



## **National Protection Strategy Protection Working Group – Lebanon**

**September 2013**

### **Introduction and Background**

Since the beginning of the conflict in Syria in March 2011, more than 2 million Syrian refugees have fled to neighboring countries. As of September 2013, Lebanon hosted the largest number, with more than 760,000 refugees registered or pending registration with UNHCR. This figure is projected to reach one million by the end of 2013 and nearly 2 million persons by the end of 2014, equivalent to 42% of the total population in Lebanon. In addition, UNRWA has recorded the details of 43,000 Palestine Refugees from Syria (PRS) and the number is expected to rise to 80,000 by the end of 2013. The dramatic increase in the number of refugees from Syria across the region and the consequences on all refugee and host communities in Lebanon require a coordinated humanitarian and protection response to address the needs of all populations in need, including Syrian, non-Syrian and Palestinian refugees, Lebanese returnees and the Lebanese and Palestinian host communities.

During their flight to Lebanon, refugees from Syria are exposed to risks such as targeting by armed groups, exploitation or family separation. Assessments by UN and partners also show that many women and girls (and some boys) have experienced sexual violence in Syria and are at risk of other types of violence in Lebanon including early marriage, intimate partners violence and survival sex. A growing number of refugees who entered through unofficial border crossings or whose legal status has expired (and therefore considered “illegal” under Lebanese immigration law) continue to be at risk of arrest and detention, lack access to vital services, including civil documentation such as birth registration, and require information and counseling. Shelling in border areas and security incidents linked to rising tensions in locations across the country, among other things, endanger the physical safety of refugees. Refugees have been subject to physical threats as well as rising numbers of evictions, while relocation becomes increasingly challenging as shelter alternatives dwindle.

Refugees in Lebanon reside in over 1,400 locations across the country and outnumber Lebanese residents in 30% of these locations, straining the capacities of local responders, exhausting the services available to refugees and putting severe pressure on public services and jobs. Vulnerabilities among the refugee and host population are expected to increase as displacement becomes protracted and the limited resources of refugees are further depleted. Currently, over 230,000 persons with specific needs

have been identified including persons with disabilities, older persons, women and children at risk, persons with serious medical conditions and survivors of sexual and gender-based violence (SGBV).

The protection environment in each region of Lebanon can also differ according to the local context. For example in Akkar, some of the main protection concerns involve security problems close to the border, including cross-border shelling and sniping activities, monitoring of the three official border crossings of Boqaaia, Arida and Aboudiyeh, as well as the Wadi Khaled dynamic and freedom of movement through the Chadra checkpoint. In Tripoli and its surroundings, the proliferation of arms and heightened tensions around supporters and opponents of the Syria regime have raised serious concerns over protection incidents, evictions and a strict posture by security forces. In Mt. Lebanon, there remain gaps in services due to the more recent establishment of humanitarian activities as well as the wide dispersion of refugees in diverse and often isolated mountain areas. Similarly in the South, refugees live in a widely dispersed area with few collective settlements or shelters making outreach difficult; meanwhile, the unique political context of South Lebanon and the Security Belt can also pose particular challenges for protection. In the Bekaa, key protection priorities include the impact of the security situation on humanitarian space, large numbers of informal tented settlements spread over a broad geographical area, and serious concerns over a potential mass influx through Masnaa or Aarsal.

## **Protection Situation Analysis and Assessment**

While the Government of Lebanon has recognized the need to continue providing protection and assistance to persons displaced from Syria, there remain protection risks and concerns linked to a range of political, economic, environmental and other factors. These include the push factor of the ongoing conflict in Syria, the sheer immensity of humanitarian needs outpacing the capacity of national service providers, limited refugee resources, Lebanon's delicate confessional equilibrium and deeply polarized politics around the question of Syria and specific risks related to basic needs of shelter, water, sanitation and hygiene, livelihoods, health, education, among others.

As the crisis persists and even intensifies, the provision of protection and basic assistance will become more challenging in the absence of increasingly stretched resources, in light of the coming winter season and with the prospect of an even greater refugee outflow into Lebanon depending on developments in Syria. Existing Lebanese institutions that are currently or may be sought to provide services for the Syrian refugees need capacity-building to address the needs of all those who require special treatment or attention including the elderly, persons with disabilities, women and children at risk, and survivors of SGBV.

The following is a summary of some of the main protection risks and concerns in Lebanon.

### ***Overall Protection Environment and Access to Territory***

#### ***Problem: Lack of legal or administrative refugee framework***

Lebanon is not a state party to the 1951 Convention or to its 1967 Protocol nor does it have specific legislation or administrative practices for refugees and asylum-seekers. As such, refugees are subject to the same provisions in domestic law that apply to other foreigners. While Syrians currently benefit from favourable bilateral agreements permitting entry and work, the absence of an administrative framework means that those refugees in violation of the 1962 Immigration Law (due to unofficial entry or expiry of legal stay) may lack legal protection against

arrest, prosecution and deportation. While those violating the Immigration Law are given deportation orders, deportation measures are not being strictly enforced and the Government of Lebanon has not forcibly deported any Syrians since August 2012.

***Problem: Obstacles to accessing the territory of Lebanon***

Persons from Syria attempting to flee to Lebanon often undertake perilous journeys through conflict-affected areas and face obstacles due to security checks by Syrian armed elements, demands for bribes, confiscation of documents and unexploded ordnance in key border areas. Since July 2013, the GSO has imposed stricter border controls, requiring those coming from Syria to present full, undamaged documentation or be denied entry. These factors can result in some refugees being unable to access the territory, resorting to unofficial border crossings as well as enhanced risks of family separation and higher numbers of unaccompanied refugee children. Upon entry to Lebanon, refugees also need immediate information on how and where to access assistance as well as identification of their specific needs.

***Registration and Civil Status Documentation***

***Problem: Challenges to registration***

Despite nearly 6,000 persons approaching one of UNHCR's four registration centers each day and more than 100 families recording their details daily with UNRWA, there remain barriers to access. Minority populations may be reluctant to register with UNHCR or UNRWA due to concerns for personal security and safety while others face barriers due to restrictions on movement related to distance, lack of documentation or security checkpoints. The increase in persons entering without documentation and/or through unofficial border crossings due to stricter border controls may also have implications on freedom of movement to access registration. Increasingly targeted assistance may also give some refugees the impression that they do not need to register if they are not eligible for certain forms of assistance. Prompt and efficient registration, including through mobile registration for very vulnerable persons, must be flexible, balance risks of fraud for undocumented persons, including children, as well as capture essential information on specific needs. As the displacement continues, information on the refugee population will also need to be updated to ensure continued assistance, such as their location or family composition.

***Problem: Lack of civil status documentation, including birth registration***

Many refugees lack civil status documentation which can result in obstacles to accessing basic services and to obtaining other critical documentation, in particular birth registration but also healthcare and education. The inability to register births may put refugees at a heightened risk of statelessness and creates protection risks around exploitation and trafficking. Some of the major obstacles to birth registration include lack of evidence of legal stay, lack of proof of marriage and lack of the necessary identity documents. In addition, UNHCR documentation at present is not always sufficient for accessing services. Information, awareness and legal assistance is needed regarding sometimes complex procedures and services.

***Problem: Challenges to identifying specific needs***

According to WHO, persons with disabilities generally represent 15% of a given population and, in times of emergency and conflict, can increase to 18-20%, including injured persons whose impairments may be permanent or persons who experienced severe trauma and will suffer from mental health issues. However, with persons with disabilities representing less than 1% of those

refugees registered with UNHCR, identification of persons with disabilities will require strengthening through in depth assessments at registration and other locations.

### ***Respect for Refugee Rights and Access to Legal Remedies***

***Problem: Irregular legal status can lead to risks of detention, restrictions on freedom of movement, etc.***

Some 12% of registered refugees (and potentially more among the unregistered) entered Lebanon through unofficial border crossings and therefore are not recognised by the Government as legally present in Lebanon. In addition, those who entered officially risk becoming seen as irregular if they fail to renew before their 6-month residency coupon expires (or 3-months in the case of PRS), or if they are later unable to pay the often cost prohibitive renewal fees at the expiry of 12 months. The consequences of irregular legal status can be vast, not least relating to risks of arrest and detention, severe limitations on freedom of movement, limited access to livelihoods/employment, risks of exploitation, civil registration, access to closed Palestinian camps and problematic access to essential services. In addition, many refugees may also lack documentation altogether, which can pose additional protection risks and be an obstacle to eventual regularization.

***Problem: Limitations on refugee rights and access to justice***

Refugees may not be able to enjoy their rights due to lack of awareness or limitations imposed on them in their locations. Some municipalities have implemented *ad hoc* restrictions on Syrians, including curfews prohibiting movement at night and confiscation of documents. Housing, land and property issues have also emerged, including eviction threats and municipality-run formal tented settlements. Lack of legal representation, awareness and irregular legal status complicate access to justice and remedies for these and other rights violations. Comprehensive approaches are needed by all agencies to find durable and sustainable solutions.

### ***Security from Violence and Exploitation***

***Problem: Risks of violence and threats to the physical safety and security of refugees***

Physical safety remains an issue of concern, particularly in communities affected at times by shelling or shootings from Syria. The overall security situation in locations such as the Bekaa and northern Akkar, conflict-prone neighborhoods in Tripoli, and rising tensions in villages in North, East and the South have resulted in retaliatory actions, evictions, secondary displacements and protection incidents affecting refugees. Refugees and members of the host community have been exposed to threats, physical mistreatment and even some who have died in crossfire. Relocation of these families remains a challenge due to the lack of shelter alternatives, lack of funds to access existing institutions, as well as lack of access to justice, particularly for those considered irregularly present in Lebanon.

***Problem: Preventing and addressing violations against girls and boys***

Some 52% of the refugee population are children aged 17 years or below, who are disproportionately affected by displacement. Many have experienced or witnessed atrocities and suffer from psycho-social distress, while caregivers struggle to provide much-needed support. Family separation, physical violence including bullying and verbal harassment (especially in schools), and increased risks of school drop-out, early marriage, recruitment by

armed groups and child labor remain major concerns, as well as neglect and abuse in the home. *For more details, please refer to the Child Protection in Emergencies Working Group Strategy – September 2013.*

***Problem: Preventing and responding to sexual and gender-based violence***

In Lebanon Syrian women, girls and boys are at risk of violence due to displacement, separation from families, increased vulnerability and limited access to services. Intimate partner violence, early marriage and survival sex have been identified by adult women and adolescent girls as other forms of violence experienced since arriving in Lebanon. However, survivors are reluctant to report SGBV, due to cultural values and stigma but also due to the fact that access to services is often inhibited by distance to services or due to restricted freedom of movement imposed by family members. Furthermore, access to information is restricted regarding the availability of services and support. Until services are in place that respects survivor's rights, dignity and confidentiality, few survivors will report the abuse they have faced. Of particular concern are women and girls with disabilities, who are more likely to experience domestic violence than non-disabled women and where SGBV can also contribute to the incidence of disability among women, as well as separated or unaccompanied girls. *For more details, please refer to the strategy of the SGBV Task Force.*

***Problem: Preventing and addressing exploitation of Persons with Disabilities (PWDs)***

Many refugee PWDs, particularly those with mental or multiple disabilities, face limited access to appropriate protection services, putting them at increased risk of exploitation and abuse. In addition to basic rights violations, lack of access to affordable shelter and facilities as well as limited access to appropriate preventative and rehabilitative services or systematic case referral, can make them more vulnerable to sexual exploitation, physical harm, and psychological trauma. Many inaccessible refugee shelters have been identified as seriously challenging for the mobility of persons with physical disabilities. Because many formal and informal shelters are generally inaccessible, many PWDs are forced to remain in their shelters where they lack access to their basic rights and available services. While several local and international bodies are attempting to help in this matter, needs are much beyond available resources.

## ***Basic Needs and Essential Services***

***Problem: Limited capacity of and/or affordability of national service providers and geographic and information gaps, particularly for persons with specific needs***

80% of refugees registered with UNHCR are women, children and elderly who are confronted with a wide range of protection risks. Other displaced persons such as non-registered Syrian refugees, PRS, Lebanese returnees and other refugees from Syria may be even more difficult to reach and have access to a very limited number of services. In general, they live spread out in rural and urban areas making outreach essential to identify those who need support the most, such as persons with disabilities, elderly at risk, women at risk, children at risk, persons with serious medical conditions and survivors of SGBV. With the resources of national service providers overstretched and unable to cover the immense needs and international service providers limited, gaps remain in the geographical coverage of services, consistency and availability of quality services, information on rights and entitlements and location of services as well as in some programmes for specific needs. The shift toward more targeted assistance, particularly in food and core relief item assistance, will pose additional challenges to meeting

the basic needs of a very large and continuously growing number of refugees, the levels of registration with UNHCR and may trigger negative coping mechanisms by affected individuals.

***Problem: Risks associated with scarce shelter***

Host community absorptive capacity has been nearly exhausted and rented accommodation both saturated and beyond the means of many refugees. With the lack of shelter opportunities, more than 40,000 refugees have settled in informal tented settlements, often on private or public disused land without written agreements where there is a heightened risk of eviction. Other refugees live in unfinished or abandoned buildings, public buildings and collective living situations. Sanitary conditions in many settlements are very poor, with flooding and water-borne diseases presenting a real risk and problematic access to basic services such as electricity, schools and health services. There are various protection concerns in informal settlements, including, potentially exploitative labour conditions involving even women as well as reports of sexual harassment and abuse of women on their way to and from informal settlements. Safety concerns for children in particular have been raised in settlements, with open water wells and proximity to main road raised as examples. Over half of the PRS population, including some Syrian refugees, have been displaced into the already existing Palestinian camps. These camps already face overcrowding, have weak infrastructure and unsatisfactory sanitary conditions. As such, dispersed refugees represent enhanced concerns for security and protection.

## ***Community Empowerment and Self-Reliance***

***Problem: Community empowerment and negative coping mechanisms***

Often with limited resources and struggling with the immediate challenges of displacement, many refugee communities require empowerment measures to attain self-reliance. Lack of sufficient income can often lead to other negative coping mechanisms and have a disproportionate effect on vulnerable refugees. Communication channels are also needed for refugees to ensure their participation in shaping and directing assistance programs and receiving their feedback on remaining needs.

***Problem: Social cohesion and co-existence***

The immense and growing strain on host communities, more than in any other country in the region, is contributing to rising tensions between host communities and refugees, fuelled by perceptions of refugees receiving greater assistance than the host community, market competition, as well as polarized positions on the issue of Syria. The number of violent incidents against refugees has increased as well as some conflicts between refugee communities themselves. This growing risk of violence demands mainstreaming of conflict prevention approaches across all sectors as well as targeted dialogue, mediation and related interventions to strengthen community capacity to prevent and manage conflict. *See also the work of the Task Force on Host Communities.*

## **Protection Strategy: Objectives and Activities**

The Inter-Agency Standing Committee (IASC) outlines a definition of protection which encompasses “all activities aimed at ensuring full respect for the rights of the individual in accordance with the letter and spirit of the relevant bodies of law (i.e. human rights law, international humanitarian and refugee law).” In light of and guided by the assessment of key protection concerns, the Protection Working Group has

outlined a core protection strategy. The strategy description below adopts the egg model, which describes the underlying protection risk or violation and four spheres of protection activities, namely preventative, responsive, remedial and environment-building.<sup>1</sup>

**Objective: Ensuring access to territory and reducing risk of *refoulement***

<b>Protection concern:</b> Right to seek and enjoy asylum and <i>non-refoulement</i>			
<b>Preventative</b>	<b>Responsive</b>	<b>Remedial</b>	<b>Environment-Building</b>
Monitoring of official and unofficial border crossing points.	Monitoring and protection interventions at official and unofficial border crossing points.	Protection interventions on individual cases facing problems with access to territory (including Syrians and PRS)	Advocacy for GOL to maintain open borders and ensure protection-sensitive border management
Information desks at official border crossing points	Monitoring, outreach and assistance for new arrivals in communities	Interventions for separated families and unaccompanied and separated children	Capacity-building on border management and human rights training for security and border officials
Monitoring of detention centres	Legal counselling and representation to detained refugees	Legal counselling and representation to detained refugees	Targeted advocacy with the GOL on issues related to documentation, detention and non-issuance of deportation orders.

**Objective: Ensuring prompt access to registration**

<b>Protection concern:</b> Prompt access to assistance, identification of specific needs, documentation recognized as protection tool for authorities, mitigating risks of fraud/exploitation			
<b>Preventative</b>	<b>Responsive</b>	<b>Remedial</b>	<b>Environment-Building</b>
Conducting individual-level registration and documentation for Syrian refugees in Tyre, Bekaa, Tripoli and Mt Lebanon	Conducting individual-level registration and documentation for Syrian refugees in Tyre, Bekaa, Tripoli and Mt Lebanon		Advocacy to service providers on further recognition of UNHCR documentation
Recording of PRS at UNRWA installations in Tyre, Saida, Central Lebanon Area, Beqaa and Northern Lebanon Area	Recording of PRS at UNRWA installations in Tyre, Saida, Central Lebanon Area, Beqaa and Northern Lebanon Area		
Identification of persons and communities unable to access registration centres, including through hotlines	Providing transport assistance or conducting mobile registration for persons unable to access registration centres due to serious vulnerabilities	Providing mobile registration in areas with security problems.	Sensitization of refugee communities and outreach volunteers on identifying person unable to register

<sup>1</sup> Preventive activities are those aimed at reducing the threat of violations. Responsive activities are those immediate activities aimed at alleviating the immediate effects of violations and stopping or mitigating a pattern of abuse. Remedial activities are aimed at restoring people's dignity and ensuring adequate living conditions subsequent to a pattern of violation, through rehabilitation, restitution, compensation and repair. Environment-building activities are those aimed at creating and/or consolidating an environment – political, social, cultural, institutional, economic and legal – conducive to full respect for the rights of the individual.

Sharing of specific needs info with assistance and service providers	Sharing of specific needs info with assistance and service providers	Sharing of specific needs info with assistance and service providers	Training and capacity-building of staff involved in registration and specific needs identification
Identification and sensitization of communities unwilling to register due to fear	Community awareness-raising and information-sharing on registration, including leaflets on benefits of registration		Sensitizing refugee and community focal points, local institutions and religious leaders on the protection aspects of UNHCR registration.
Efforts to prevent fraud and exploitation	Efforts to prevent fraud and exploitation		Mass information and community outreach on measures to prevent and respond to fraud

**Objective: Facilitating access to civil status documentation**

<b>Protection concern: Birth registration, statelessness, lack of access to services, trafficking</b>			
<b>Preventative</b>	<b>Responsive</b>	<b>Remedial</b>	<b>Environment-Building</b>
Information, legal counselling and representation services for refugees	Information, legal counselling and representation services for refugees	Information, legal counselling and representation services for refugees	Advocacy with relevant ministries and local authorities on access to civil status documentation and other services
Monitoring, assessment and promoting community-level awareness of birth registration and statelessness	Monitoring, assessment and promotion of access to birth registration	Dissemination of Information, awareness raising on importance of birth registration	Support and coordination with authorities on individual cases and awareness activities for authorities and service providers (especially health care)
	Direct mediation with hospitals, mukhtars	Direct mediation with hospitals, mukhtars	Advocacy at the national and local level to facilitate procedures and adapt the legal framework to the refugees' situation (lack of documentation)
	Referrals to lawyers on civil cases, including birth, marriage, divorce and death certificates	Referrals to lawyers on civil cases, including birth, marriage, divorce and death certificates	Establishment of local legal networks and provide capacity building for lawyers and law firms working in international humanitarian, human rights and refugee law.

**Objective: Protecting refugee rights, including non-arbitrary detention, freedom of movement and access to justice**

<b>Protection concern: Freedom of movement, liberty and security of person, access to legal remedies, discrimination</b>			
<b>Preventative</b>	<b>Responsive</b>	<b>Remedial</b>	<b>Environment-Building</b>
Protection monitoring in	Protection monitoring in	Protection monitoring in	Community protection

locations throughout Lebanon	locations throughout Lebanon	locations throughout Lebanon	and response activities
Rights awareness and sensitization campaigns with municipalities and refugee communities	Protection interventions for the non-arrest or release of detained refugees	Protection interventions for the non-arrest or release of detained refugees	Rights awareness and sensitization campaigns with municipalities and refugee communities
	Advocacy for waiver of or payment of regularization and renewal fees for refugees	Legal representation and material assistance for detained refugees	Advocacy with GOL for waiving of renewal and regularization fees
	Reporting of violations and protection risks	Reporting of violations and protection risks	Training and capacity-building of municipalities, Security Cells and ISF
	Advocacy with GOL for access to services for high risk undocumented refugees (health, security)	Advocacy with GOL for access to services for high risk undocumented refugees (health, security)	Establishment of local legal networks and provide capacity building for lawyers and law firms working in international humanitarian, human rights and refugee law.
		Expanding referral pathways and community service networks with referrals to service providers	Expanding referral pathways and community service networks with referrals to service providers
			Advocacy at national and local level+ to facilitate access to justice and awareness raising among local authorities, police

**Objective: Redressing threats to physical security and safety and preventing exploitation and abuse of refugees**

<b>Protection concern: Life, liberty and security of person, measures for children and women against exploitation</b>			
<b>Preventative</b>	<b>Responsive</b>	<b>Remedial</b>	<b>Environment-Building</b>
Protection monitoring in locations throughout Lebanon	Protection monitoring in locations throughout Lebanon	Protection monitoring in locations throughout Lebanon	Trainings for law enforcement entities
	Protection and legal interventions for refugees facing legal and security-related protection risks	Protection and legal interventions for refugees facing legal and security-related protection risks	Protection and legal interventions for refugees facing legal and security-related protection risks
Mine-risk education	Relocation to safe areas for refugees and Lebanese communities at risk in border areas	Identification of safe areas for relocation in case of escalation of the cross-border incidents.	
Mapping of housing, land and property issues and tracking of eviction threats	Addressing shelter-related protection concerns, including ITS and collective shelters,	Addressing shelter-related protection concerns, including ITS and collective shelters,	

	improving security of tenure and mitigating effects of evictions	improving security of tenure and mitigating effects of evictions	
Engaging refugee and community stakeholders in communal facilities and in delivery/monitoring of services	Foster mediation between host and refugee communities	Facilitating access to justice	Creating inter- and intra-communal dialogue and social cohesion activities
Direct support to host communities and municipalities	Harmonizing standards between refugee and host communities	Providing access to psychosocial services	
Training of humanitarian workers on frontlines on PSEA	Strengthening community complaints mechanism and disciplinary measures	Supporting disciplinary measures and prosecution	Supporting MOSA to provide guidelines to field staff and establish accreditation for organizations

**Objective: Girls and boys are protected against neglect, violence, abuse and exploitation**

<b>Protection concern:</b> Psychosocial distress, unaccompanied and separated children, physical violence and harassment against children, child labour, child exploitation and children associated with armed forces and armed groups			
Preventative	Responsive	Remedial	Environment-Building
Awareness sessions on child protection and positive parenting	Provide psychosocial support and recreational services	Life-skills and educational opportunities for children at risk	Public advocacy campaigns on child protection issues
Mine-risk education	Family tracing and alternative care arrangements for separated and unaccompanied children		Provide support to authorities on child protection related issues and legislation
	Child protection monitoring and referrals		

**Objective: Preventing and reducing the risk of SGBV and improving the quality of response**

<b>Protection concern:</b> Life, liberty and security of women and girls against exploitation, dignity of women and girls, men and boys, security from sexual and gender-based violence, protection of women and girls with disabilities			
Preventative	Responsive	Remedial	Environment-Building
Refugees and Lebanese women and girls have an increased access to safe spaces and regain a sense of dignity	Case Management including specialized psycho-social support is provided for survivors of SGBV	Social and Reintegration services are available including psycho-social support activities	Information to communities on risks related to SGBV (with a focus on sexual violence, child marriage and survival sex) is enhanced through mass communication
Working with Men and Boys	Clinical Care Management of Sexual Violence and other life-saving health services are available and timely accessible for	Support empowerment activities including through formal and non-formal education for SGBV survivors in women	Mechanisms on Protection from Sexual and Exploitation and Abuse (PSEA) are established

	survivors of SGBV	centres, community centres and SDCs.	
Enhance work with other sectors	Immediate safety measures for survivors of SGBV survivors and women at risks are made available (e.g. midway houses, support shelters ..etc)	Livelihoods for women and economic strengthening activities for adolescent girls are enhanced	Access to justice and reparation for SGBV survivors is strengthened
Community-based campaign on risks of SGBV including early/forced marriage associated with trafficking			Enhance capacity of GSO and ISF on dealing and responding to SGBV cases

**Objective: Ensuring refugees have access to basic needs and essential services, including those with specific needs**

<b>Protection concern: Adequate standard of living, physical and mental health, lack of information on services</b>			
<b>Preventative</b>	<b>Responsive</b>	<b>Remedial</b>	<b>Environment-Building</b>
Mapping service providers shared with all stakeholders	Providing psycho-social counselling and referral to relevant service providers	Providing psycho-social counselling and referral to relevant service providers	Advocacy with actors to widen intervention and fill gaps
Standardizing quality of services	Providing direct cash assistance, monthly and emergency	Providing direct cash assistance, monthly and emergency	Training of government, NGO and municipalities on identification and services for persons with specific needs
Establishing and ensuring identification and case management for high and medium-risk cases	Establishing and ensuring case management for high and medium-risk cases	Establishing and ensuring case management for high and medium-risk cases	
Mass information on targeting of assistance and transparent and efficient appeal process	Addressing concerns related to targeted assistance and efficient appeal process	Addressing concerns related to targeted assistance	
Information, awareness and outreach campaigns on available services	Addressing obstacles to accessing services, e.g. affordability, transport, cultural barriers, contact with service providers, etc.	Field-level coordination on complementariness	Field-level coordination on complementariness
Information, awareness and outreach campaigns on rights and needs of persons with disabilities and older persons	Rehabilitation aids, assistive devices and rehabilitation programs for persons with disabilities and older persons	Rehabilitation aids, assistive devices and rehabilitation programs for persons with disabilities and older persons	Promoting a safe and barrier-free environment for persons with disabilities and older persons

## Objective: Empowering communities for livelihoods, self-management and self-reliance

<b>Protection concern:</b> Right to participate, right to work, negative coping mechanisms			
<b>Preventative</b>	<b>Responsive</b>	<b>Remedial</b>	<b>Environment-Building</b>
Establishment of refugee outreach volunteers and community focal points	Establishment of refugee outreach volunteers and community focal points		Capacity building initiatives and continuous community protection empowerment
Mass information and dissemination campaigns	Development of community centres with community-based activities including educational, psycho-social, recreational and capacity-building		Support establishment of protection committees
Pro-active identification of skills and assets among the refugees	Livelihoods and self-reliance activities for eligible refugees	Livelihoods and self-reliance activities for eligible refugees	Community empowerment initiatives
	Life-skills and leadership trainings for refugee women	Life-skills and leadership trainings for refugee women	Training of community centre staff on psycho-social services
	Literacy courses for refugees	Literacy courses for refugees	Building capacity of communities and community focal points in leadership and advocacy
	Conducting ToT with community leaders on provision of actionable information (related to accessing services) and guidance on accessing documentation		Building community capacity to monitor protection environment and identify risks and violations

## Objective: Facilitating durable solutions

<b>Protection concern:</b> Durable solutions			
<b>Preventative</b>	<b>Responsive</b>	<b>Remedial</b>	<b>Environment-Building</b>
Measures to prevent fraud	Resettlement of refugees to third countries	Information-sharing and expectations management	Advocacy with GOL and host countries on durable solutions
	Temporary Humanitarian Admission Programs	Information-sharing and expectations management	
	Lebanese returnees assisted with repatriation assistance		