

# **Working with Migrant Domestic Workers in Lebanon (1980-2012): A mapping of NGO services**

Prepared by Marie-José Tayah

International Labour Organization  
Regional Office for Arab States

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# Preface

Over the past decade and a half, Lebanon, which has a long and proud history of emigrants across the world, has played host to diverse migrant streams hailing mainly from South and Southeast Asian and African but also from some Arab countries. The former are usually women domestic workers while those from the neighbouring Arab states are in the construction and services sectors. This has brought its own attendant challenges, which are mainly related to the guarantee of the working rights of these migrant workers and how best to safeguard their basic rights.

The ILO believes that respecting migrant workers' rights is critical to any strategy for realising the development potential of migration. Migrant workers make their best contributions to the origin and destination countries when they enjoy decent working conditions, and when their fundamental human and labour rights are respected in the host countries. It is recognized that this goal requires a set of national policies targeting improved labour laws and access to social protection services for migrant workers, preventing exploitation and promoting their basic human rights.

Lebanon has taken the initiative to tackle these challenges, working with the ILO to improve its policies and legislation and to promote a rights-based approach especially in the governance of the entry and working conditions of women migrant domestic workers. Notably, the Ministry of Labour has, with ILO assistance, developed a standard unified contract, which provides a common set of standards to protect migrant domestic workers, and a private decree on monitoring Private Employment Agencies. Recently, the Syndicate of the Owners of Recruitment Agencies in Lebanon (SORAL) developed a code of ethics and implementation mechanism to regulate the conduct of its members in line with relevant international labour and human rights standards.

Much of this forward looking agenda has been supported by SDC and EU-funded Action Programme for Promoting the Rights of Women Migrant Domestic Workers in Lebanon (PROWD). The PROWD project aims to improve the situation of women migrant domestic workers (WMDWs) in Lebanon by ensuring favourable working conditions and a regulated environment that protects their rights. Specifically, PROWD constitutes the extension and consolidation of an initial phase that fits into a long-term intervention planned by the ILO at the regional level. The pilot phase was led by the Ministry of Labour (MoL) in cooperation with ILO, other UN agencies, government institutions and non-governmental organizations (NGOs) in the context of the National Steering Committee on Women Migrant Domestic Workers.

The guide provides an overview of the work of non-governmental organizations (NGOs) with migrant domestic workers (MDWs) in Lebanon. It traces the history of NGO involvement with MDWs since the early 1980s to explore the approaches underlying NGO interventions and partnerships.

Further to this analytical component, the report includes a directory of the services currently available to MDWs across Lebanon. This guide is searchable by service type and by the geographical location of the service. Finally, the appendices provide the contact information for these organizations and a full listing of the publications produced by the latter.

The main purpose of the report is to explore how NGO agendas in the MDW sub-field have progressed since the deliberations of the National Steering Committee on Women Migrant Domestic Workers. I expect it will be helpful in informing the interventions of relevant stakeholders in the area of domestic work.

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## Acronyms

<b>AAI</b>	Amel Association International
<b>AAMC</b>	Afro-Asian Migrant Center
<b>APECL</b>	Assemblée des Patriarches et Evêques Catholiques au Liban
<b>ARCL</b>	Armenian Relief Cross Lebanon
<b>ARM</b>	Anti Racism Movement
<b>CLDH</b>	Centre Libanais des Droits Humains / Lebanese Center for Human Rights
<b>CLMC</b>	Caritas Lebanon Migrant Center
<b>CSO(s)</b>	Civil Society Organization(s)
<b>CSR</b>	Corporate Social Responsibility
<b>DRC</b>	Danish Refugee Council
<b>FBO(s)</b>	Faith-Based Organization(s)
<b>FRA</b>	Frontiers Ruwad Association
<b>GDGS</b>	General Directorate of General Security
<b>HRW</b>	Human Rights Watch
<b>IA</b>	Insan Association
<b>ISF</b>	Internal Security Forces
<b>ISP</b>	Insan School Project
<b>IWSAW</b>	Institute for Women Studies in the Arab World
<b>Kafa</b>	Kafa (Enough) Violence & Exploitation
<b>MCC</b>	Migrant Community Center
<b>MCC</b>	Mennonite Central Committee
<b>MDW(s)</b>	Migrant Domestic Worker(s)
<b>MELC</b>	Middle East Life Center (part of Spring of Life Church)
<b>MECC</b>	Middle East Council of Churches
<b>NGO(s)</b>	Non-governmental organization(s)
<b>NSC</b>	National Steering Committee on Women Migrant Domestic Workers
<b>MoI</b>	Ministry of Interior
<b>MoL</b>	Ministry of Labour
<b>MoEHE</b>	Ministry of Education and Higher Education
<b>MoSA</b>	Ministry of Social Affairs
<b>MoU</b>	Memorandum of Understanding
<b>MWTF</b>	Migrant Workers Task Force
<b>NEC</b>	National Evangelical Church
<b>OHCHR</b>	Office of the High Commissioner for Human Rights
<b>PCAAM</b>	Pastoral Care for Afro Asian Migrants
<b>SDC</b>	Swiss Agency for Development and Cooperation
<b>SORAL</b>	Syndicate of the Owners of Recruitment Agencies in Lebanon
<b>SCORA</b>	The Standing Committee on Reproductive Health including AIDS
<b>VI</b>	Voices International
<b>WMDW(s)</b>	Women Migrant Domestic Worker(s)

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# 1 Introduction

Various institutional sources estimate the number of women migrant domestic workers (WMDWs) in Lebanon between 150,000 and 220,000 in an overall workforce of 1.45 million. In addition to cooking and cleaning, these women perform a variety of care-related functions; WMDWs look after the children and nurse the elderly and the disabled. Given their exclusion from labour protections and their willingness to work longer hours in return for meager wages, WMDWs constitute an easy and low cost solution to the Lebanese care deficit. Moreover, WMDWs contribute to the employability of Lebanese women, releasing the latter from their traditional function of primary caregivers in the household.

In spite of their vital contribution to the Lebanese care economy and to the employment and financial empowerment of Lebanese women, WMDWs continue to suffer countless incidents of physical, sexual, and psychological abuse at the hands of their employers and the private employment agencies that recruit them. Civil society organizations like Caritas Lebanon Migrant Center (CLMC) and the Pastoral Committee for Afro-Asian Migrants (PCAAM) played a precursory role in pointing to these abuses since the 1990s<sup>(1)</sup> and helped connect thousands of WMDWs with their embassies and with pro-bono lawyers.<sup>(2)</sup>

In November 2005, the International Labour Organisation (ILO), the Ministry of Labour (MoL), the Office of the High Commissioner for Human Rights (OHCHR), UNIFEM (now UN Women), and CLMC convened a workshop on the situation of WMDWs in Lebanon. In January 2006, the government of Lebanon established a National Steering Committee (NSC) on WMDWs to follow up on the workshop's recommendations.

The workshop and NSC sessions sparked the interest of non-governmental organizations (NGOs) in the problem of MDWs. NGOs established programs or joined existing assistance networks in response to the, now visible, needs of WMDWs. The adoption of the International Labour Organization Convention No. 189 concerning Decent Work for Domestic Workers in June of last year further mobilized donors, and consequently NGO action, around the issue of domestic work.

Albeit well-meaning, the mushrooming of MDW advocacy networks was, on occasion, disadvantageous to the organizations initiating assistance programs to MDWs, to the community of MDWs, and to the credibility of the “movement” for MDWs rights. The pace at which these organizations flourished led to a number of adhoc and low-impact interventions. For instance, NGOs were not always aware of other actors working in the field and proceeded to duplicate initiatives. Also, NGOs initiated programs well beyond their mandates which led them to operate at less than optimal capacity.

(1) Varia, Nisha. 2011. “Sweeping changes?” A review of recent reforms on protections for migrant domestic workers in Asia and the Middle East. *Canadian Journal of Women and the Law* 23 (1), page 283.

(2) Jureidini, Ray. 2002. Women migrant domestic workers in Lebanon. International Migration Papers 48. ILO: Geneva, pages 12-13.

In the context of the EU and SDC-funded Action Programme for Promoting the Rights of Women Migrant Domestic Workers (PROWD), the ILO's Regional Office for Arab States (ILO-ROAS) conducted a mapping of NGO services to MDWs in Lebanon. This mapping aims to develop an understanding of how the NGO dynamics in the MDW subfield have progressed since the deliberations of the NSC, and to share a summary of these developments with relevant stakeholders.

More specifically, the report traces the history of NGO involvement with MDWs since the early 1980s to explore the patterns underlying NGO interventions and partnerships. Further to this analytical component, the report includes a directory of the services currently available to MDWs across Lebanon. This guide is searchable by service type and by the geographical location of the service. Finally, the appendices provide the contact information for these organizations, and a full listing of the publications produced by the latter and by other institutions and individuals.

We expect the findings of this report to guide NGOs in establishing efficient referral systems for MDWs, new entrants in carving out their niche in the MDW subfield, and donors in supporting initiatives for the promotion of decent working and living conditions for MDWs.

# 2

## Methodology

During the months of February-April 2012, ILO conducted in-depth interviews with 5 faith-based organizations (FBOs), 2 volunteer based associations, 10 NGOs, and 1 research center. A limited number of these interviews were conducted over telephone or by email because of scheduling conflicts between our research team and the research participants. This exercise does not purport to include all the organizations that are working with MDWs in Lebanon. Rather, the institutions approached through this exercise were selected based on the visibility of their involvement with MDWs and, to a lesser extent, on the technique of snowball sampling. *Please refer to the list of participating organizations at the end of the document.*

During these interviews, our research team inquired about the type, breadth, and goal(s) of the services provided by these organizations, the human resource capacity dedicated by these organizations for the delivery of these services, and cooperation with other entities on MDW-related initiatives. *Please refer to the survey instrument at the end of the document for a full listing of the questions that we posed.*

Interview data were substantiated with information available on these organizations' websites or blog spots. Respondents were invited to revise and validate interview and online data. We omitted the profiles of organizations that defaulted on the validation process in order to preserve the credibility of our overall interpretation of NGO contributions to the MDW subfield.



# 3

## History of NGO Involvement with MDWs

To the best of our knowledge, six<sup>(3)</sup> reviews of the MDWs subfield were conducted since 2000. Young (2000) categorized the organizations working with MDWs by their type. As such, he identified an umbrella organization (i.e., PCAAM), national and professional associations, religious entities, Lebanese organizations, and embassies of the countries of origin.<sup>(4)</sup> Jureidini (2002) complemented Young's (2000) review by comparing the services provided to MDWs across organizations of the same type.<sup>(5)</sup> Both Young (2000) and Jureidini (2002) recognized the importance of these institutions in providing legal, medical, and social assistance. On the other hand, they lamented the inaction of government institutions on the preventive end of the MDW subfield. The absence of legal and social protections fueled the demand for more legal, medical, and social assistance than NGOs could handle. Although briefly, Jureidini (2002, 17) introduced the importance of the emerging informal network of freelance workers<sup>(6)</sup> in generating employment and housing opportunities for runaway domestic workers.

Seven years later, in 2009, Voices International (VI) conducted a “gap analysis” of the MDWs subfield. A team of researchers interviewed 60 people representing human rights organizations, independent lawyers, academics, NGOs, embassies, consulates, individuals working directly with MDWs, and MDWs. This study pointed to three main gaps; (1) absence of direct assistance to MDWs besides CLMC's shelter assistance; (2) absence of coordinated targeted advocacy to influence policy about MDWs; and, (3) larger emphasis on the suicide, abuse, and trafficking of MDWs relative to discussions about the rights of MDWs as workers.<sup>(7)</sup>

Recently, in March 2012, the Danish Refugee Council (DRC) established a consortium of active NGOs to increase nationwide coordination of assistance to MDWs. Members of the consortium are CLMC, Insan Association (AI), Kafa (Enough) Violence & Exploitation (Kafa), the Anti Racism Movement (ARM), and Amel Association International (AAI). Consortium members are tasked with the development of a common data management system that would enable an effective referral system for WMDWs. A “stakeholder analysis” by and of consortium members pointed to a number of cracks in NGO service delivery mechanisms, including; insufficient services, short-term and poorly timed campaigns, lack of coordinated advocacy, and numerous target audiences. The consortium found these weaknesses to be compounded by the lack of sustainable funds, government instability, and government inaction.

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(3) It is worth mentioning here that AAI conducted an extensive mapping in 2011 to inform its selection of members for the EU-funded regional project “Enhancing the Situation of Migrant Domestic Workers in Arab countries.” The mapping was not made public. The International Organization for Migration (IOM) is in the process of conducting a mapping of organizations working with MDWs to inform its projected activities with MDWs. The research is ongoing and the format of the research (internal use or wide dissemination) remains to be determined.

(4) Young, Michael. 1999. Migrant workers in Lebanon. *Lebanon NGO Forum*, available at: <http://www.lnf.org.lb/migrationnetwork/mig1.html> [Accessed on November 11, 2011].

(5) Jureidini, Ray. 2002. Women migrant domestic workers in Lebanon. *International Migration Papers 48*. ILO: Geneva.

(6) Freelancers are, for the most part, former live-in domestic workers who elect to remain in Lebanon after their contract ends. Freelancers are responsible for their accommodation arrangement and cost; they are hourly wage workers who tend to work for multiple employers.

(7) Interview with Ms. Catherine Osborne, Director of Voices International, on April 03, 2012.

In light of the above, twelve years of stakeholder analyses point to the continued near absence of Lebanese government institutions from the MDW arena. Government institutions are faltering on the prevention and response ends of the subfield. The void left by public institutions motivated NGOs to coalesce, first in the 1990s and again after the sessions of the NSC, for the purpose of establishing referral mechanisms for MDWs. In the mid-1990s, catholic FBOs came together to deliver pastoral care, legal aid, shelter, and counseling to MDWs. PCAAM exemplified said coordination. In 2009, the NSC brought the problems faced by MDWs to the attention of emergent civil society organizations. These organizations geared their efforts towards the empowerment of MDWs. Their activities involved mobilizing migrant community leaders and building the capacity of MDWs through the administration of language and computer classes. The DRC's initiative to create a consortium of NGOs working with MDWs produced - although unintentionally because DRC's invitation was open to all NGOs in the subfield - a secular homologue for PCAAM. It is worth noting that the CLMC is member of both PCAAM and the DRC Consortium, and should therefore be considered a quite valuable link between the old and new guards. NGOs must be cautious to ensure proper sequencing and complementarity of efforts between the two poles.

To monitor these trends at a micro level, beyond the time-bound snapshot approach of these mappings, we include an historical review of the MDW subfield since the 1980s. This detailed account indicates a near monopoly by FBOs of the MDW subfield until the 2005 awareness raising workshop and subsequent NSC sessions. These focusing events opened the subfield to new entrants and to new approaches for assisting MDWs. We outline these approaches to assisting MDWs in the subsequent section.

**Figure 1. History of NGO involvement with MDWs**

<b>Early 1980s</b>	▶ Priests and sisters of the Latin rite begin to offer <b>church services</b> in English and <b>legal assistance</b> to migrant workers.
<b>1988</b>	▶ Sister M. Herminia submits <b>report</b> about the conditions of migrant workers to the Pastoral Conference on the Latin Clergy in Lebanon.
<b>1992</b>	▶ Attorney Ramez Salamé drafts statutes of a Lebanese Association for migrants rights “Hand of Friendship” and submits statutes to the Lebanese Ministry of Interior for legal recognition in October 1992.
<b>1994</b>	▶ Caritas Internationalis <b>establishes CLMC</b> to support migrant workers in Lebanon.
<b>1995</b>	▶ MCC supports English language courses and basic computer <b>skills</b> for migrant workers.
<b>1997</b>	▶ The Daughters of Charity Beirut appoints Sr. Amelia to <b>establish the AAMC</b> near Azariya.
<b>1997</b>	▶ APECL adds a sub-committee for La Pastorale auprès de Immigres d’origine Afro-Asiatiques to the existing Commission Episcopale pour la Coopération Missionnaire ( <b>PCAAM</b> ).
<b>2000</b>	▶ MECC Diakonia and Social Justice Unit launches <b>Prison Ministry Workshops for NGOs and churches</b> .
	▶ CLMC launches <b>24/7 protection program</b> for migrant workers at General Security retention centers.

<b>2001</b>	▶ NEC launches <b>Ministry of the Philemon Project</b> to address the basic needs of migrant workers and refugees.
<b>2002</b>	▶ Migrant workers in the area of Nabaa begin to attend the <b>Spring of Life Church</b> and seek assistance for the development of church groups and aid programs to serve their community.
	▶ CLMC launches <b>assistance program for victims of trafficking</b> in Lebanon.
	▶ CLMC implements EU funded project for the protection of the rights of migrant workers, asylum seekers, and refugees in Lebanon.
<b>2003</b>	▶ AAMC moves to the 1st floor of the Jesuit Church.
<b>2004</b>	▶ Insan Association launches the <b>ISP for the children of migrant workers</b> .
<b>2005</b>	▶ APECL names the 4th Sunday of May " <b>Migrants' Day for Lebanon</b> ".
	▶ MoL, ILO, OHCHR, Caritas, UNIFEM organize <b>awareness raising workshop</b> on the situation of WMDWs in Lebanon.
	▶ MECC Diakonia and Social Justice Unit launches <b>Prison Ministry Workshops for prison administrators and prison guards</b> .
<b>2006</b>	▶ Insan Association helps <b>ISP students integrate Lebanese school system</b> .
	▶ <b>Migrants' Day inaugurated</b> in a mass rally at Bkerke with presentations of the various religions and nationalities.
	▶ FRA organizes <b>trainings for NGOs</b> on how to approach refugee cases (identification and referral).
<b>2007</b>	▶ CLMC launches EU-Funded <b>campaign</b> for the protection of MDWs "Do not do unto others what you do not want others to do unto you"
	▶ Insan Association launches <b>psychosocial services</b> to migrants and their families.
<b>2008</b>	▶ PCAAM develops <b>teaching program</b> for primary schools to sensitize Lebanese children to the conditions of migrant workers.
	▶ PCAAM launches <b>pastoral, social, and legal aid</b> for MDWs.
<b>2009</b>	▶ MoL leads <b>NSC</b> for the rights of WMDWs
	▶ CLMC convenes <b>workshops for ISF, GS, and PEAs</b> to improve their knowledge of human rights and trafficking.
	▶ IWSAW launches research project about <b>women in prisons</b> , including WMDWs.
	▶ Insan Association launches <b>legal clinic</b> .
	▶ Insan organizes <b>conference about MDW legislation</b> with Minister of Labour Boutros Harb.
	▶ FRA convenes series of two-day <b>roundtables for judges and lawyers</b> about deportation and arbitrary detention.
	▶ Executive Committee of APECL approves the internal statutes of PCAAM.
	▶ CLDH begins to offer legal services to WMDWs in <b>detention centers</b> .
<b>2010</b>	▶ Kafa launches "Stop the exploitation of Migrant Domestic Workers" project ( <b>posters, petitions...</b> ).
	▶ IWSAW publishes <b>Awareness Guide</b> for Female Domestic Workers in Lebanon.
	▶ MECC convenes a <b>workshop about migrants' rights for NGOs</b> operating in the Bourj Hammoud area.
	▶ <b>Migrants' Day</b> celebrated in the form of an expanded Mayflower Festival, in the parking space east of St. Joseph Church.
	▶ Caritas launches EU-Funded <b>campaign</b> for the protection of WMDWs "Treat fairly to be served kindly" (about the conditions of work of WMDWs).
<b>2011</b>	▶ Caritas launches EU-funded <b>campaign</b> for the protection of WMDWs "Read before you sign" (about the standard unified contract).
	▶ MECC coordinates series of <b>radio shows</b> about the conditions and rights of migrant in Lebanon.
	▶ LAU launches the centennial celebration of International Women's Day 2011 through an <b>ecumenical worship service</b> under the theme "Women praying together for the well-being of their families".
	▶ ARM establishes <b>Migrant Community Center</b> .

<b>2011</b>	▶ ARM, MWTF administer <b>language and computer classes</b> to migrant workers.
	▶ In collaboration with AAI, IWSAW hosts <b>workshop</b> in preparation for the regional advocacy campaign for WMDWs rights in Lebanon, Jordan, and Egypt.
	▶ Kafa launches two <b>studies</b> “Trafficking of migrant domestic workers in Lebanon: A legal analysis,” and “An Exploratory study of psychoanalytic and social factors in the abuse of migrant domestic workers by female employers in Lebanon.”
<b>2012</b>	▶ DRC launches <b>consortium of NGOs</b> assisting MDWs.
	▶ Insan organizes <b>Fashion and Human Rights event</b> to raise the awareness of the Lebanese public about the rights of MDWs.
	▶ Insan organizes <b>conference about MDW legislation</b> with Minister of Labour Charbel Nahhas.
	▶ Kafa launches <b>study</b> about alternatives to the Kafala system.
	▶ MWTF organizes <b>events around documentary</b> produced by Ethiopian domestic worker Rahel Zegeye.
	▶ In collaboration with SCORA, MWTF gives <b>reproductive health awareness sessions</b> for migrant workers.
	▶ <b>International Migrant Workers’ Day</b> in Souk El-Tayyeb.



# 4 Theories of change

NGO interventions are premised on one or more theories of change. Theories of change encapsulate an organization’s understanding of the causes of and solutions to a social conflict or policy problem. They are inspired by an organization’s institutional mandate, the history of its involvement in a specific problem area, and donor priorities. A theory of change provides a comprehensive picture of the interventions required to reach a long-term goal articulated by the NGO. It is vital for effective program planning and evaluation. The work of NGOs with MDWs in Lebanon can be grouped under four grand theories of change: (1) NGO programs and services aim to affect change at the level of the **person of the MDW**; (2) they work to alleviate the adverse living and working **conditions** of MDWs; (3) they seek to transform the social and economic **structures** that are unfavorable to MDWs; and finally, (4) they undertake to alter **the collective and critical consciousness** of MDWs and the Lebanese public. As indicated in figure 2, most NGOs address the problems facing MDWs from two or more vantage points.

Figure 2. Theories of Change underlying the work of NGOs with MDWs

Intervention Level	Approaches	Organization
INDIVIDUAL	Pastoral care for MDWs.	PCAAM; MECC; NEC
	Psychosocial healing for MDWs.	Insan
	Empowerment: Building the agency of MDWs.	ARM; VI
	Empowerment: Building the knowledge base of MDWs.	FRA
	Empowerment: Building the capacities of MDWs.	NEC; MCC; Insan; MWTF; ARM; Spring of Life
CONDITIONS	Social, medical, humanitarian, and legal assistance to MDWs.	PCAAM; IWSAW; CLMC; CLDH; Kafa; Spring of Life; ARCL
STRUCTURES	Action research and/or policy advocacy.	IWSAW; Kafa; FRA
	Building the capacity of MoL, ISF, GS, SORAL, judges, lawyers, the media, and NGOs to develop a rights based approach to labour migration management.	CLMC; MECC; FRA; IWSAW
CULTURE	Raising the awareness of MDWs to their rights.	PCAAM; MECC; Insan;
	Raising the awareness of employers to the rights of MDWs.	ARM; MWTF; CLMC; Kafa

Overall, NGOs have diversified their interventions in the area of domestic work to operate on the preventive, reactive, and transformative levels of the domestic work subfield. **Preventive** measures denote (1) building the agency of domestic workers; (2)

building the capacity of government agencies to improve their management of labour migration; and, (3) advocating in favor of legislation that reflects international labour standards. **Reactive** interventions encompass (1) medical assistance; (2) humanitarian assistance; (3) legal assistance; (4) pastoral care; and, (5) psychosocial healing. Finally, **transformative** initiatives are those activities that seek to challenge and transform (1) the collective psyche of the Lebanese public about domestic work; and, (2) the collective psyche of domestic workers about their own rights and responsibilities.

Lebanese NGO interventions are commonly reactive or transformational in nature. Absent legal protections and a functioning national referral mechanism, NGOs have had to allocate much of their resources to alleviate the legal, social, and medical problems of migrant workers. Recently, and with the influx of donor funding for MDW initiatives, NGOs have launched a number of poster, TV, and radio campaigns to sensitize Lebanese employers to the rights of migrant workers.

In order to preserve their ability to respond to the ever growing needs of MDWs, NGOs are encouraged to complement responsiveness with a degree of pro-action. Attending to the immediate needs of MDWs, through service provision or referrals, does not incapacitate the social and economic structures (racism, poverty, and gender related vulnerabilities) that are enabling these needs to emerge in the first place. Prevention requires building the capacity of government institutions to better manage labour migration, and advocating in favor of policies that support the rights of MDW's as laid out in C 189.

The process of improving labour migration management and policy advocacy should be informed by the realities of WMDWs rather than by those of NGOs. This is because the challenges facing MDWs (simultaneous exclusion of WMDWs along class, gender, and racial lines) differ from those facing other vulnerable, yet local, NGO beneficiaries.

We next include a detailed description of NGO services to MDWs at each of the "individual," "structures," "culture," and "conditions," levels. A number of these services have been disrupted; other services continue to attract migrant domestic workers.

## INDIVIDUAL

### A. Pastoral Care

- ▶ **Institution:** **PCAAM, AAMC**
- 
- ▶ Date/duration: 2008-Ongoing
- ▶ Goals: Maintain the faithfulness of migrants to their families in the home country and to the Catholic Church
- ▶ Services:
- Mass;
  - Spiritual Counseling and confessions;
  - Distribution of English and Tagalog bibles;
  - Open table;
  - Celebration of birthdays, baptisms, first communions, and weddings;
  - House visitations of MDWs;
  - Distribution of Euchallete (Sunday mass readings);
  - Radio broadcast for 30 minutes on the Voice of Charity/Sunday in Tagalog, Ewe, Amharic, and Sinhalese;
  - Quarterly bulletin "Solidarity" (currently discontinued);
  - Monthly masses for WMDWs in the prisons of Baabda, Verdun, and Tripoli.
- ▶ Beneficiaries: Afro-Asian migrants.
- ▶ **Institution:** **CLMC**
- 
- ▶ Date/duration: 2008-Ongoing
- ▶ Services: Open table every Sunday.
- ▶ Beneficiaries: 50 migrant workers from various faith groups.
- ▶ **Institution:** **Spring of Life/MELC**
- 
- ▶ Date/Duration: 2002- Ongoing
- ▶ Services:
- Church services for the various communities of migrant workers;
  - Spiritual counseling;
  - The Kingdom Fiesta: a multi-national Christian festival (almost 750 MDWs participants);
  - Valentines Youth Day Celebration (almost 100 MDWs from the Philippines);
  - Run 4 Spring of Life 2011: over 75 MDWs joined the Mutual Faith Lebanon Team as they ran with thousands of other people during the Beirut Marathon to raise funds for Spring of Life.
- ▶ **Institution:** **NEC's International Community Church**
- 
- ▶ Date/Duration: 2002-Ongoing
- ▶ Services:
- Church services;
  - Spiritual counseling.
- ▶ Beneficiaries: Non-Arab migrants and refugees (Church services; Spiritual Counseling).

## INDIVIDUAL

## B. Psychosocial Healing

- ▶ **Institution:** **CLMC**
- 
- ▶ Date/Duration: 2002-2007
- ▶ Goal: Protecting the rights of migrant workers, asylum seekers, and refugees in Lebanon.
- ▶ Services: Social counseling and assistance.
- ▶ Beneficiaries: 4,000 migrant workers, asylum seekers, and refugees in Lebanon.
- 
- ▶ **Institution:** **IWSAW**
- 
- ▶ Date/Duration: 2001-2010
- ▶ Services: Rehabilitation and vocational training program for women in Lebanese prisons. IWSAW provided these women with psychological assistance and established a confrontation room at the Tripoli prison.
- ▶ Beneficiaries: Lebanese and non-Lebanese women in the four women prisons across Lebanon.
- 
- ▶ **Institution:** **Insan Association**
- 
- ▶ Date/Duration: 2011
- ▶ Services: Psychosocial counseling & group therapy.
- ▶ Beneficiaries: 60-70 women in the shelter of the Embassy of the Philippines.
- 
- ▶ **Institution:** **Listening and Counseling Center at Kafa**
- 
- ▶ Date/Duration: 2005-Ongoing
- ▶ Services:
- 24/7 helpline (961-3-018019);
  - Forensic examiners;
  - Legal counseling;
  - Psychotherapy;
  - Referral to temporary safe house.
- ▶ Beneficiaries: Lebanese and non-Lebanese victims of violence; Lebanese and non-Lebanese victims of exploitation and trafficking; Lebanese and non-Lebanese sexually abused children.

- ▶ **Institution:** **NEC-run Schneller School**
- 
- ▶ Date/Duration: 1975-Ongoing
- ▶ Services:
  - Traditional education for migrants from KG to grade 12; and,
  - Vocational training (carpentry, maintenance, general mechanics, and car mechanics).
- ▶ Beneficiaries: Orphans and socially underprivileged children  
170 boys (ages 5-18) are growing up together in eight «families».  
Two housemothers live with and take care of each of the younger families, and one housefather takes care of each of the older families.
- ▶ **Institution:** **CLMC**
- 
- ▶ Date/Duration: 1990s-Ongoing
- ▶ Goals: Keeping women at the shelter busy; selling items created at the shelter to raise money for the repatriation of these women (e.g., buy a suitcase; buy gifts for these women's children; arrange for transportation from the airport to the home of these women).
- ▶ Services: Make-up, computer, language, cooking, and sewing classes.
- ▶ Beneficiaries: Women migrant workers at CLMC's two shelters and safe house.
- ▶ **Institution:** **MCC**
- 
- ▶ Date/Duration: 1995-Ongoing
- ▶ Goal: Building the capacity of refugees and migrant workers who are seeking resettlement in more traditional countries of immigration.
- ▶ Service: Covering the cost of English courses at the American Lebanese Language Center at discounted rates.
- ▶ Beneficiaries: 25 migrant workers and refugees every year (almost 400 since 1995).
- ▶ **Institution:** **Spring of Life Church/MELC**
- 
- ▶ Date/Duration: 2002-Ongoing
- ▶ Services: Daily mentoring, tutoring, and training at the Children Center.
- ▶ Beneficiaries: 200 children (mostly street children and children of Syrian workers) residing in the areas of Nabaa and Bourj Hammoud.
- ▶ **Institution:** **Insan School Project**
- 
- ▶ Date/duration: 2004-Ongoing
- ▶ Services:
  - ISP administers tailor-made tutoring plans to the children of MDWs, refugees, and underprivileged Lebanese, in English and math, based on the children's individual performance levels. In 2006, the ISP helped students

integrate the traditional school system. Insan arranges for transportation from and to the southern, northern, and eastern suburbs of Beirut and covers the cost of books and school uniforms. Almost 130 students have integrated the traditional school system.

- Insan Association offers daily evening classes to 30 adults.

▶ **Institution:** **PCAAM, AAMC**

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- ▶ Date/duration: 2008-Ongoing
- ▶ Services: Arabic and French language courses; basic health courses.
- ▶ Beneficiaries: Migrant workers.

▶ **Institution:** **MWTF**

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- ▶ Date/duration: 2011-Ongoing
- ▶ Services: Weekly language (English and French) and computer classes at Zico House (Sanayeh), the Migrant Community Center (Nabaa), and the Sudanese Cultural Association (Hamra). Language classes are divided into several levels: learning ABC; learning basic words; beginners, intermediate, and advanced levels.
- ▶ Beneficiaries: 163 registered male and female migrant workers. They are mostly domestic workers from: Sudan (53), Ethiopia (63), Eritrea (2), Sri Lanka (3), Burkina Faso (6), Ivory Coast (4), Cameroon (1), Madagascar (10), Senegal (2), South Sudan (1), Iraq (1), Philippines (1), Syria (2), and Benin (2). The majority are from Beirut (Ashrafieh, Hamra, Malla, Verdun, Raouche, Aicha Bakkar). A number of migrant workers commute from Jounieh and Mount Lebanon.

▶ **Institution:** **NEC - Ministry of the Philemon Project**

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- ▶ Date/duration: 2002-Ongoing
- ▶ Goal: Building the skills of migrant workers and refugees who are seeking resettlement in western countries of immigration.
- ▶ Services: Language courses, computer skills, artisan skills, entrepreneurship.
- ▶ Beneficiaries: Almost 20 migrant workers/refugees a month.

▶ **Institution:** **CLMC - Beit Aleph**

---

- ▶ Date/duration: 2008-Ongoing
- ▶ Goal: Preparatory education of the unschooled children of migrant workers (ages 3 to 12) in the Arabic, French, and English languages, computer, math, and general knowledge.
- ▶ Services:
  - Tailor-made education plans;
  - Social, medical, and legal follow-up by social workers; and,
  - Transportation from/to the school by CLMC.
- ▶ Beneficiaries: In 2010, the school hosted 64 students (From Sri Lanka, Sudan, the Philippines, Ethiopia, Egypt, Nigeria, India, and the Seychelles).

## CONDITIONS

## A. Legal Support

- ▶ **Institution:** **CLMC**
- 
- ▶ Date/Duration: 1994-Ongoing
- ▶ Services:
- Free consultations and representation in courts;
  - Mediation between employers and private employment agencies (PEAs);
  - Analysis of legal cases (large archive)
- ▶ Beneficiaries: Tens of thousands of migrant workers, asylum seekers, and refugees in Lebanon.
- ▶ **Institution:** **PCAAM, AAMC**
- 
- ▶ Date/duration: 2008-Ongoing
- ▶ Services: PCAAM's legal research group is building a legal database of a 100 cases about arbitrary mistreatment. Cases in the database are indexed based on the following codes:  
(A) Accusation of stealing / (B) Beating / (C) Confinement / (F) Food withheld  
(O) Overwork / (P) Payment withheld / (S) Sexual abuse / (V) Verbal abuse
- ▶ Beneficiaries: Afro-Asian migrant workers.
- ▶ **Institution:** **IWSAW**
- 
- ▶ Date/Duration: 2001-2010 (mostly 2009)
- ▶ Services: Rehabilitation and vocational training program for women in Lebanese prisons. IWSAW has assisted in the deportation of 60 WMDWs and provided legal counseling to WMDWs at 4 women prisons across Lebanon.
- ▶ Beneficiaries: Lebanese and non-Lebanese women in the four women prisons across Lebanon.
- ▶ **Institution:** **CLDH**
- 
- ▶ Date/duration: 2009-ongoing
- ▶ Services:
- Visitation of detention centers and women's prison;
  - Meetings with embassies of the countries of origin; and,
  - Legal assistance to MDWs seeking legal representation.
- ▶ Beneficiaries: Overall, CLDH has served 150 WMDWs (cases in detention centers and cases presented through walk-in visitations).
- ▶ **Institution:** **Insan Association**
- 
- ▶ Date/duration: 2009-Ongoing
- ▶ Services: Legal clinic in partnership with Sagesse University third year law students. These students often mediate cases between workers and their employers.

## CONDITIONS

## B. Humanitarian Assistance

- ▶ **Institution:** **NEC Ministry of the Philemon Project**
- 
- ▶ Date/duration: 2002-Ongoing
- ▶ Goal: Relieve the sufferings of non-Arab migrants by addressing their basic needs.
- ▶ Services:
- Help people threatened by homelessness;
  - Support parents who cannot afford the tuition fees of their children;
  - Seek solutions when medical aid is needed but cannot be accessed (e.g., provision of small grants for hospitalization...);
  - Provide food parcels, used clothes, and blankets to refugees.
- ▶ Beneficiaries: In 2010, the project provided assistance to 100 family units from Sudan, Ethiopia, Bangladesh, Sri Lanka, Nigeria, Eritrea, Iraq, Egypt, Congo, Somalia, and Lebanon.
- 
- ▶ **Institution:** **Spring of Life Church/MELC**
- 
- ▶ Date/duration: 2002-Ongoing
- ▶ Services: Distribution center (food, clothing, and medical necessities).
- ▶ Beneficiaries: Around 1,750 migrant workers attend Spring of Life. They come from Sri Lanka, Nigeria, Madagascar, Ethiopia, Ghana, and the Philippines. They reside in the areas of Nabaa and Bourj Hammoud.
- 
- ▶ **Institution:** **PCAAM, AAMC**
- 
- ▶ Date/duration: 2008-Ongoing
- ▶ Services: Purchasing food and other products for MDWs in prisons.
- 
- ▶ **Institution:** **CLMC**
- 
- ▶ Services:
- The CLMC provides assistance to 160 victims of human trafficking on a yearly basis. Since 2003, the CLMC has assisted about 1,440 victims of human trafficking;
  - The CLMC manages 2 shelters where it accommodates runaway migrant workers, and one safe house where it accommodates victims of sexual and physical abuse;
  - Once a week, a CLMC social worker visits a prison cell of 40 women migrant workers;
  - CLMC operates a hotline;
  - CLMC coordinated the evacuation of Sri Lankan and Ethiopian domestic workers to their home countries during the 2006 War and provided shelters for evacuees in Syria;
  - CLMC is in the process of developing an emergency plan, in collaboration with embassies and international relief organizations, for the evacuation of migrant workers from Syria.



▶ **Institution:** **IWSAW**

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▶ **Date:** 2009

▶ **Services:** Rehabilitation and vocational training program for women in Lebanese prisons.  
Distribution of shampoos, soaps, hygienic pads, mattresses, pillows, pillow cases, blankets, and bed sheets.

▶ **Beneficiaries:** 150 WMDWs in 4 prisons.

▶ **Institution:** **Kafa**

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Kafa has been operating a hotline number (+ 961-71-090910) since 2012.

- ▶ **Institution:** **PCAAM, AAMC**


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PCAAM has been referring migrant workers to dispensaries, since 2008.
  
- ▶ **Institution:** **MECC Lady Dispensary**


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  - ▶ **Services:**
    - Patients pay symbolic fees for medical services;
    - Center offers free pap smear exams;
    - Relief organizations distribute food coupons and milk on a monthly basis;
    - Health awareness manuals are available in Arabic; and,
    - With ARCL, MECC delivers health orientation sessions for migrant workers.
  - ▶ **Beneficiaries:** 3000 Iraqi refugees and 700 migrant workers every year
  
- ▶ **Institution:** **Spring of Life Church/MELC**


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  - ▶ **Date/duration:** 2002-Ongoing
  - ▶ **Services:** In collaboration with Tahhadi organization, the Middle East Life Center opens its medical clinic 4 days a week
  - ▶ **Beneficiaries:** Receives 70 Lebanese citizens and migrant workers every day at no cost. Refers migrants to medical specialists in other institutions who are willing to forgo the cost of the medical procedures. These migrant workers are from Sri Lanka, Nigeria, Madagascar, Ethiopia, Ghana, and the Philippines. They reside in the areas of Nabaa and Bourj Hammoud.
  
- ▶ **Institution:** **Caritas Medico-Social Centers**


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  - ▶ **Date/duration:** 1975-Ongoing
  - ▶ **Services:** 9 Medico-Social Centers (Saïda in 1975; Sin El Fil in 1986; Sarba in 1986; Zahleh in 1989; Dahr el Aïn in 1993; Rayfoun in 1999; Tyr in 1998; Deir el Kamar in 2000; Tripoli in 2006). These centers offer thousands of Lebanese and non-Lebanese patients the following services:
    - Dental care;
    - Diagnosis;
    - Laboratory tests;
    - Medical check-up by generalists and /or specialists;
    - Minor surgeries;
    - Nursing care;
    - Ophthalmology;
    - Clinics; and,
    - Pharmaceutical products.
  - ▶ **Beneficiaries:** Lebanese and non-Lebanese patients.

- ▶ **Institution:** **NEC**
- 
- ▶ Services:
- Referral of medical cases to al-Tahaddi clinic in Nabaa at no cost;
  - Referral of cases where medical intervention is required to AUH

- ▶ **Institution:** **ARCL Socio-Medical Center**
- 
- ▶ Date/duration: 1930-Ongoing
- ▶ Services: For a symbolic fee, ARCL delivers everything from first aid care to in depth medical services, including dental care.
- ▶ Beneficiaries: Fifty percent of patients are migrant workers (from Nepal, Sri Lanka, Morocco, Egypt, Syria, the Philippines, Ethiopia, India, and Madagascar).

- ▶ **Institution:** **MWTF**
- 
- ▶ Date/duration: 2012
- ▶ Services:
- In collaboration with LeMisc Scora, MWTF is developing a resource directory identifying medical entities that deliver free or affordable services to migrant workers.
  - In collaboration with LeMisc Scora, MWTF is administering peer education sessions on sexual and reproductive health.
- ▶ Beneficiaries: Migrant workers.

- ▶ **Institution:** **AAI Healthcare, Social, and Development Centers**
- 
- ▶ Services: AAI operates Healthcare, Social, and Development Centers in 12 locations across Lebanon: Hay El Sollom; Bourj El Brajne; Mucharrafieh; Shmestar; Kamed El Loz; Ersal; El Ain; Tyre; Bazourieh; Khiyam; Halta; and, Fardis.
- ▶ Beneficiaries: Lebanese and non-Lebanese patients.

## STRUCTURES

### A. Building the Capacity of Government Officials, Private Employment Agencies, Judges, Lawyers, Media Institutions, and NGOs.

- ▶ **Institution:** **MECC, Diakonia and Social Justice Unit**
- ▶ **Activities:**
- Workshop introducing NGOs that operate in the area of Bourj Hammoud to the rights of migrant workers. Participants included the Armenian relief society, 35 NGOs, representatives from MoL, parliamentarians, embassies of the countries of origin, the Human Rights Institute (HRI), and Human Rights Watch (HRW).
  - 2005-2011: MECC has led at least 9 Prison Ministry Workshops for almost 220 prison directors, guards, and personnel. The goal of these workshops is to approach prison management from a human rights perspective.
- ▶ **Institution:** **CLMC**
- ▶ **Date/duration:** 2009-Ongoing
- ▶ **Service:** CLMC organized trainings with the General Directorate of General Security (GDGS), Internal Security Forces (ISF), and PEAS about human rights and trafficking.
- ▶ **Institution:** **IWSAW**
- ▶ **Date:** 2009
- ▶ **Service:** IWSAW organized trainings with law enforcement personnel to improve their interaction with detainees and prisoners. Trainings introduced participants to international treaties, agreements, and documents.
- ▶ **Institution:** **FRA**
- ▶ **2009:** FRA organized a series of two-day roundtables with judges concerning deportation and arbitrary detention.
- ▶ **2009-2010:** FRA organized a series of roundtables with lawyers concerning deportation and arbitrary detention (25% of the lawyers were from Tripoli and 25% from Beirut).
- ▶ **Institution:** **Kafa**
- KAFA convened 2 workshops with 30 owners of recruitment agencies. These workshops addressed the abuses to which MDWs are being subjected and the challenges that recruitment agencies encounter when bringing assistance to MDWs.

## CULTURE

### A. Raising the Awareness of the Lebanese Public

▶ **Institution:** **PCAAM**

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- ▶ May 21, 2006: PCAAM inaugurated Migrants' Day in a mass rally in Bkerke with presentations introducing participants to the various religions and countries that MDWs in Lebanon hail from.
- ▶ 2008: PCAAM prepared a teaching program about MDWs for primary schools.
- ▶ May 2010: PCAAM celebrated Migrants' Day in the form of an expanded Mayflower Festival in the parking space east of St. Joseph Church.

▶ **Institution:** **IWSAW**

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- ▶ 2008: IWSAW screened the documentary *Maid in Lebanon II: Voices from home*. Attending the screening were 40-50 staff members, faculty members, and students.
- ▶ 2011: IWSAW organized an Ecumenical worship service to celebrate the centennial of the International Women's Day. The purpose of the worship service was to encourage Lebanese and migrant women to pray together for the well-being of their families.

▶ **Institution:** **MECC**

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- ▶ 2011-2012: MECC coordinated the broadcasting of 12 radio interviews, 45 minutes each, with lawyers and human rights activists about the rights of WMDWs. Subjects included:
  - International legal instruments;
  - Local laws;
  - Ways local laws departed from international instruments;
  - Global forum for migration;
  - Trafficking;
  - Migrant workers in detention centers.The interviews were aired through RadioVan station in the Arabic and Armenian languages.

▶ **Institution:** **Insan Association**

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- ▶ 2012: IA organized a fashion event at Behind the Green Door Pub in Gemmayze to raise the awareness of a new category of Lebanese to the rights of MDWs.
- ▶ 2011: IA launched a poster campaign to disseminate the three following messages: "All human beings are born free and equal in dignity and rights" (in English and Arabic); "Everyone has the right to education" (In English and Arabic); and, "No one shall be held in slavery or servitude" (In English and Arabic).

▶ **Institution:**

**Kafa**

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▶ 2011:

Kafa launched the campaign “Stop the exploitation of Migrant Domestic Workers.” Messages were disseminated by means of:

- A poster campaign;
- A photo Exhibition titled “Unseen lives: Migrant Domestic Workers in Lebanon”;
- Post cards addressed to the Minister of Labour demanding the incorporation of WMDWs under the coverage of labour law; a day off for WMDWs; the right of WMDWs to change employers; the obligation of MoL to monitor PEAs; and, the revision and translation of the standard unified contract;
- Short stories about suicide cases that occurred in Lebanon between August and September 2010;
- TV campaign “Do not push her to commit your crimes: Toward legal protection for migrant domestic workers” (TV spot of 33 seconds in Arabic);
- Research about employers’ attitudes towards MDWs, trafficking in WMDWs, and the kafala system.

▶ **Institution:**

**MWTF**

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▶ 2011/2012

On the occasion of the “International Workers’ Day,” MWTF planned film screenings about MDWs at the American University of Beirut, events celebrating migrant workers in Souk-el-Tayyeb (farmers market), marches, and poster campaigns. Case studies about migrant workers were posted on the MWTF website.

▶ **Institution:**

**CLMC**

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▶ 2007

CLMC launched a campaign “Do not do unto others what you do not want others to do unto you.” The campaign stressed the rights of MDWs to a sick leave, to the freedom of movement, and to fair, timely, and regular remuneration (1 full TV spot of 52 seconds; Series of 4 short TV spots, 17 seconds each).

▶ 2010

CLMC launched a campaign “Treat fairly to be served kindly” to describe the working conditions of WMDWs in Lebanon (TV spot of 41 seconds in Arabic; Radio spots of 35 seconds in French, English, and Arabic).

▶ 2011

CLMC launched a campaign “Read before you sign” to raise the awareness of MDWs and employers to the Standard Unified Contract. (TV spot of 38 seconds in Arabic).

- ▶ **Institution:** **CLMC**
- 
- ▶ 2002-2007: CLMC launched orientation sessions for 12,000 migrant workers, asylum seekers, and refugees in Lebanon.
- ▶ 2010-2012: CLMC distributed a booklet regarding migrant workers rights and obligations in Lebanon.  
CLMC helped migrant workers in detention centers produce a newsletter. The newsletter is under distribution at the GDGS detention centers.
- ▶ **Institution:** **MECC**
- 
- ▶ 2006-2010: MECC disseminated books for migrant children that speak about “how problems develop and how children ought to resolve them within the frame of human rights.”
- ▶ **Institution:** **IWSAW**
- 
- IWSAW published and disseminated an awareness guide for female domestic workers in Lebanon in four languages (English, Amharic, Nepalese, and Sinhala). Copies (24,000) of the guide were distributed in churches, clubs, and shopping areas.
- ▶ **Institution:** **FRA**
- 
- FRA disseminated a number of legal and policy reports concerning arbitrary detention, and statelessness in Lebanon. These newsletters were subsequently used by refugees to defend their cases before the Lebanese courts.
- ▶ **Institution:** **Kafa**
- 
- ▶ 2010 Kafa disseminated the newsletter “Stop the exploitation of WMDWs in Lebanon” in Amharic, Arabic, English, Nepalese, Tagalog, French, and Sinhalese.
- ▶ 2011 Kafa convened a workshop for 6 community leaders on violence against women.
- ▶ **Institution:** **Insan Association**
- 
- ▶ 2009 IA convened a conference with Minister of Labour Boutros Harb concerning MDW legislation.
- ▶ 2012 IA convened conference with Minister of Labour Charbel Nahhas concerning MDW legislation.





# 5 Beneficiaries

Intervening at various levels of the MDWs subfield requires NGOs to target a variety of beneficiaries. The majority of NGO initiatives target the children of migrant workers (education), MDWs with legal problems (mediation, legal representation, and counseling), MDWs with social needs (medical assistance, psychosocial counseling, relief), and the employers of MDWs (awareness-raising). Fewer initiatives target government (MoL, ISF, GDGS, and judiciary) and civil society institutions (media, NGOs, lawyers). Even fewer initiatives target faculty in schools and universities. Here, it should be noted that workers unions are excluded from the dynamic altogether. (Fig.3)

Figure 3. Beneficiaries of NGO initiatives

Institution	LEBANESE PUBLIC					@ Online audience	MIGRANT WORKERS					INSTITUTIONS						
	Employers	Schools	Universities	Teachers	Children		Community Leaders	Legal Care	Social Care	Pastoral Care	ISF & GS	SORAL	Judges	Lawyers	MoL	Countries of Origin	Media	NGOs
PCAAM	●	●						●	●	●								
MECC						●			●	●	●							●
CLMC	●	●	●			●		●	●		●	●				●		
IWSAW			●					●	●		●							
INSAN	●	●		●		●	●	●				●						
AAI	●							●	●									
KAFA	●						●		●			●		●	●			
MWTF	●		●		●		●											
FRA								●					●	●			●	●
Spring of Life						●			●	●								
CLDH								●										
NEC						●			●	●								
MCC						●			●									
ARCL									●									
ARM	●				●		●										●	
DRC																		●
VI							●											
<b>TOTAL</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>

NGOs are encouraged to cooperate with relevant international organizations and government agencies to address the major issues confronting migration policy makers at national and international levels. Because of their extensive networks and access to communities at the grassroots level, NGOs offer perspectives and evidence-based research that can encourage as well as inform migration policy debate. Furthermore, through their participation in international coordinating councils like Migrants Forum in Asia (a network of migrant support and advocacy groups in countries of origin and destination), NGOs are able to mobilize efforts in order to campaign for the ratification of international conventions like C 189.

NGOs are also encouraged to invest in sensitizing faculty in schools and universities to the rights of MDWs. By building the ability of faculty to integrate MDW relevant issues in their classroom curricula, the sensitization process gains a life of its own outside donor agendas and project lifecycles.

Finally, NGOs are expected to engage workers' unions in the planning and implementation of relevant programs and activities if only to emphasize the "worker" in domestic workers. When unions become thoroughly informed about the working and living conditions of domestic workers, their commitment to domestic workers' issues during tripartite dialogues on migrant workers becomes more significant.

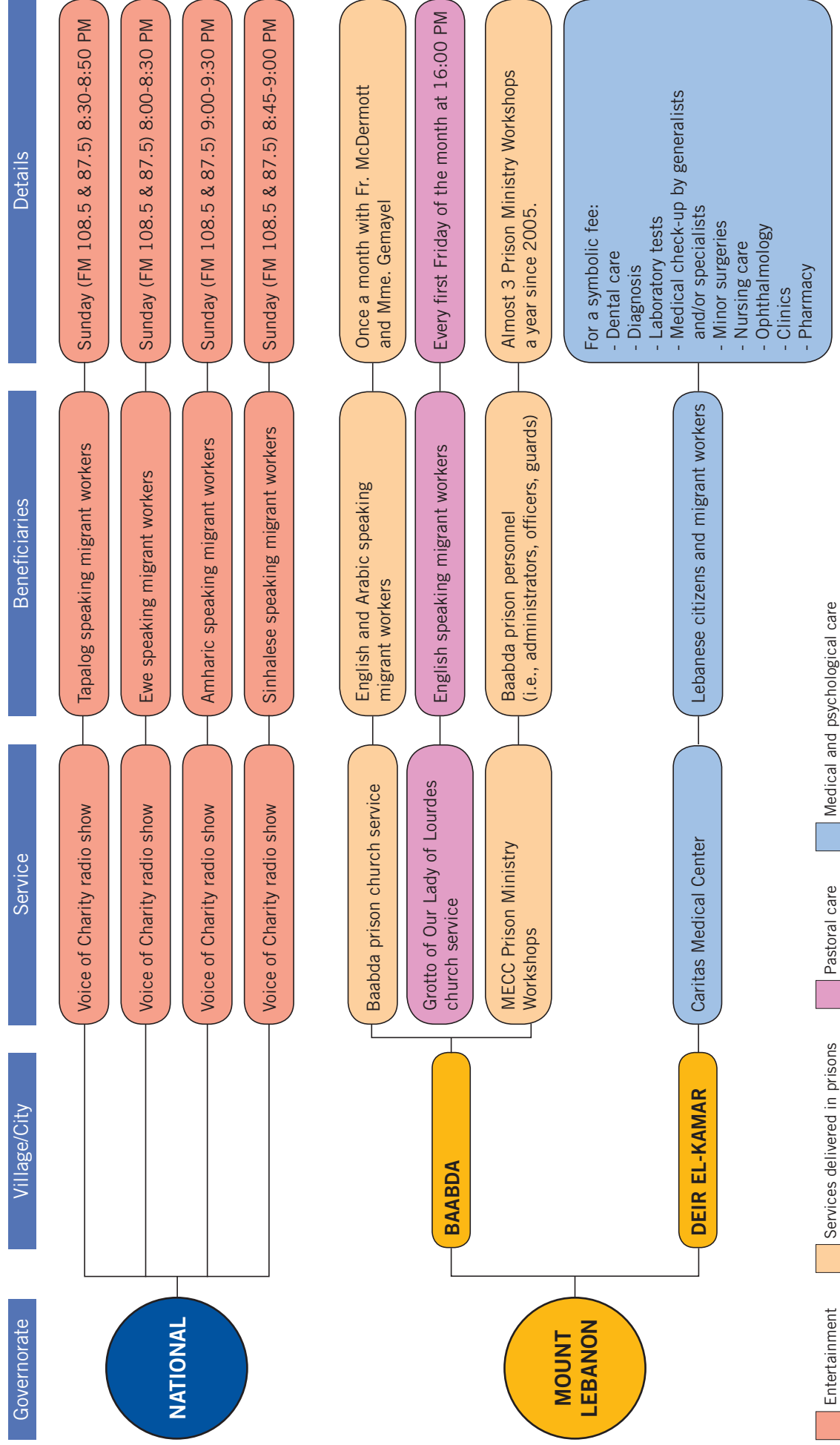
# 6 Geographical Mapping of NGO Services

The construction of Lebanon's international highway after the end of the civil war ignited the urbanization of villages and the economic development of remote cities. Households began to recruit MDWs to encourage the participation of Lebanese women in these emerging local economies. As a result, NGOs working with MDWs have had to expand the reach of their services beyond the capital Beirut to cover these new urban centers.

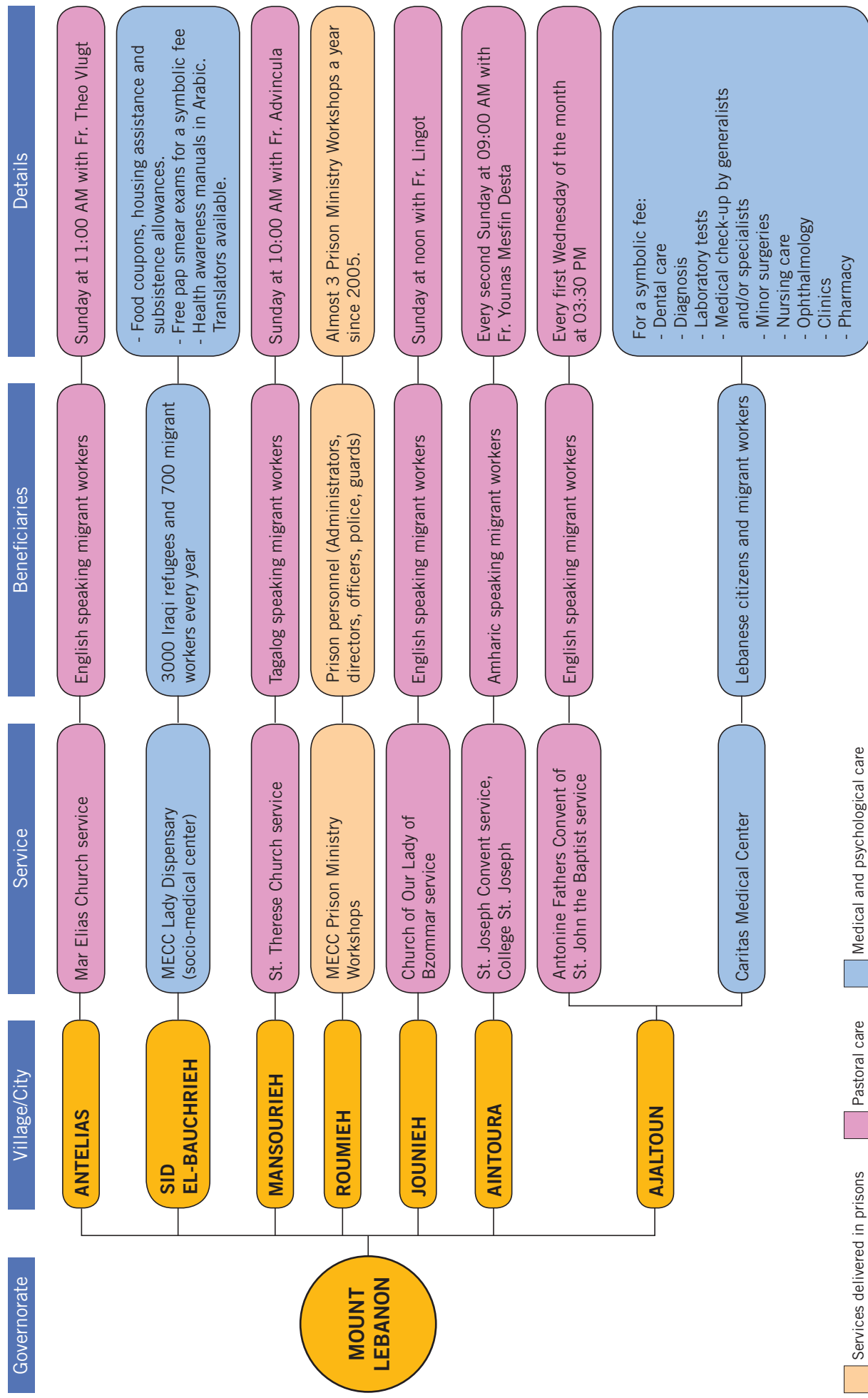
Three institutions were instrumental in achieving this shift. Owing to the PCAAM network, pastoral care is now available to MDWs in the governorates of Mount Lebanon, Beirut, Zahle, and Tripoli. Socio-medical assistance is available to MDWs in the North, South, Bekaa, and Mount Lebanon through the long established socio-medical centers of AAI and Caritas.

Whereas opportunities for MDW education abound in Beirut and the Greater Beirut areas, NGOs are encouraged to expand the geographical reach of skills-building classes and activities (languages, computer, and entrepreneurship) to support the needs of MDWs in more remote parts of the country.

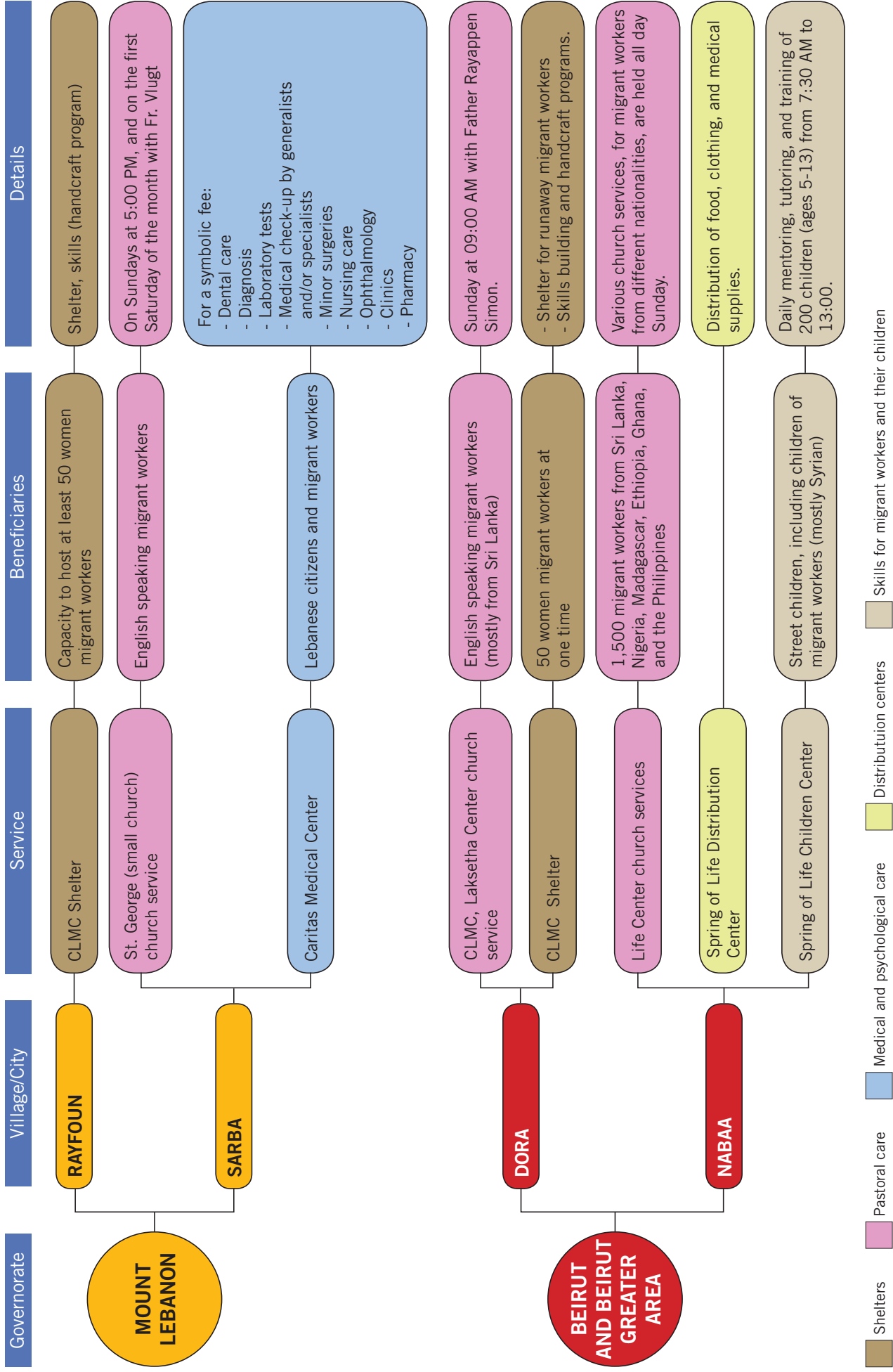
Figure 4. Geographical Coverage of NGO Services



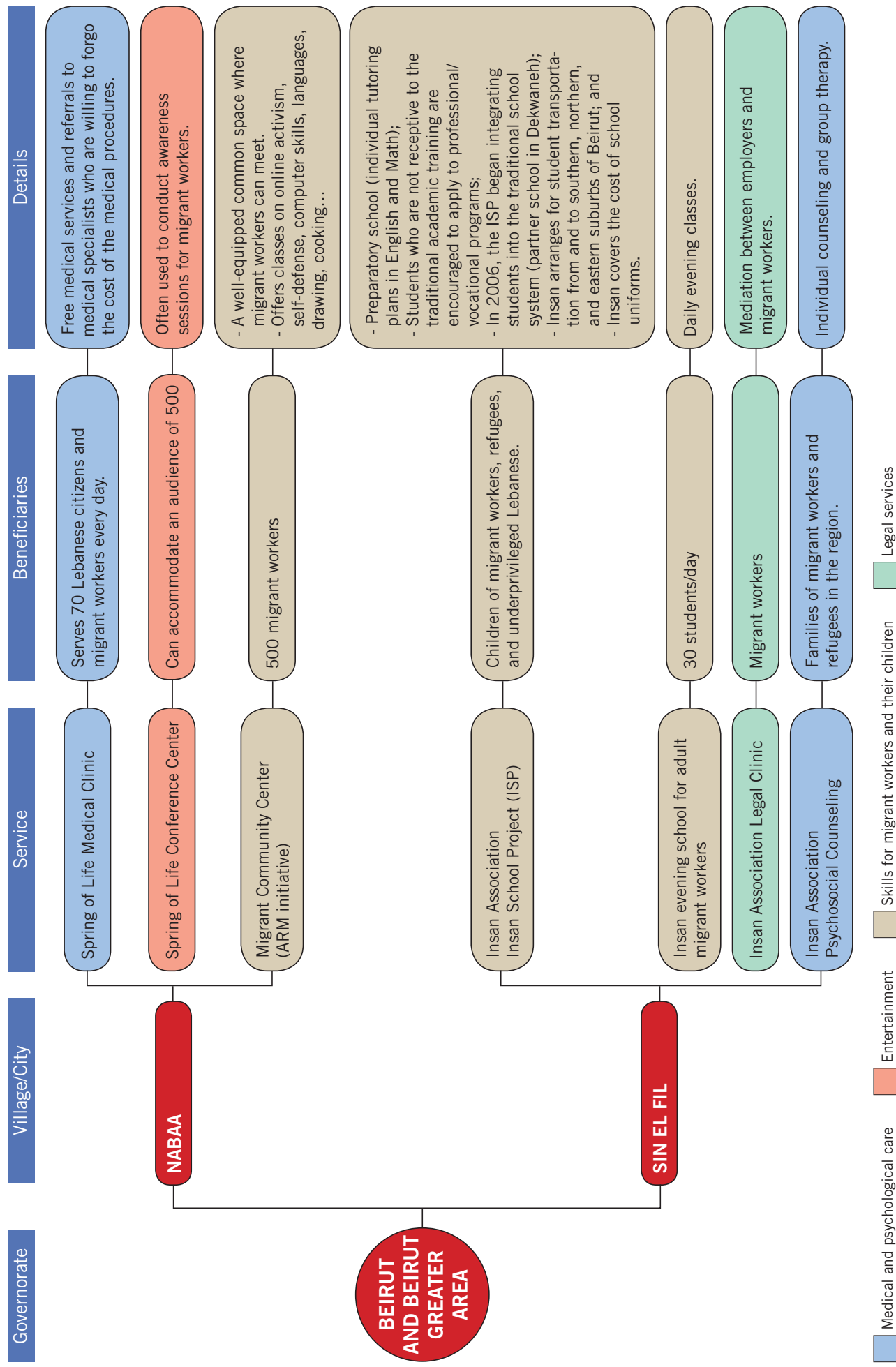
■ Entertainment  
■ Services delivered in prisons  
■ Pastoral care  
■ Medical and psychological care

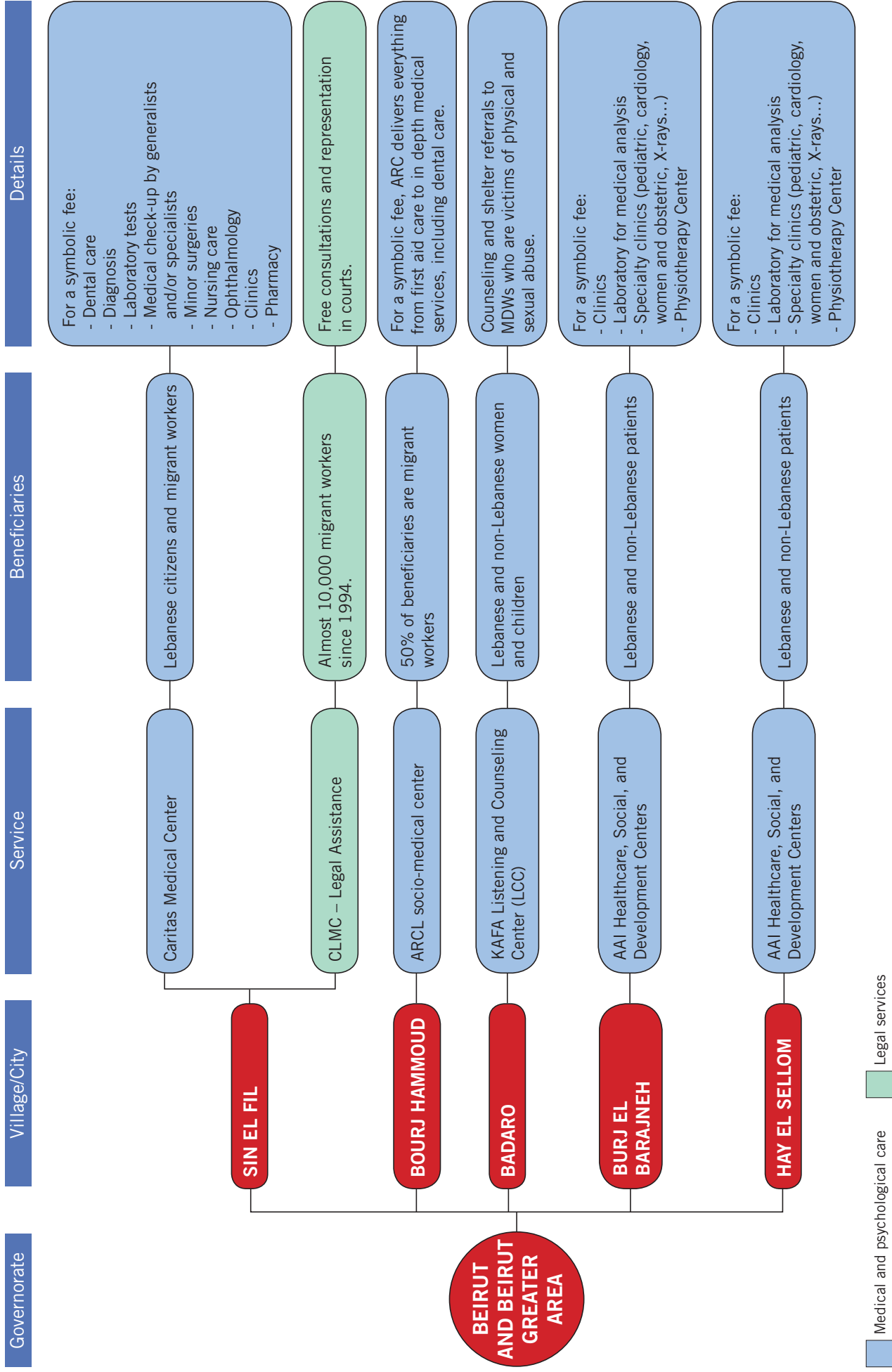


Services delivered in prisons
  Pastoral care
  Medical and psychological care

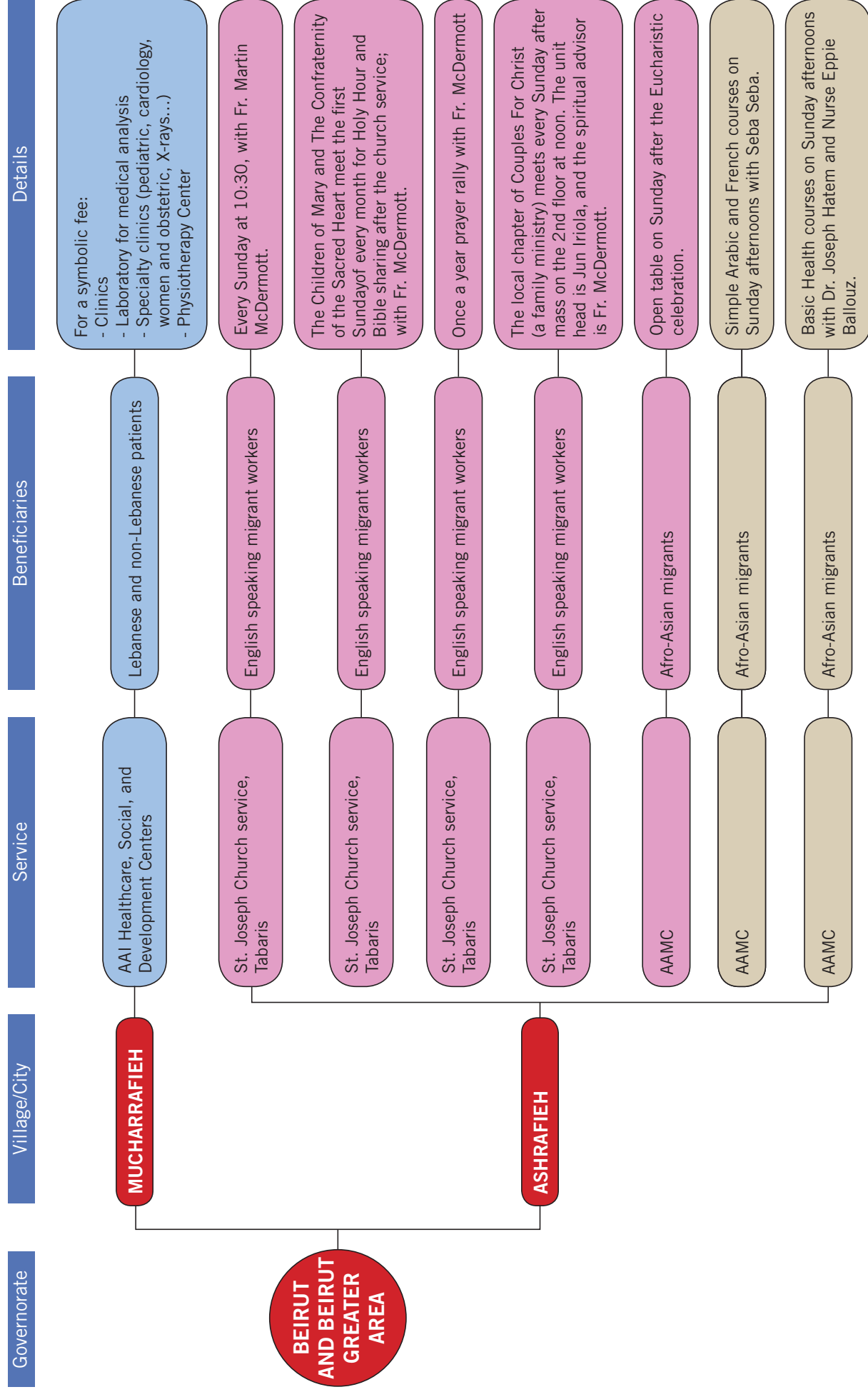


- Shelters
- Pastoral care
- Medical and psychological care
- Distribution centers
- Skills for migrant workers and their children

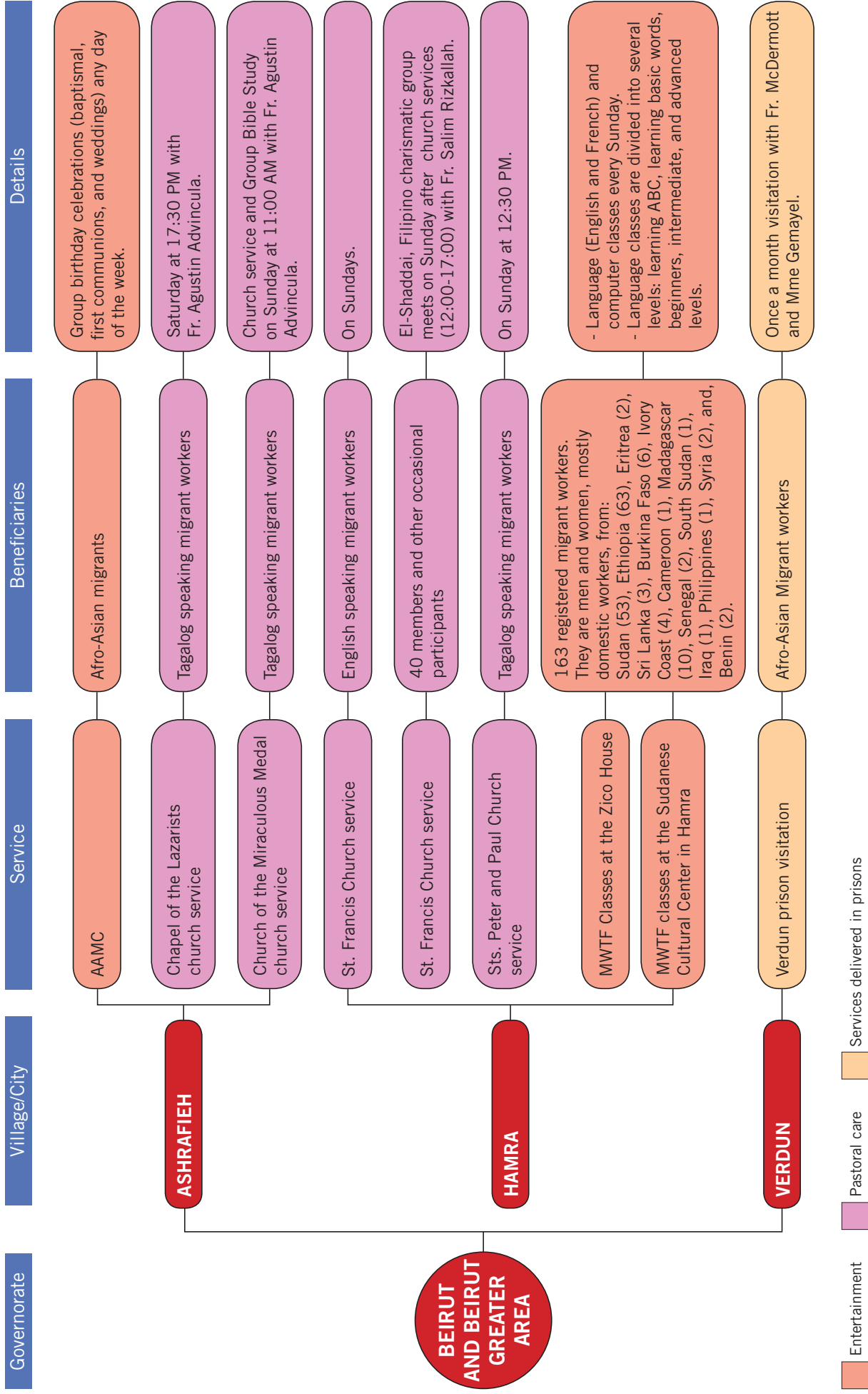




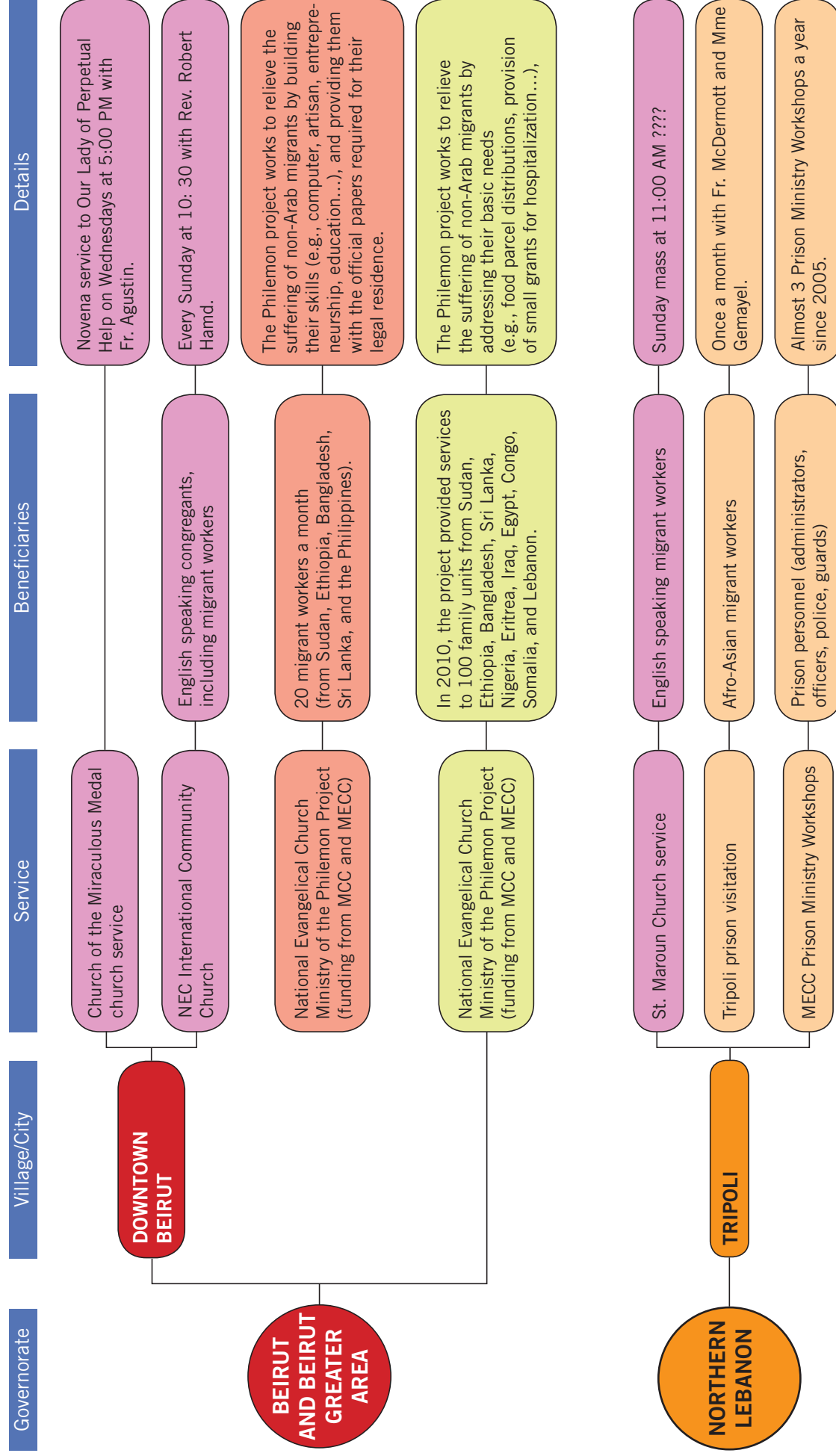




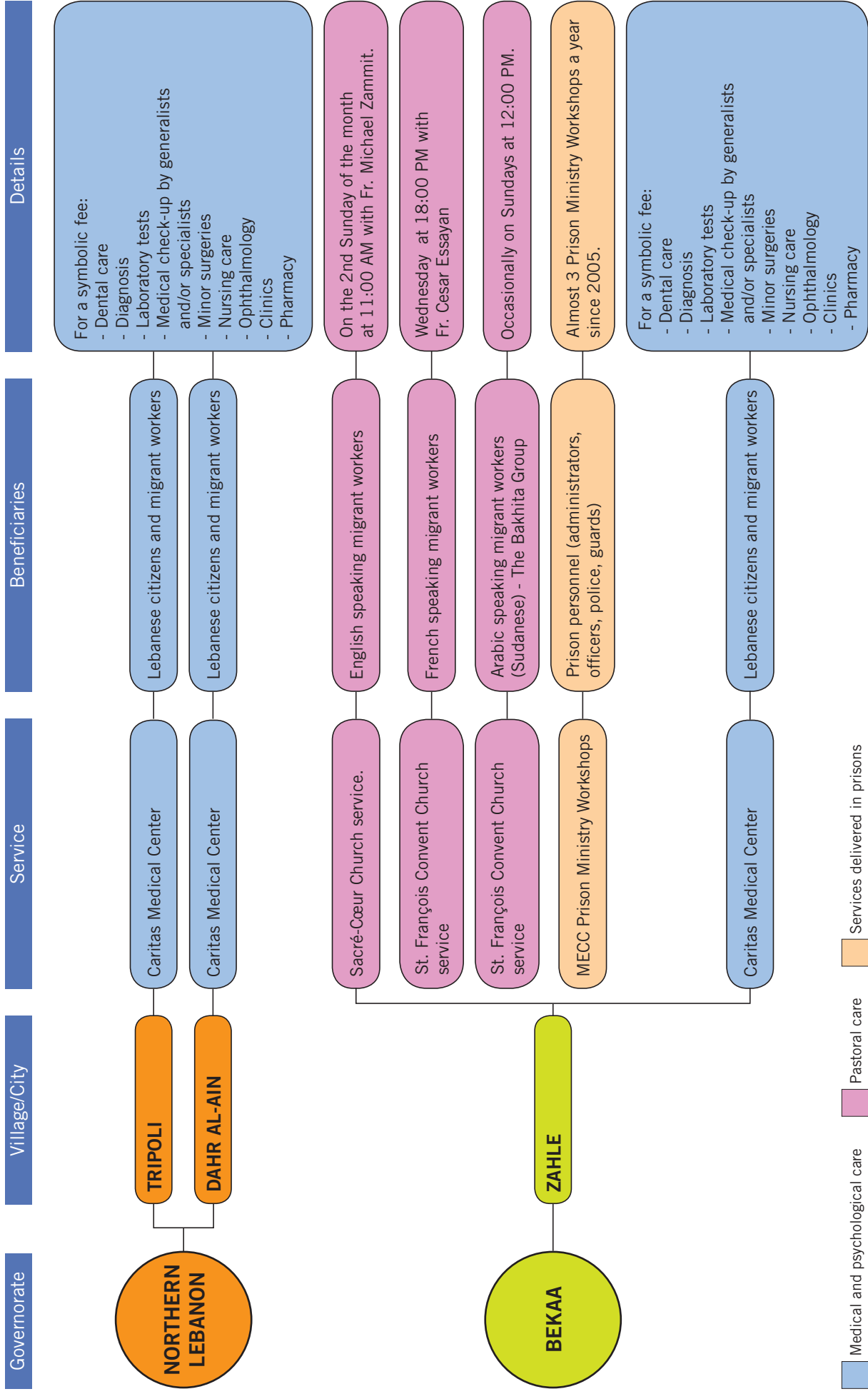
■ Medical and psychological care   
 ■ Pastoral care   
 ■ Skills for migrant workers and their children



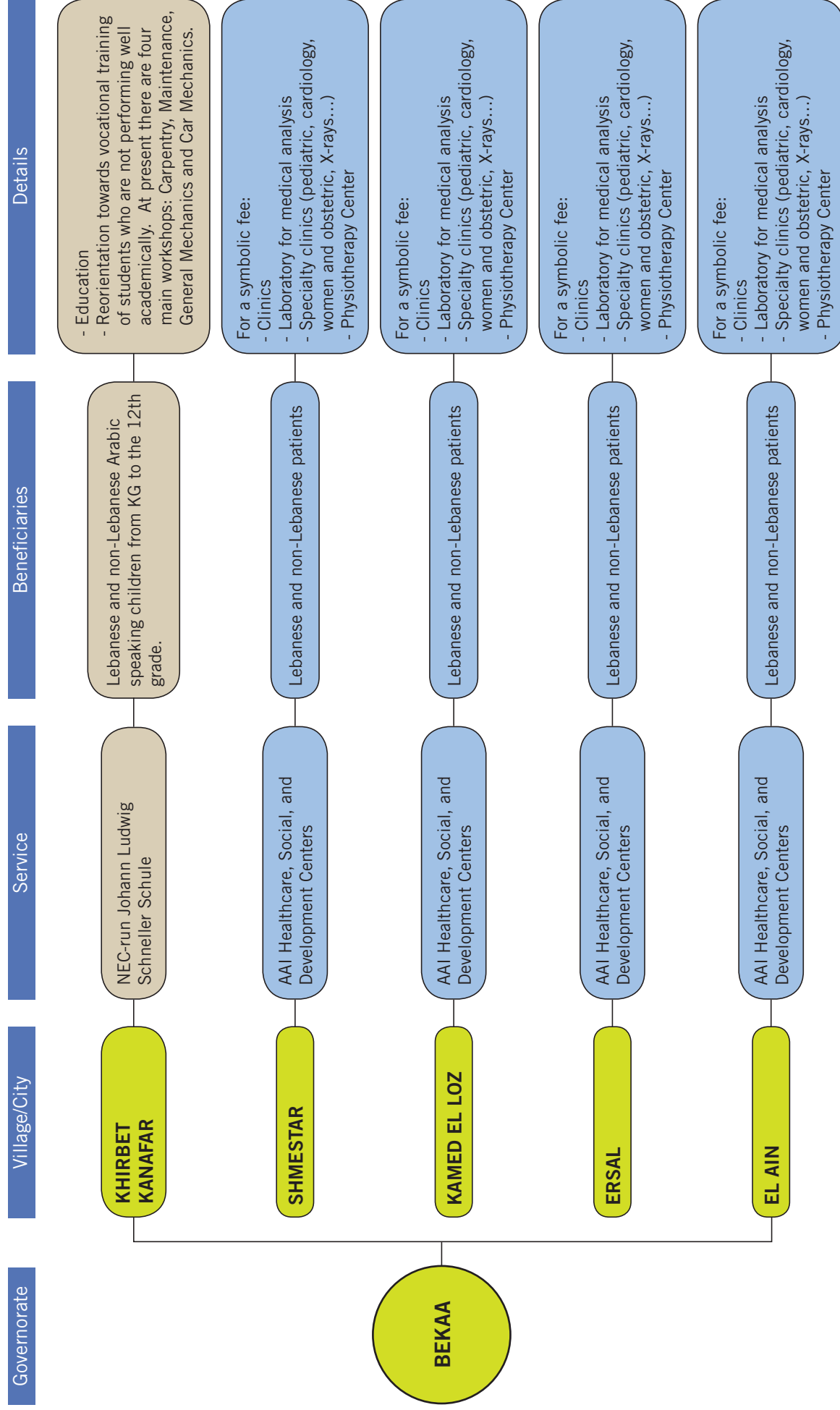
- Entertainment
- Pastoral care
- Services delivered in prisons



Pastoral care  
 Entertainment  
 Distribution centers  
 Services delivered in prisons

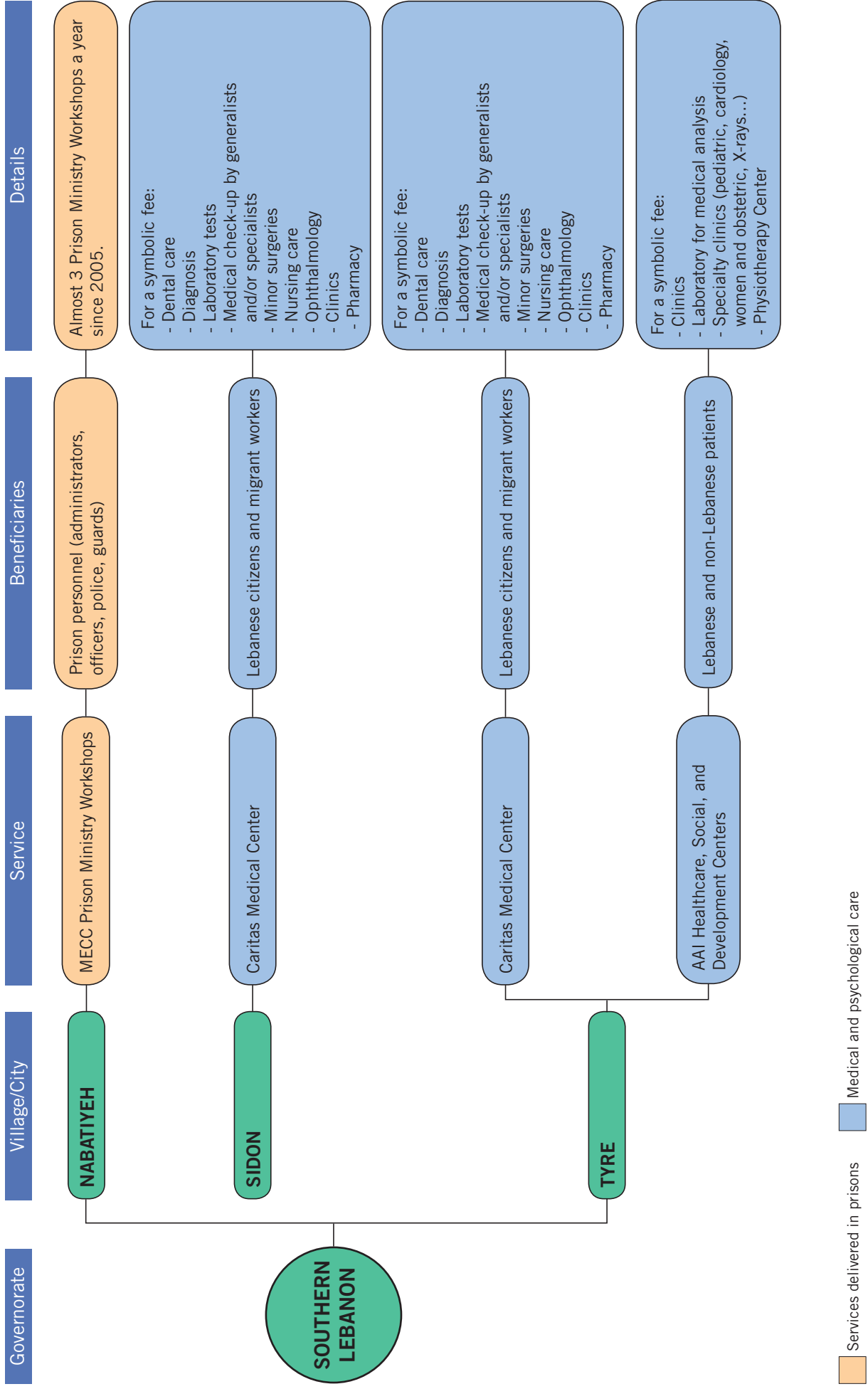


■ Medical and psychological care   
 ■ Pastoral care   
 ■ Services delivered in prisons

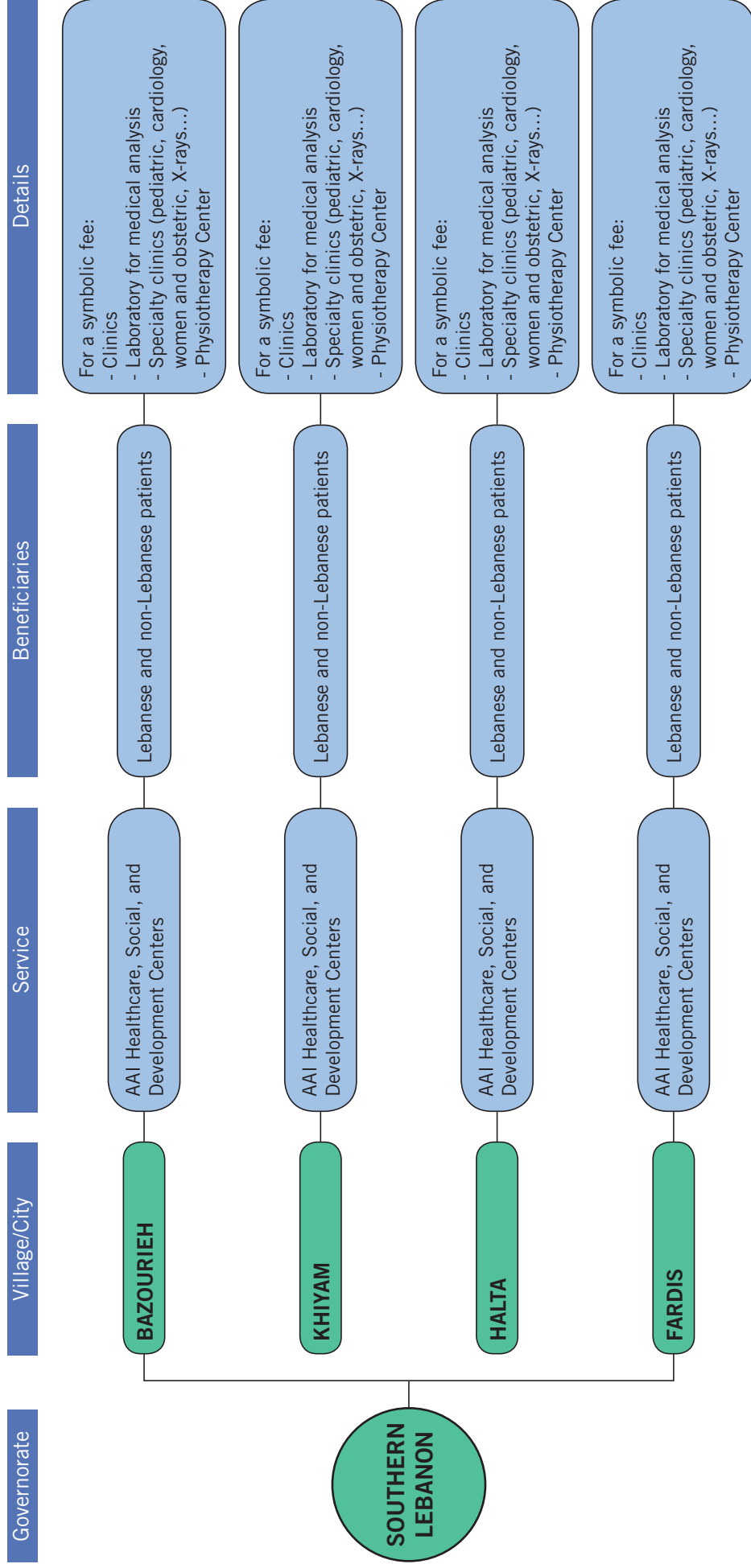


Skills for migrant workers and their children

Medical and psychological care



Services delivered in prisons      Medical and psychological care







# 7 Institutional Capacity & Networking

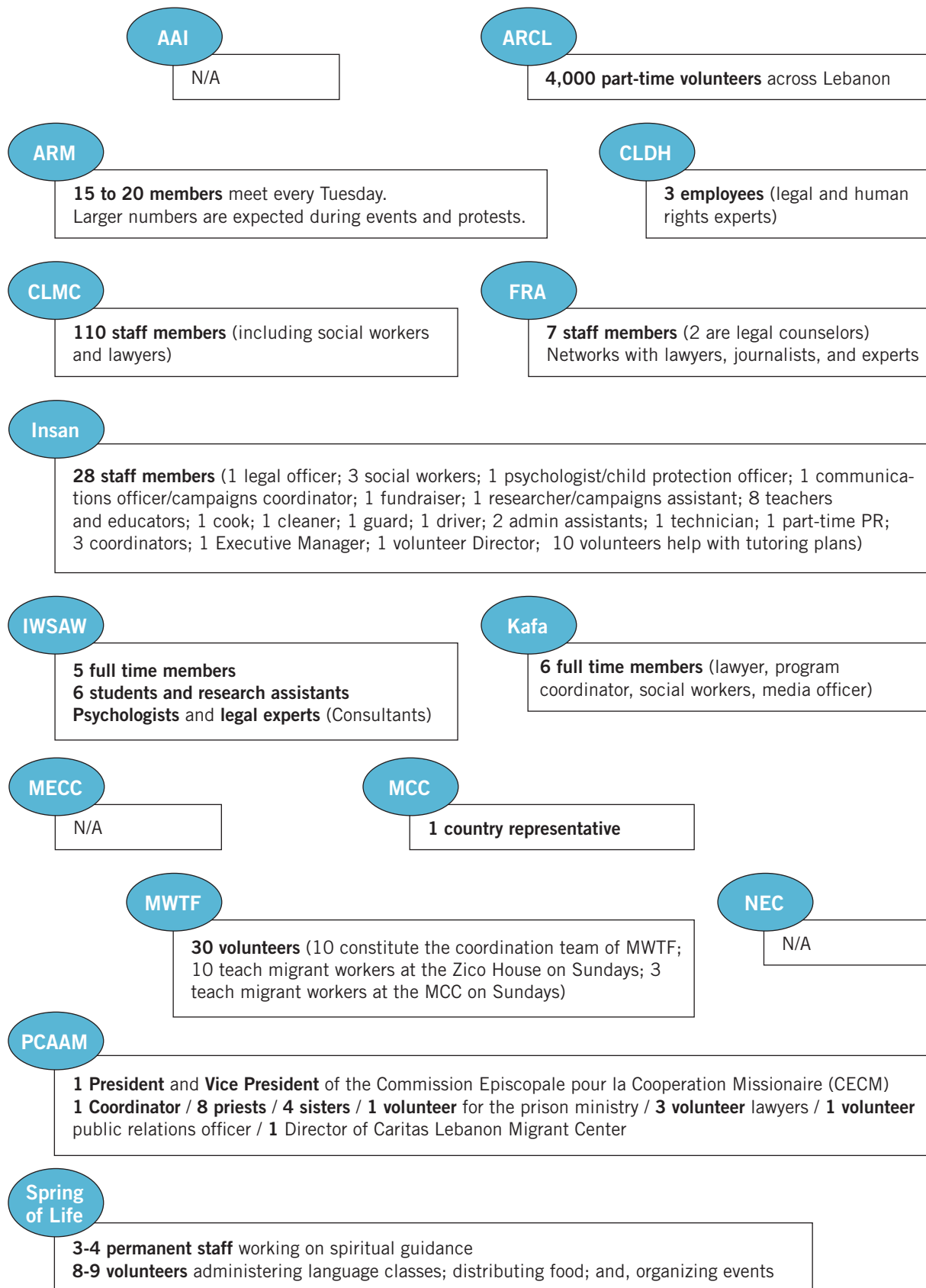
Diversifying interventions and targeting various beneficiaries across the nation requires NGOs to contribute significant financial and human resources. If we discount the 4,000 part time volunteers at ARCL and the staff and volunteers operating the AAI and Caritas medical centers, the overall human capacity of NGOs is reduced to a total pool of 250 individuals. These individuals are volunteer, part-time, or full-time staffs who work in various capacities (drivers, cooks, tutors, lawyers, psychologists, social workers, researchers...) to plan and implement MDW-related initiatives in various areas of the country. As such, the capacity of these institutions to operate at the versatility level desired is very limited considering the growing population of MDWs (150,000 - 220,000) and its corresponding needs. (Fig.5)

Limited NGO capacity is often compensated for through networking with other institutions. For instance, NGOs cooperate with the embassies, consulates, and governments of the countries of origin, with local government institutions, with health providers, with locale providers, with international experts, and with other NGOs in the subfield. Cooperation takes the form of coalitions (e.g., networks, consortiums, steering committees, interagency groups...), membership in regional or international fora, memorandums of understanding, and funding. Cooperation develops for the purpose of event organizing, referral of legal and medical cases, relief, the administration of skills and educational programs, and workshops. (Fig.6)

Figure 6 shows that NGO limitations in the areas of human and financial resources and knowledge sharing are in fact “compensated for” through collaboration with other entities. NGO collaboration is however limited to other NGOs operating in the same subfield. By limiting cooperation to the subfield’s actors, NGOs are restricting the capacity of the subfield to a predetermined quota of capacities and potentials where resources are redistributed rather than created.

It is also worth noting that little, if any, cooperation exists between NGOs and the business sector. This estrangement is unfortunate considering the potential of nonprofit/for-profit partnerships in expanding the financial, technical, and human resources that are currently available to NGOs. Corporate Social Responsibility (CSR) is one possible channel for furthering this type of cooperation. CSR initiatives are internal or external in orientation. Internal CSR initiatives alter a business’ production processes in order to control its potentially harmful social and environmental impacts. Initiatives include ensuring better working conditions for employees or using eco-friendly production processes or products. CSR initiatives with an external outlook, like acts of philanthropy or technical knowhow transfer, contribute to the development of communities within which these businesses are located. Businesses document the positive impacts that they engender, within and outside the confines of their enterprise, in what is often referred to as social responsibility reports. These reports are the equivalent of a badge of respectability and, often, a source of increased profit for the business issuing them. NGOs can build on this emerging CSR logic to encourage

Figure 5. Institutional Capacity of NGOs



Lebanese businesses to adopt codes of good behavior to normalize their interaction with the migrant workers that they employ and to limit the occurrence of exploitative working conditions to which this category of workers is often confronted. NGO may also use the CSR logic to encourage businesses to regularly donate funds in order to expand the reach of NGO referral mechanisms. Where businesses cannot allocate funds, they can provide technical assistance to support NGO services. For example, a medical company can help improve the efficiency of NGO health programmes for MDWs and educational institutions can enhance NGO research management and dissemination capabilities.

Finally, existing collaboration with organizations outside the subfield is limited to the levels of philanthropy (e.g., donation of locales, free medical referrals...) and knowledge sharing (e.g., international experts, advisory groups...). NGOs are encouraged to institutionalize their partnerships with other entities through the development of joint programs. These programs will grow beyond the conjectural nature of the referrals, research initiatives, and workshops to guarantee the sustainability of the action and its further fine-tuning.

**Figure 6. Networking among NGOs**

	<b>Collaborators</b>	<b>Services</b>
<b>AAI</b>	- CLMC - Insan Association - ARM - Kafa	DRC Consortium for the empowerment of WMDWs in Lebanon (2012): - Joint awareness raising campaign; and, - Referral mechanism for WMDWs
	- Jordanian Women's Union (JWU) - Center for Egyptian Women's Legal Assistance (CEWLA)	EU-funded project "Enhancing the Situation of Migrant Domestic Workers in Arab countries (2011-2013): - Protection, recovery, and repatriation of victims; - Awareness raising campaigns; and, - Development of a common legal framework in the three countries
<b>ARCL</b>	- Embassy of Philippines	Placed requests for ambulances to transport Philippine domestic workers (2004)
	- MECC	Health education sessions for WMDWs (2003)
<b>ARM</b>	- CLMC - Insan Association - AAI - Kafa	DRC Consortium for the empowerment of WMDWs in Lebanon (2012): - Joint awareness raising campaign; and, - Referral mechanism for WMDWs
<b>CLDH</b>	- CLMC - Kafa	Referral of cases involving physically or sexually abused WMDWs
<b>CLMC</b>	- PCAAM	Pastoral, legal, and social care (1997)
	- National Steering Committee for WMDWs	A participatory policy dialogue platform that analyses and presents solutions to the abuses faced by migrant domestic workers in the country (2006)
	- Insan Association - ARM - Kafa - AAI	DRC Consortium for the empowerment of WMDWs in Lebanon (2012): - Joint awareness raising campaign; and, - Referral mechanism for WMDWs

	Collaborators	Services
<b>CLMC</b>	- General Security	MoU regarding migrant victims of trafficking and the administrative detention center
	- MoL	N/A
	- MoSA	N/A
	- MoEHE	N/A
	- Embassy of the Philippines	Memorandum of cooperation signed in 2010
	- Consulate of Bangladesh	MoU signed in 2011
	- SORAL	MoU signed in October 2010
	- AAI	Orientation sessions to migrant workers
	- Universities	N/A
	- Media	N/A
	- Countries of origin	- Pre-departure orientation sessions for migrants; and, - Rehabilitation/reintegration services for returning victims of trafficking
	- Network with GSO, ISF, the Judicial Studies Institute, through SDC funds	Intergovernmental agency working group
- LAU and NEC	Women's day event	
<b>IA</b>	- Movement Social	Integrating older students of the Insan School Project in vocational or technical programs
	- Sagesse University	Fourth year law students operating a legal clinic at Insan
	- Police stations	Cases of arrests involving WMDWs
	- Embassy of the Philippines	Counseling and group therapy for women at the embassy shelter (2011)
<b>SIWSAW</b>	- AAI	Workshops to inform a regional strategy for WMDWs
	- CLMC	Distribution of <i>Kalam</i> international phone cards during the Ecumenical Worship Service under the theme: "Women Praying Together for the Well-being of their Families."
	- ILO	Screening of documentary "Maid in Lebanon"
	- Kafa	Launching of studies about WMDWs in Lebanon
<b>KAFA</b>	- Insan	DRC Consortium for the empowerment of WMDWs in Lebanon (2012): - Joint awareness raising campaign; and, - Referral mechanism for WMDWs
	- CLMC	
	- ARM	
	- AAI	
<b>MCC</b>	- American Lebanese Language Center	Discounted rates for language classes for WMDWs
	- NEC	Continuation of English classes
<b>MECC</b>	- International Center for Migration Policy Development	Prison ministry workshops
	- Human Rights Institute	Prison ministry workshops
	- ISF	Prison ministry workshops
	- GS	Prison ministry workshops
	- EU/CARITAS/UNHCHR	N/A
	- HRW	Workshop for NGOs in Bourj Hammoud
	- International Detention Coalition	Members
	- World Council of Churches	Members
	- Global Forum for Migration and Development	Policy advocacy
	- UNHCR's governing executive committee	Policy advocacy

	Collaborators	Services
<b>MWTF</b>	- Alt City	In the process of signing a partnership agreement with Alt City to develop the media entrepreneurship of migrant workers
	- Migrant Community Center - Zico House - Sudanese Cultural Center	Language and computer classes for migrant workers (2011-2012)
	- LeMisc Scora	- Development of directory identifying free or affordable medical services for migrant workers - Delivery of peer education sessions on sexual and reproductive health for migrant workers
	- Souk El Tayyeb	Organizing events on the occasion of the International Workers Day
<b>NEC</b>	- Tahaddi Organization	Medical referrals
	- MECC and MCC	Implementation of the Ministry of the Philemon Project
<b>PCAAM</b>	- NEC	N/A
	- CLMC	Legal aid
	- MECC	N/A
	- National Steering Committee for WMDWs	A participatory policy dialogue platform that analyses and presents solutions to the abuses faced by migrant domestic workers in the country (2006)
<b>Spring of Life</b>	- Mutual Faith Ministries	Funding and events organizing
	- Kafa	Magazine development
	- Caritas	Life Center sometimes offers its auditorium to Caritas in order to conduct awareness raising sessions for WMDWs
	- Tahaddi organization	Provision of medical services



# 8 Conclusion

The multiple exclusion of migrant workers along class, gender, and racial lines, associated with the absence of legal protections, is propitious for the exploitation of WMDWs in Lebanon. Researchers and human rights institutions report a variety of abuses to which domestic workers are being subjected across Lebanon; WMDWs suffer from physical, sexual, and psychological abuse. Their wages, passports, and identity papers are withheld, and their freedom of movement restricted. In 2008, Human Rights Watch denounced the high death toll of MDWs, stating that these women are dying (murdered or driven to suicide) at a rate of more than one per week.<sup>(8)</sup>

For the past thirty years, FBOs have, independently from or in tandem with other FBOs, offered these women workers social, medical, and legal assistance. Since the national awareness raising workshop of 2005 and subsequent NSC sessions, the problems faced by WMDWs have attracted the attention of emerging NGOs who have rushed to introduce new services to the MDW subfield.

By tracing the history of NGO involvement with MDWs since the 1980s and outlining the services provided to these women workers by type and by region, this exercise has produced eight main observations that are likely to assist NGOs in fine-tuning interventions, donors in reallocating funds, and the MoL in developing an efficient national referral mechanism:

1. NGOs must be cautious to ensure proper sequencing and complementarity of efforts between older and emerging initiatives.
2. Absent legal protections and national referral mechanisms, NGOs tend to allocate much of their resources for the alleviation of migrant workers' legal, social, and medical problems. This service provision tendency must be complemented with an investment on the preventive end of the MDW subfield. Effective prevention requires NGOs to build on MDW realities and experiences to inform labour migration management schemes, and policy advocacy strategies.
3. NGOs are encouraged to cooperate with relevant international organizations and government agencies to address the major issues confronting migration policy makers at national and international levels. Because of their extensive networks and access to communities at the grassroots level, NGOs offer perspectives and evidence-based research that can encourage as well as inform migration policy debate. Furthermore, through their participation in international coordinating councils like Migrants Forum in Asia (a network of migrant support and advocacy groups in countries of origin and destination), NGOs are able to mobilize efforts in order to campaign for the ratification of international conventions like C 189.

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(8) Human Rights Watch. 2008. *Lebanon: Migrant domestic workers dying every week*, available at: <http://www.hrw.org/print/news/2008/08/24/lebanon-migrant-domest> [accessed on June 05, 2012].

4. NGOs are encouraged to invest in sensitizing faculty in schools and universities to the rights of MDWs. By building the ability of faculty to integrate MDW relevant issues in their classroom curricula, the sensitization process gains a life of its own outside donor agendas and project lifecycles.
5. Finally, NGOs are expected to engage workers' unions in the planning and implementation of relevant programs and activities if only to emphasize the "worker" in domestic workers. When unions become thoroughly informed about the working and living conditions of domestic workers, their commitment to domestic workers' issues during tripartite dialogues on migrant workers becomes more significant.
6. Opportunities for MDW education abound in Beirut and the Greater Beirut areas. NGOs are encouraged to expand the geographical reach of skills-building classes and activities to help build the capacities (languages, computer, and entrepreneurship) of MDWs in more remote parts of the country.
7. NGOs are encouraged to collaborate with the business sector. Nonprofit/for profit partnerships open up the subfield to new entrants, to new resources, and to new technologies. These partnerships also sensitize companies that employ migrant workers, and employees who employ migrant workers, to the rights of MDWs.
8. NGOs are encouraged to institutionalize their partnerships with other entities through the development of joint programs. These programs will grow beyond the conjectural nature of the referrals, research initiatives, and workshops to guarantee the sustainability of the action and its further fine-tuning.



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- **Voices International. 2011.** Workers' rights. *Migrant Domestic Workers in Lebanon Info Note 3. Beirut: Voices International.*
- **Voices International. 2011.** The Kafala system and the MDW. *Migrant Domestic Workers in Lebanon Info Note 4. Beirut: Voices International.*
- **Voices International. 2011.** What we need when we are in trouble. *Migrant Domestic Workers in Lebanon Info Note 5. Beirut: Voices International.*

## G. Newsletters

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- **Kafa (Enough) Violence & Exploitation. 2010.** No to the exploitation of WMDWs in Lebanon Newsletter. Beirut: Kafa (published in Amharic, Arabic, English, Nepalese, Tagalog, French, and Sinhalese).
- **PCAAM quarterly bulletin “Solidarity”** published in French and Arabic (currently disrupted). Proper citation not available.
- **Frontiers Ruwad Association legal and policy reports** on arbitrary detention, statelessness in Lebanon. Proper citation not available.
- **Frontier Ruwad newsletter “Abwab Mughlaka”** used by refugees to defend their cases before the Lebanese courts. Proper citation not available.
- **CLMC newsletter** under distribution at the DGGS administrative detention centers. The newsletters are developed by migrant workers in detention. Proper citation not available.

## H. Videos

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- **Pastoral Committee for Afro-Asian Migrants. 2006.** *Afro-Asian Migrants Day Lebanon*. Beirut: Lebanon. (20 minute documentary filmed by Tina Naccache, PCAAM).
- **Tele Lumiere. 2006.** Harissa and Bkerke Migrants Day Lebanon May 21, 2006. Beirut: Tele Lumiere. (Event broadcasted by Tele Lumiere).
- **Al-Joundi, Dima. 2006.** *Bonne à vendre* (Maid for Sale). Marseille, France: Les Films du Soleil, Crystal Films Panache Productions. (Original Language(s): Sinhala/French/English/Arabic; Subtitles: French/English; Duration: 53 minutes).
- **LBC Group. 2012.** Violence against domestic workers (footage of abuse against Ethiopian domestic worker Amel in front of the Ethiopian Consulate), LBC Group, March 08, 2012, available at: [http://www.youtube.com/watch?v=HBf\\_-QKp6pw](http://www.youtube.com/watch?v=HBf_-QKp6pw) [accessed on May 14, 2012] - (Arabic; Duration: 01:16).
- **Mansour, Carole. 2005.** *Maid in Lebanon 1*. Beirut: Forward Film Productions. (Arabic and English; Duration: 25.23 min).
- **Mansour, Carole. 2005.** *Maid in Lebanon 2*. Beirut: Forward Film Productions. (Arabic and English; Duration: 37.59 min).
- **Migrant Workers Task Force. 2012.** Human rights and health in Lebanon, available at: <http://www.youtube.com/watch?v=FVLRiHph2ek&feature=autoplay&list=UUxg3zG8P6txk7aOw-JCzBBg&lf=plcp&playnext=1> [prepared by Rahel Zegeye and Ibrahim Diab] – [English and Arabic].



- **Migrant Workers Task Force. 2012.** Welcome to Lebanon “Shopping Paradise,” available at:  
<http://www.youtube.com/watch?v=Nd3hPy98Rdk&list=UUxg3zG8P6txk7aOw-JCzBBg&index=1&feature=plcp> [prepared by Jowe Harfouche] - [English and Arabic].
- **Migrant Workers Task Force. 2011.** Welcome to Lebanon “Sea & Sun,” available at:  
<http://www.youtube.com/watch?v=mqB4LPjEyu4&list=UUxg3zG8P6txk7aOw-JCzBBg&index=6&feature=plcp> [prepared by Jowe Harfouche] - [English and Arabic].
- **Migrant Workers Task Force. 2011.** Welcome to Lebanon “Making Memories,” available at:  
<http://www.youtube.com/watch?v=7nQGLB2N3UY&feature=autoplay&list=UUxg3zG8P6txk7aOw-JCzBBg&lf=plcp&playnext=1> [prepared by Jowe Harfouche] - [English and Arabic].
- **Migrant Workers Task Force. 2011.** Resist harassment, available at:  
<http://www.youtube.com/watch?v=qvpsUq8mpGg&list=UUxg3zG8P6txk7aOw-JCzBBg&index=8&feature=plcp> [prepared by Rehanna Minooei] - [English and Arabic].
- **Migrant Workers Task Force. 2011.** Nelly Speaks Out on Sexual Violence in Lebanon for Labour Day, available at:  
<http://www.youtube.com/watch?v=eUyxRZoXKIU&list=UUxg3zG8P6txk7aOw-JCzBBg&index=10&feature=plcp> [English subtitles].
- **Pattison, Pete. 2012.** Beirut death of Nepalese migrant worker Lila. *The Guardian*, Monday January 30, 2012, available at:  
<http://www.guardian.co.uk/news/video/2012/jan/30/beirut-death-nepalese-migrant-video> [accessed on May 14, 2012] (English and Nepali; Duration: 09.09 minutes).
- **Russeau, Simba Shani Kamaria. 2009.** *The new slavery: The plight of Lebanon’s domestic workers*, available at:  
<http://www.imow.org/community/stories/viewstory?storyid=3133> [English/audio only].
- **Zageye, Rahel. 2012.** *Beirut* (Self-production).

## I. Photos

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- **KAFA (enough) Violence & Exploitation and Danish Refugee Council. 2010.** *Unseen lives: Migrant domestic workers in Lebanon*, available at:  
<http://www.kafa.org.lb/News.aspx?Newscode=6>

## J. TV/Radio Campaigns

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- **Campaign name:** Do not do unto others what you do not want others to do unto you  
**Objectives:** stressing the rights of MDWs to a sick leave, to the freedom of movement and to fair, timely, and continuous remuneration  
**Institution:** 2007 EU-Funded CARITAS campaign for the protection of WMDWs  
**Media:** 1 full TV spot (52 seconds); Series of 4 short TV spots (17 seconds)
- **Campaign name:** Treat fairly to be served kindly  
**Objectives:** Describe the working conditions of WMDWs in Lebanon  
**Institution:** 2010 EU-Funded CARITAS campaign for the protection of WMDWs  
**Media:** TV advertisement in Arabic (41 seconds); Radio spot in French, English, and Arabic (35 seconds)
- **Campaign name:** Read before you sign  
**Objectives:** raising awareness to the standard unified contract  
**Institution:** 2011 EU-funded CARITAS campaign for the protection of WMDWs  
**Media:** TV advertisement in Arabic (38 seconds)
- **Campaign name:** Do not push her to commit your crimes: Towards legal protection for migrant domestic workers  
**Objectives:** denouncing the responsibility of employer (abuses) for MDW incidents of suicide  
**Institution:** 2011 Kafa (Enough Violence & Exploitation) campaign  
**Medium:** TV advertisement in Arabic (33 seconds), available at: <http://www.kafa.org.lb/Videos.aspx?code=14>

## K. Poster Campaigns

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### INSAN Association

- More than 200 000 migrant domestic workers are living in our country. These migrants and their children are deprived of the most basic human rights and in many cases suffer from abuse, exploitation and discrimination.  
**All human beings are born free and equal in dignity and rights** (Extract of Article 1 – Universal Declaration of Human Rights).  
If we believe in human rights, we must support an adequate law for migrant domestic workers in Lebanon. Not just any law, a JUST law based on the universal principles of human rights ...Much more needs to be done. (English and Arabic).
- More than 200 000 migrant domestic workers are living in our country. These migrants and their children are deprived of the most basic human rights and in many cases suffer from abuse, exploitation and discrimination.  
**Everyone has the right to education** (Extract of Article 26 – Universal Declaration of Human Rights)  
If we believe in human rights, we must support an adequate law for migrant

domestic workers in Lebanon. Not just any law, a JUST law based on the universal principles of human rights ...Much more needs to be done. (English and Arabic).

- More than 200 000 migrant domestic workers are living in our country. These migrants and their children are deprived of the most basic human rights and in many cases suffer from abuse, exploitation and discrimination.

**No one shall be held in slavery or servitude** (Extract of Article 4 – Universal Declaration of Human Rights)

If we believe in human rights, we must support an adequate law for migrant domestic workers in Lebanon. Not just any law, a JUST law based on the universal principles of human rights ...Much more needs to be done. (English and Arabic).

## MWTF

- **He is not worth a penny, he is worth gold.**  
Alaa provides for his family's food and shelter. The money he sends home allows his brothers and sisters to go to school. He, like many others, contributes massively to his country's national economy and helps it move forward.  
**You see a poor man but he is a source of wealth.**
- **He does nothing... without passion**  
That is why Anas is so interested in politics. From Sudan, he came to Lebanon to study political sciences. You may think he is only capable of working with his hands but his head is committed to political issues. You may think that he is as unskilled as his labor, but his work exceeds the lifting of goods in a shop.  
**He may not be somebody to you, but he sure is someone to many.**

For more posters, please visit: Migrant Workers Task Force (MWTF). 2012.  
Antiracism poster campaign: <http://mwTaskForce.wordpress.com/2011/04/26/antiracism-poster-campaign-for-labour-day-2011/>

## Human Rights Watch

- Human Rights Watch. Have you ever been called a donkey? Put yourself in her shoes
- Human Rights Watch. Do you consider a Sunday spent with your boss a day off? Put yourself in her shoes
- Human Rights Watch. Have you ever worked for months without pay? Put yourself in her shoes
- Human Rights Watch. Have you ever been punished for breaking a plate? Put yourself in her shoes
- Human Rights Watch. Have you ever been denied food when you are hungry? Put yourself in her shoes
- Human Rights Watch. Have you ever been forced to sleep in the Kitchen? Put yourself in her shoes

## CARITAS

- Together fight against violation of human rights
- Different but equal. “All human beings are born free and in dignity and rights”  
(Article 1 Universal Declaration of Human Rights).
- Right for food and clothing  
Right to keep and renew legal papers annually
- Different but equal  
Decent work for domestic workers  
International Labour Organization Convention 189
- Together fight against trafficking in human beings
- حرية العامل الاجنبي مش ملكك  
الانسان انسان لو مين ما كان
- Migrants rights are human rights
- Would you accept being worked while sick ?  
Treat foreigners as you'd like to be treated / Human regardless of race and status
- Would you tolerate being exploited around the clock ?  
Treat foreigners as you'd like to be treated / Human regardless of race and status
- Would you tolerate being exploited 7 days a week?  
Treat foreigners as you'd like to be treated / Human regardless of race and status
- Would you tolerate someone hitting you or mistreating you?  
Treat foreigners as you'd like to be treated / Human regardless of race and status
- Equality before the law  
Voluntary return to the home country
- Protection from exploitation, violence, and sexual harrasement
- Not for sale  
Domestic work is work  
Domestic workers are workers  
Domestic work is not slavery
- Right to a clear employment contract in own language, to safe working conditions, to be paid at the end of each month
- For the well being of all human beings
- Right to health care and communication with the family
- Together fight for human dignity

## KAFA (Enough) Violence and Exploitation

- لا تدفعوها لارتكاب جرميكم  
نحو حماية قانونية لعاملات المنازل في لبنان
  - الوقائع
  - غياب الحماية القانونية
  - نموذج عن قصص وردت في الاعلام
  - منظمة كفى عنف واستغلال

## L. Brochures

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- **Caritas Lebanon Migrants Center.** We Care, available in Tagalog, Sinhalese, Bengali, Nepalese, Amharic, Romanian, French, Russian, Arabic, and English. The brochure asks questions to migrant workers in their language to elicit whether they have been victims of trafficking and suggests a number of services to these migrants.
- **ARCL issued, with Nestle,** a brochure for pregnant women. The brochure is available in Arabic and often explained to pregnant women migrant domestic workers who visit the center.

## M. Other

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- **Middle East Council of Churches. 2012.** Migration and denied rights Calendar 2012. Beirut: Diakonia and Social Justice Unit, MECC.
- **Kafa (Enough violence & Exploitation). 2010.** No to the exploitation of WMDWs in Lebanon: Postcards addressed to the Minister of Labour Boutros Harb. Beirut: Kafa (Enough Violence & Exploitation).



## List of Interviewees

**Father Martin McDermott**

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**Pastor Said Deeb**

Pastor, Spring of Life, Church of God in Mansourieh

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**Website:** <http://www.middleeastlifecenter.org> ; [www.cog-m.org](http://www.cog-m.org) ; [www.sol-kids.com](http://www.sol-kids.com)

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**Website:** [http://www.caritas.org/activities/women\\_migration/LebanonMigrationCenter.html](http://www.caritas.org/activities/women_migration/LebanonMigrationCenter.html)

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**Website:** [www.frontiersruwad.org](http://www.frontiersruwad.org)

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**Ms. Sossy Sagherian**

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**Mr. Ali Fakhry**

Activist, Anti Racism Movement (ARM)

**Ms. Farah Salka**

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# Survey Instrument

# 1. Contact Details

## ■ 1.1. Information about the organization:

Name of the organization:.....  
Address:.....  
Telephone:..... Fax:.....  
Email:..... Website:.....  
Mission of the organization:.....  
Main activities:.....  
Direct beneficiaries:.....  
Number of employees:.....  
Total number of employees/members working on activities related to WMDWs:.....  
Breakdown of employees/members working on activities related to WMDWs by occupation category  
(e.g, 5\* social workers, 2\* legal aid, 2\*managers, 1\*researcher, 1\*administrative assistant, intern, volunteer...)  
.....

## ■ 1.2. Information about the person completing the questionnaire:

Name:..... Title:.....  
Telephone:..... Email:.....  
Working in this organization since:.....

## ■ 1.3. Information about all the staff/members in charge of activities related to WMDWs:

Name:..... Title:.....  
Telephone:..... Email:.....  
Working in this organization since:.....

Name:..... Title:.....  
Telephone:..... Email:.....  
Working in this organization since:.....

Name:..... Title:.....  
Telephone:..... Email:.....  
Working in this organization since:.....

Name:..... Title:.....  
Telephone:..... Email:.....  
Working in this organization since:.....

Name:..... Title:.....  
Telephone:..... Email:.....  
Working in this organization since:.....

## 2. Your Work with WMDWs

- **2.1.** Does your organization provide services to WMDWs (e.g., legal, medical, skills training, shelter...)?

Yes

No (If No, please skip question 2.2.)

- **2.2.** Please use **Table A** to identify the type(s) of services that your organization provides to WMDWs, indicating the name of the program under which these services are offered (if applicable), the duration of service-delivery, general information about service-delivery, funding sources, and a guesstimate of the number of WMDWs who benefit from these services.

- **2.3.** Has your organization initiated activities to raise awareness to the rights and/or conditions of WMDWs in Lebanon?

Yes

No (If No, please skip question 2.4.)

- **2.4.** Please use **Table B** to:

- describe the awareness raising activity
- identify the objective(s) of the awareness raising activity
- state the name used to refer to the awareness-raising activity
- identify the communication tool(s) used to spread the awareness-raising messages and their number or frequency
- specify the duration of the activity
- specify the estimated number of individuals or organizations reached through the activity
- specify the geographical location of these individuals or organizations
- list funding sources for the activity

- **2.5.** Has your organization approached or worked with government agencies, including the legislative and the judiciary branches, to improve the conditions of WMDWs (e.g., policy advice; shared facilities; trainings; lobbying; funding ...)?

Yes

No (If No, please skip question 2.6.)

- **2.6.** Please use **Table C** to:

- identify the reasons behind approaching the government agency
- describe the strategy employed
- list funding sources
- specify the duration of the action
- specify the impact of the action

### 3. Cooperating with other organizations

- **3.1.** Has your organization cooperated with other entities for the planning and/or execution of initiatives related to WMDWs in Lebanon?

Yes

No (If No, please skip question 3.2.)

- **3.2.** Please use **Table D** to identify:

- the institutions your organization has cooperated with
- areas of cooperation
- the duration of the cooperation
- successes and/or challenges.

### 4. Material produced about WMDWs

- **4.1.** Has your organization produced audio, visual, and/or written material about WMDWs in Lebanon or in the region? [The material can be published or unpublished, produced alone or in collaboration with other organizations. Material includes studies, briefs, brochures, articles, training material, booklets, PowerPoint presentations, conference proceedings, relevant minutes of meetings, documentaries, media spots ...]

Yes

No (If No, please skip question 4.2.)

- **4.2.** Please use **Table E** to identify the person/institution responsible for the production of this material, the title given to the material, and the languages and formats the material is available in. Please indicate whether you can or would be willing to provide ILO with a copy of this material.

- **4.3.** Are you familiar with audio, visual, and/or written material about WMDWs that is produced by other organizations in Lebanon?

Yes

No (If No, please skip question 4.4.)

- **4.4.** Please use **Table F** to identify the material which was most beneficial to your work with WMDWs, briefly stating why you found the material to be useful?

- **4.5.** Do you believe that additional research about the situation of WMDWs should be made available?

Yes

No (If No, please skip questions 4.6. to 4.9.)

■ **4.6.** Please identify aspects of women migrant domestic work that you think deserve the attention of researchers:

.....  
.....  
.....  
.....

■ **4.7.** Please provide a brief explanation of why you think more information should be available about that aspect of women migrant domestic work:

.....  
.....  
.....  
.....

■ **4.8.** What format would you like this information to be presented in (e.g., DVD, book, policy brief, poster, website, PowerPoint, postcard, online PDFs...)?

.....  
.....  
.....  
.....

■ **4.9.** Please explain why you believe this format is most suitable for the dissemination of the information that you suggest in your answer to question 4.6.?

.....  
.....  
.....  
.....

**Table A**

Service(s) offered to WMDWs by your organization	Detailed description of the service	Program name under which these services are delivered (if applicable)	Duration of the program (start and end dates)	Information about service-delivery (e.g., location of services; geographical areas covered; partners and collaborating institutions...)	Estimated number of beneficiaries (i.e., WMDWs) <small>When applicable please identify the number of beneficiaries by community of WMDWs and by geographical area.</small>	Funding sources
□ Providing shelter/accommodation to WMDWs						
□ Providing financial assistance to WMDWs						
□ Matching WMDWs with employment opportunities						
□ Providing psychological assistance to WMDWs						
□ Providing medical assistance or advice to WMDWs						
□ Providing legal assistance to WMDWs (e.g., obtaining valid documents, retrieving passports from employers...)						
□ Building the capacity of WMDWs (e.g., literacy trainings, computer trainings, cooking classes...)						



<input type="checkbox"/>	Managing/supporting community centers or multipurpose community centers								
<input type="checkbox"/>	Conducting research about migrant workers, including WMDW's								
<input type="checkbox"/>	Complementing the efforts of government institutions with respect to migrant workers, including WMDW's								
<input type="checkbox"/>	Hotline services								
<input type="checkbox"/>	Referral to other service providers								
<input type="checkbox"/>	Assistance to children of WMDW's								
<input type="checkbox"/>	Please identify other services delivered by your organization to WMDW's								
<input type="checkbox"/>	Please identify other services delivered by your organization to WMDW's								
<input type="checkbox"/>	Please identify other services delivered by your organization to WMDW's								

**Table B**

Please describe the awareness raising activity carried out by your organization

<b>Awareness-raising activity</b>	.....
<b>Objective(s) of the activity</b>	..... .....
<b>Name used to refer to the awareness-raising activity</b>	.....
<b>Duration of the awareness-raising activity</b> (start and end dates)	.....
<b>Description of the activity</b>	..... .....
<b>Communication tool/s used during the activity</b>	.....
- Medium used to spread the message like brochures, TV spots, posters, billboards	.....
- Number and/or frequency of media used	.....
<b>Audience reached through the campaign</b>	.....
(e.g., teachers in schools; students in schools; university professors; university students; employers of WMDWs; media specialists; the Lebanese public...)	..... ..... .....
<b>Estimated number of individuals and/or organizations reached through the campaign</b>	.....
When applicable please identify the number of beneficiaries by community of WMDWs and by geographical area.	..... ..... .....
<b>Geographical location of the target audience reached through the campaign</b>	.....
(e.g., specific governorates, national, regional...)	.....
<b>Funding sources</b>	..... .....

- **Awareness-raising activity** .....
- **Objective(s) of the activity** .....  
.....
- **Name used to refer to the awareness-raising activity** .....
- **Duration of the awareness-raising activity** (start and end dates) .....
- **Description of the activity** .....  
.....
- **Communication tool/s used during the activity** .....  
- Medium used to spread the message .....  
  like brochures, TV spots, posters, billboards .....  
- Number and/or frequency of media used .....
- **Audience reached through the campaign** .....  
(e.g., teachers in schools; students in schools; .....  
university professors; university students; .....  
employers of WMDWs; media specialists; .....  
the Lebanese public...)
- **Estimated number of individuals and/or organizations reached through the campaign** .....  
When applicable please identify the number of beneficiaries by community of WMDWs and by geographical area.  
.....  
.....  
.....
- **Geographical location of the target audience reached through the campaign** .....  
(e.g., specific governorates, national, regional...)
- **Funding sources** .....  
.....

## Table C

<b>Reason for approaching the government agency</b> (e.g., improving working and living condition of WMDWs; legislative reform; establishing a referral mechanism; establishing a hotline...)
.....
.....
.....
.....
<b>The government agency(ies) that your organization has approached</b> .....
.....
.....
.....
.....
<b>Strategy employed to impact or work with the government agency(ies)</b> (e.g., sharing research findings and policy advice; lobbying; organizing workshops; funding...)
.....
.....
.....
.....
<b>Duration of the action</b> (start and end dates) .....
<b>The outcome of the action</b> (if applicable) .....
.....
.....
<b>Funding sources</b> .....
.....

**Table D**

	Type of organizations	Name of the institutions you have cooperated with (optional)	Area of cooperation within the activity	Duration of the cooperation (start and end dates)	Successes and/or challenges
<input type="checkbox"/>	Community organizations				
<input type="checkbox"/>	Embassies and consulates				
<input type="checkbox"/>	Faith-based organizations				
<input type="checkbox"/>	Government institutions				
<input type="checkbox"/>	Intergovernmental organizations				
<input type="checkbox"/>	Interested Lebanese citizens				
<input type="checkbox"/>	International non-governmental organizations				
<input type="checkbox"/>	Leaders of the community of migrant domestic workers				
<input type="checkbox"/>	Legal specialists or institutions				
<input type="checkbox"/>	Local non-governmental organizations				
<input type="checkbox"/>	Medical specialists or institutions				
<input type="checkbox"/>	Media specialists or institutions				
<input type="checkbox"/>	Organizations of migrant workers				
<input type="checkbox"/>	Private employment agencies				
<input type="checkbox"/>	Research centers				
<input type="checkbox"/>	Schools and universities				
<input type="checkbox"/>	Other (please specify)				
<input type="checkbox"/>	Other (please specify)				

## Table E

■ **Person /institution responsible** .....  
for the development of this material .....

■ **Title of the material** .....

■ **Languages the material is available in** .....

■ **Format of the material** .....  
(e.g., DVD, online material, brochure, pictures, book, posters, websites, postcards)

■ **Possibility of sharing the material with ILO**

<input type="checkbox"/> Yes we can share the item with ILO	<input type="checkbox"/> No we cannot share the item with ILO
<input type="checkbox"/> The item is free	<input type="checkbox"/> The item costs \$ .....
<input type="checkbox"/> We can mail or email the item to ILO	
<input type="checkbox"/> ILO must pick up the item from:.....	
.....	
.....	

■ **Person /institution responsible** .....  
for the development of this material .....

■ **Title of the material** .....

■ **Languages the material is available in** .....

■ **Format of the material** .....  
(e.g., DVD, online material, brochure, pictures, book, posters, websites, postcards)

■ **Possibility of sharing the material with ILO**

<input type="checkbox"/> Yes we can share the item with ILO	<input type="checkbox"/> No we cannot share the item with ILO
<input type="checkbox"/> The item is free	<input type="checkbox"/> The item costs \$ .....
<input type="checkbox"/> We can mail or email the item to ILO	
<input type="checkbox"/> ILO must pick up the item from:.....	
.....	
.....	

**Table F**

- **Person /institution responsible** .....  
for the development of this material .....
- **Title of the material** .....
- **Languages the material is available in** .....
- **Format of the material** .....  
(e.g., DVD, online material, brochure, pictures, book, posters, websites, postcards)
- **Brief explanation of why the material is useful** .....  
.....  
.....  
.....

- **Person /institution responsible** .....  
for the development of this material .....
- **Title of the material** .....
- **Languages the material is available in** .....
- **Format of the material** .....  
(e.g., DVD, online material, brochure, pictures, book, posters, websites, postcards)
- **Brief explanation of why the material is useful** .....  
.....  
.....  
.....

