-sectoral assessment. As of 16 November, the local authorities worked with the support of NGOs to verify new arrivals and refer them for UNHCR refugee registration. Partners also agreed referral pathways to ensure the most vulnerable could access immediate assistance and psychosocial counselling, with special attention on addressing risks relating to children and sexual and gender based violence.

#### Key activities and achievements

Activity	Number of persons reached	Partners
Refugees identified and listed	19,770	DRC, UNHCR
Case management	683	ICRC, IMC, TdH, UNHCR
Child-friendly space established	429	Amel Association, TdH, UNHCR, UNICEF
Counselling provided	253	NRC, UNHCR
Group information sessions (120 sessions)	848	NRC, UNHCR
Individual information session	343	NRC, UNHCR
Protection cases identified and referred	2,170	DRC, IRC, NRC, UNHCR, UNICEF
Psychosocial support provided	1,469	Amel Association, IRC, NRC, TdH-Italy, UNHCR, UNICEF
Reproductive health sessions	365	DRC, UNICEF

### 2.2 Shelter and WASH

With a resident population of only 35,000 people, Aarsal continues to struggle in accommodating newly arrived refugees in addition to some 20,000 who had sought refuge in the city before the recent influx. A temporary shelter site was established to accommodate some 70 families and other families found shelter in empty or abandoned buildings, mosques and private houses. Of most concern are some 800 families who constructed makeshift shelters in informal settlements that lack the most basic facilities. Water, sanitation and hygiene conditions in many shelters are below standards and some refugees lack access to clean water. As winter sets in, conditions have deteriorated significantly, exposing refugee men, women and children to extreme cold, with little protection from rain, snow and high winds.

Partners supported refugees in all forms of shelter, including informal settlements, through a range of interventions including sealing off and provision of winter tents. Partners provided water, water filters and hygiene items. They also constructed hygiene facilities in shelter sites and conducted hygiene promotion to help refugees adapt to new living conditions. A significant winterization effort has

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targeted Arsal as of early December in anticipation of the Alexa storm and seasonal conditions, including replacement or reinforcement of inadequate shelters.

### Key activities and achievements

Activity	Number of persons reached	Partners
Shelter assistance provided	12,975	Jousour El Nour, NRC, SCI, UNHCR
Hygiene services provided	6,575	ACF, IMC, UNHCR
Sanitation: Latrines constructed	11,035	ACF, INTERSOS, UNHCR, UNICEF
Sanitation: Shower, hand washing point	4,500	ACF, INTERSOS, UNHCR, UNICEF
Sanitation: Solid-waste collection containers	1,750	ACF, INTERSOS, UNHCR, UNICEF
Water assistance provided	17,952	ACF, INTERSOS, UNHCR, UNICEF

### 2.3 Core relief items and food security

Many refugees arrived hungry and with few possessions. As of 16 November, partners including MosA and local organizations supported refugees to meet their basic and most urgent needs. By early December some 90% of newly arrived refugees had been assisted with food and basic items for sleeping, cooking and maintaining hygiene such as blankets, mattresses and kitchen sets. In anticipation of the Alexa winter storm, partners also scaled up winter assistance through the provision of stoves, heating fuel and high thermal blankets. Vulnerable refugee children were supported with winter clothes.

### Key activities and achievements

Activity	Number of persons reached	Partners
Standard NFI Newcomer Package	18,090	DRC, ICRC, UNHCR
Blankets distributed	12,645	ACU, Amel Association, Jamaa El Islamiya, KSA Relief, Medico, Oxfam, UNHCR
Heating fuel provided	7,420	DRC, Jousour El Nour, MSF, UNHCR
Stoves Distributed	6,600	ACU, Al Nahda, DRC, Jamal El Islamiya, Josour El Nour, KSA Relief, UNHCR
Winter Clothes distributed	11,790	ACU, Amel Association, DRC, Future Movement, Josour El Nour, Medico, UNHCR, UNICEF
Winter Clothes distributed to children	2,863	TDH-Italy, UNICEF

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between 0-14		
Mattresses distributed	2,024	Al Nahda, Amel Association, Medico, Oxfam
Food parcels distributed	19,770	ACU, Amel Association, DRC, Jousour El Nour, KSA Relief, WFP

## 2.4 Public health

Many refugees arrived in Aarsal in poor health or with injuries sustained as a result of violence in the Qalamoun area. Partners and local actors responded to cases of malnutrition, measles, leishmaniasis, diarrhoea, lice and chronic diseases, while wounded refugees were transferred to field and local hospitals. Partners quickly established mobile medical teams to reach the most vulnerable. With local health facilities overstretched by the influx, humanitarian agencies also provided support with consultations, medicines and other services. Newly arriving refugees were included in the second round of the national polio immunization campaign to guard against possible outbreaks.

### Key activities and achievements

Activity	Number of persons reached	Partners
Primary Health Care provided	13,163	Amel Association, Beyond, IMC, Medico, MSF, UNHCR, UNICEF
Vaccinations provided	8,800	Beyond, UNICEF
Vitamin A Supplementation	526	Beyond, MoPH, UNICEF
Antenatal and Postnatal services	247	Beyond, MoPH, UNICEF
Counselling provided	17	IMC, UNHCR

### For more information:

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**With thanks to:**



Arsal Municipality



Jarrah Scouts



**As well as to:** Al Jamaa Al Islamiya, Dar Al Fatwa, Jousour Al Nour, KSA Relief, Popular Rescue, Rural Development Association, Prince of Qatar Aid, the Syrian Humanitarian Response Office, the local community, and local NGOs.

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## Annex: Breakdown of activities by partner

Agency	Sector	Output	Comments	# of persons reached	Age	Gender
ACF/UNHCR	WASH	Sanitation assistance provided	construction of new toilet facilities	3900	all ages	m/f
ACF/UNHCR	WASH	Sanitation assistance provided	installation of chemical toilets	3750	all ages	m/f
ACF/UNHCR	WASH	Sanitation assistance provided	Installation of shower facilities	2750	all ages	m/f
ACF/UNHCR	WASH	Hygiene services provided	Distribution of hygiene cleaning kits	4275	all ages	m/f
ACF/UNHCR	WASH	Sanitation assistance provided	Hand washing points	1750	all ages	m/f
ACF/UNHCR	WASH	Hygiene services provided	Solid waste collection containers 800L	1750	all ages	m/f
ACF/UNHCR	WASH	Water assistance provided	Construction of water supply system	1750	all ages	m/f
ACF/UNHCR	WASH	Water assistance provided	Construction of one centralized water point in Bara ITS	1325	all ages	m/f
ACF/UNHCR	WASH	Water assistance provided	Water supply in ITS, CS and HH	6362	all ages	m/f
ACF/UNHCR	WASH	Water assistance provided	Water filter	2090	all ages	m/f
ACU	Food	Food parcel distributed		10,000	all ages	m/f
ACU	NFIs	Winter clothes distributed		5000	all ages	m/f
ACU	NFIs	Stoves distributed		4,000	all ages	m/f
ACU	NFIs	Blankets distributed	Heavy blankets	5,000	all ages	m/f
Al Nahda	NFIs	Blankets distributed	incl. 324 mattresses	250	all ages	m/f
Al Nahda	Food	Food parcel distributed		500	all ages	m/f
Al Nahda	NFIs	Stoves distributed		285	all ages	m/f
Amel Association	Food	Food parcel distributed		1590	all ages	m/f
Amel Association/Medico	NFIs	Winter clothes distributed	60\$ vouchers (Medico)	625	18-59 years	m/f
Amel Association/Oxfam/Medico	NFIs	Other NFIs provided (please specify in comments)	blankets, mattresses (OXFAM/Medico )	1700	18-59 years	m/f
Amel Association/Medico	Health	Primary Health Care provided	PHC+MMU (Medico)	2000	18-59 years	m/f

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Agency	Sector	Output	Comments	# of persons reached	Age	Gender
<b>Amel Association/UNHCR</b>	Protection	Child-friendly space established	partnership with UNHCR	370	04-18 years	m/f
<b>Amel Association/UNICEF</b>	NFIs	Winter clothes distributed	40\$ vouchers (UNICEF)	875	04-18 years	m/f
<b>Amel Association/UNICEF</b>	Protection	Psychosocial support provided	partnership with UNICEF	130	04-18 years	m/f
<b>Beyond/UNICEF</b>	Health	Vaccination provided	Polio and measles	8,800	all ages	m/f
<b>Beyond/UNICEF</b>	Health	Primary Health Care provided		9,000	all ages	m/f
<b>DRC/UNHCR</b>	Protection	Refugees identified and listed		19770	all ages	m/f
<b>DRC/UNHCR</b>	NFIs	Other NFIs provided (please specify in comments)	Newcomers package	14740	all ages	m/f
<b>DRC/UNHCR</b>	NFIs	Heating fuel provided		3265	all ages	m/f
<b>DRC/UNHCR</b>	NFIs	Stoves distributed	Children below 14 years old	1290	04-18 years	m/f
<b>DRC/UNHCR</b>	NFIs	Heating fuel provided	jerry cans and fuel vouchers children below 14 years old	1290	04-18 years	m/f
<b>DRC/UNHCR</b>	NFIs	Winter clothes distributed	Children below 14 years old	1290	04-18 years	m/f
<b>DRC/UNHCR</b>	Protection	Protection cases identified and referred	Outreach activities		all ages	m/f
<b>DRC/UNICEF</b>	Protection	Reproductive health sessions	Partnership with UNICEF	365	26 -45 years	female
<b>Future Movement</b>	NFIs	Winter clothes distributed	1500 for students in schools 2000 clothing kits for ITS	3500	all ages	m/f
<b>HI</b>	Protection	Case management	159 beneficiaries case management	159	all ages	
<b>ICRC</b>	NFIs	Other NFIs provided (please specify in comments)	Newcomers package	3350	all ages	m/f
<b>ICRC</b>	Protection	Case management	Tracing/detention monitoring	50	all ages	m/f
<b>International Medical Corps/UNHCR</b>	Health	Primary Health Care provided	Primary Health Care at MMU Arsal	881	1-59 years	457 females, 424 males

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Agency	Sector	Output	Comments	# of persons reached	Age	Gender
International Medical Corps/UNHCR	Health	Primary Health Care provided	Primary Health Care at RHF Clinic	578	all ages	374 females, 204 males
International Medical Corps/UNHCR	NFIs	Other NFIs provided	Family Hygiene Kits provided by UNHCR	540	all ages	NA
International Medical Corps/UNHCR	Health	Primary Health Care provided	Health Education Sessions at RHF Arsal Clinic	340	all ages	NA
International Medical Corps/UNHCR	Health	Primary Health Care provided	Health Education Sessions at Arsal MMU	364	all ages	NA
International Medical Corps/UNHCR	Health	Counseling provided		17	< 4 years 17	male 101
International Medical Corps/UNHCR	Protection	Case management		49	04-18 years 49	female 90
International Medical Corps/UNHCR	Protection	Case management		111	18-59 years 111	
International Medical Corps/UNHCR	Protection	Case management		14	>60 years 14	
International Rescue Committee/UNICEF	Protection	Psychosocial support provided	In women and girls community centers Partnership with UNICEF	134	04-18 years	female
International Rescue Committee/UNICEF	Protection	Psychosocial support provided	In women and girls community centers Partnership with UNICEF	293	18-59 years	female
International Rescue Committee/UNICEF	Protection	Protection cases identified and referred	broader assessments of protection concerns and advocacy to have risks mitigated Partnership with UNICEF	382	04-18 years	female
International Rescue Committee/UNICEF	Protection	Protection cases identified and referred	broader assessments of protection concerns and advocacy to have risks mitigated Partnership with UNICEF	1771	18-59 years	female
Intersos/UNHCR	WASH	Sanitation assistance provided	construction of new toilet facilities	2250	all ages	m/f
Intersos/UNHCR	WASH	Water assistance provided	Water supply in ITS, CS and HH	5425	all ages	m/f

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Agency	Sector	Output	Comments	# of persons reached	Age	Gender
Intersos/UNHCR	WASH	Water assistance provided	Water filter distribution	1000	all ages	m/f
Jamaa El Islamiya	NFIs	Blankets distributed		2500	all ages	m/f
Jamaa El Islamiya	NFIs	Stoves distributed	accurate numbers tbc	75	all ages	m/f
Jousour El Nour	Food	Food parcel distributed		500	all ages	m/f
Jousour El Nour	NFIs	Winter clothes distributed		500	< 4 years	m/f
Jousour El Nour	NFIs	Heating fuel provided		150	all ages	m/f
Jousour El Nour	NFIs	Stoves distributed		150	all ages	m/f
Jousour El Nour/UNHCR	NFIs	Shelter assistance provided	Shovels distributed per ITS depending on size	1500	all ages	m/f
KSA Relief	Food	Food parcel distributed		3000	all ages	m/f
KSA Relief	NFIs	Stoves distributed		800	all ages	m/f
KSA Relief	NFIs	Blankets distributed	incl. 60 mattresses	1250	all ages	m/f
MSF	NFIs	Heating fuel provided	Fuel vouchers	520	all ages	m/f
MSF	Health	Primary Health Care provided		tbc	all ages	m/f
NRC/UNHCR	NFIs	Shelter assistance provided	Sealing off kits for unfinished buildings	5790	all ages	m/f
NRC/UNHCR	Protection	Counselling provided	Topics include: Registration with UNHCR, Legal status, Access to Fis and NFIs, Medical services, Birth registration	103		male
NRC/UNHCR	Protection	Counselling provided		150		female
NRC/UNHCR	Protection	Group information sessions (120 sessions)		848		male
NRC/UNHCR	Protection	Individual information session		1024		female
NRC/UNHCR	Protection	Individual information session		188		male
NRC/UNHCR	Protection	Individual information session		155		female
NRC/UNHCR	Protection	Protection cases identified and referred	Unaccompanied/separated children	8	04-18 years	m/f
NRC/UNHCR	Protection	Protection cases identified and referred	Restoring family ties/family tracing	8	18-59 years	male
NRC/UNHCR	Protection	Protection cases identified and referred	GBV	1	18-59 years	female
NRC/UNHCR	Protection	Psychosocial support provided	Emergency Education to New Arrivals Outreach and Com Center	100	04-18 years	male

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Agency	Sector	Output	Comments	# of persons reached	Age	Gender
<b>NRC/UNHCR</b>	Protection	Psychosocial support provided	Emergency Education to New Arrivals Outreach and Com Center (Life Skills, Recreational, Basic Literacy)	200	04-18 years	female
<b>NRC/UNHCR</b>	Shelter	Shelter assistance provided	Sealing off kits to 1,067 households (multiplied by 5 to get number of beneficiaries)	5335	all ages	m/f
<b>Prince of Qatar Aid</b>			Items ordered but not distributed during influx			
<b>SCI/UNHCR</b>	NFIs	Shelter assistance provided	Comprised of weather-proofing kits and new arrival shelter kits	1785	all ages	m/f
<b>TdH/UNHCR</b>	Protection	Case management	300 cases referred	300	all ages	m/f
<b>TdH/UNHCR</b>	Protection	Child-friendly space established	2 CFS established			
<b>TDH - Italy/UNICEF</b>	Protection	Psychosocial support provided	Partnership with UNICEF	612	05-15years	m/f
<b>UNHCR</b>	NFIs	Heating fuel provided	Fuel vouchers + 1317 jerry cans	2195	all ages	m/f
<b>UNHCR</b>	Shelter	Shelter assistance provided	70 tents transit site	350	all ages	m/f
<b>UNHCR</b>	NFIs	Blankets distributed		2195	all ages	m/f
<b>UNICEF</b>	Protection	Child-friendly space established	Protection desk within CFS	59	04-18 years	m/f
<b>UNICEF/ACF</b>	WASH	Sanitation assistance provided	5 chemical latrine in Al Riad Event Hall CC	200	all ages	m/f
<b>UNICEF/ACF</b>	WASH	Sanitation assistance provided	4 chemical latrines in Al Moktar Event Hall CC	470	all ages	m/f
<b>UNICEF/ACF</b>	WASH	Sanitation assistance provided	6 chemical latrines in Al Hosn Mosque	450	all ages	m/f
<b>UNICEF/ACF</b>	WASH	Sanitation assistance provided	1 chemical latrines in NRC center	15	all ages	m/f
<b>UNICEF / MoPH/ Beyond</b>	Health	Vitamin A		526	0-5	m/f
<b>UNICEF / MoPH/ Beyond</b>	Health	Medical treatment	Through mobile medical units	3413	0-49 years	m/f
<b>UNICEF / MoPH/ Beyond</b>	Health	Antenatal & Postnatal care services		247	18-59 years	Female
<b>UNICEF / MoPH/ IOCC</b>	Nutrition	Traning on screening and management of PHC staff		5	all ages	m/f

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Agency	Sector	Output	Comments	# of persons reached	Age	Gender
UNICEF / MoPH/ IOCC	Nutrition	Malnutrition screening		1300	6m-05 years	m/f
UNICEF / MoPH/ IOCC	Nutrition	Malnutrition treatment		7	6m-05 years	m/f
UNICEF/TDH-Italy	NFIs	Winter clothes distributed to children between 0-14	another 1,488 distributed on Dec 16/17th Partnership with UNICEF + direct distribution from UNICEF	2863	0-14 years	m/f
WFP/ DRC	Food	Food parcels distributed	3,844 food parcels	19,220	all ages	m/f

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