



The Health Impact Annual Report

REVIEW OF ACTIVITIES
AUGUST 2021 - AUGUST 2022



THANKS TO YOU FAMILIES LIVING HERE
CAN TAKE CONTROL OF THEIR HEALTH



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A MESSAGE FROM OUR DIRECTOR

I am writing the following lines from the small office kitchen of our Health Education Center, while a first aid class takes place in the next room, and I couldn't be more proud of the work we do.

It has been a complicated journey, full of obstacles and precarious moments. Thanks to the effort and solidarity of hundreds of people from all over the world, we have managed to build a project from the ground up that truly works to deliver quality health support and information to the most marginalized.

The ongoing instability in Lebanon, both financial and social, has made carrying out our work more complex, and forced us to work slower at points. But we have not stopped working to improve the health and living conditions of vulnerable families. With an estimated 1.5 million refugees living in Lebanon, there is always more work to be done and we will not stop fighting for the protection of human rights.

Our Health Education Center, where we host all of our educational and social programs, has grown substantially since its opening on February 15th, 2022. It has given us the stability that we needed to establish a better connection within the community and allowed us to strengthen the quality of the classes, increasing the attention given to the most vulnerable families, and expanding the information and services that we are able to provide.



In just the last few months we have added a 'Coping with Stress' workshop to support mental health, hosted several other local groups for classes and specialized workshops, and increased the number of items available in our 'My Health First' Free Shop.

Thanks to the support we receive, both within Lebanon and from all over the world, we can continue to do what we set out to do. With continued honesty, transparency, and work that respects the dignity and autonomy of the people we work with, we are moving forward to achieve incredible things for the health and wellness of thousands of people. Thank you for supporting us and being with us on this journey. I cannot wait to show you where we are headed next.

Pablo Sánchez Parada
Founder and Managing Director
The Health Impact



Snapshot

Mission

The Health Impact works to enhance the daily health, quality of life, dignity, and autonomy of vulnerable families in Lebanon through educational workshops, social programming, and hygiene supply support.

Your generous support has provided hygiene supplies to **584** refugee families!

Projects

Our various workshops and projects focus on a variety of factors and areas that contribute to overall health and hygiene throughout the community. By providing culturally informed workshops, space to confront social stigma, resources for local healthcare services and medication access, social programming and child care, as well as a dignified way to access hygiene materials, families are holistically supported in creating healthy foundations for the future.

Workshops

- First Aid
- General Wellness
- 'Coping with Stress'
- Women's Health

Support Services

- 'My Health First' Free Shop, offering hygiene items
- KidsZone
- CommuniTEA Day
- Anera chronic medication referral
- Local dental and medical care referral

Demographics

Our students and service users are primarily Syrian refugee families, living in local informal tented settlements (ITS) or substandard buildings around our Health Education Center. Although our primary audience is refugee families, we also welcome families from the Lebanese host community.

Families that visit our Health Education Center are made up of an average of six people (two adults and four children), and our surveys show that almost all of our service users live in extreme poverty. With the average monthly income in our community at \$34, it is impossible for many to afford to pay for food, electricity, hygiene items, and other basic needs.

In 2018 there were a reported 5,113 informal tented settlements throughout Lebanon, housing more than 258,308 people ¹. More than 90% of our students live in these communities, where they are continuously exposed to the harsh weather and poor living conditions that come with life in an ITS.

¹ - [UNHCR Lebanon Lebanon: Inter-Agency Mapping Overview](#)

Where we Work



Impact Goals

1

Increase autonomy and capacity for action in the face of illness or injury by increasing access to information and healthcare resources

Families, when provided with information, skills, and resources, have the ability to protect their health and avoid the debilitating consequences of infection, injury, or chronic illness. Early at home interventions, hygienic treatment practices, and the ability to identify complications promptly, can aid in avoiding costly medical care, and help improve quality of life.

3

Reduce stigma and increase community knowledge about women's health and hygiene.

With better access to knowledge and information, increased access to hygiene products, and a safe community space to discuss stigma surrounding women's health concerns, women and girls will have the confidence and resources to manage their health in a more confident and dignified way.

2

Support healthy living conditions for vulnerable families through dignified material distribution

The extreme economic hardship many refugee families face lead to the inability to purchase health and hygiene materials such as laundry detergent or nappies. By offering more than 30 hygiene items in a free shop setting, people can select the items they need and can save money for other priorities like food and fuel.

4

Prioritize building community connection and create a safe space to actively listen to concerns of local families

By creating a space that allows families to freely share their experiences, concerns, suggestions, and anything else on their minds, we can ensure the needs of the community are at the forefront of our work. When volunteers, staff, and students sit together to learn about each other and hear the other's stories, a deeper connection can be built. This in turn fosters the feeling of safety learning and openly interacting with health topics or stigmas.





Meet Haja

YOU HELPED HER KEEP HER FAMILY HEALTHY AND SAFE

“Maybe it will save a life. Maybe a child in the community has something urgent and we can help them after learning first aid.”



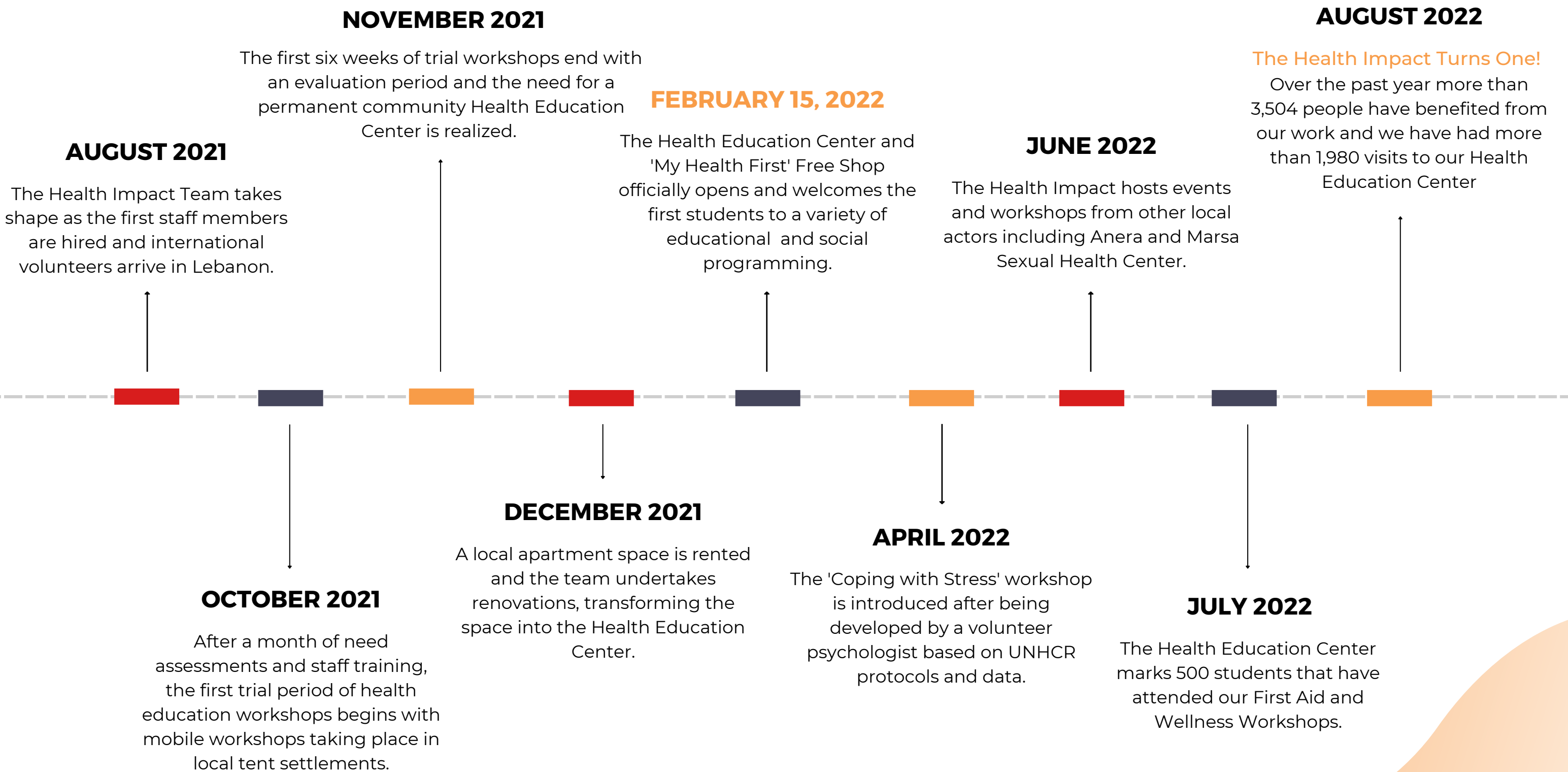
Haja was born in 1998 in Idlib, Syria where she lived up until eight years ago when she fled to Lebanon with her family. She is married and has one son and two daughters. The family of five live with Haja’s mother and father in-law. During the day, the activity that relaxes Haja the most is being able to sit by herself in her tent, even for just five minutes. So everyday she waits for everyone to go out for the day in order to have a bit of time to herself.

When recalling her city and home in Idlib, Haja speaks about how the land there is open and wide, with a lot of trees and flowers. Specifically about her home, she told us about how she “had a big room in our home, where the whole family would meet for events. I miss this place.” The current situation in Lebanon affects her family financially, as everything is very expensive they often cannot afford basic necessities like gas and electricity.

Haja enjoys attending classes at our center with her children and believes that the first aid workshop has the power to make a difference in her community.



Our Story so Far



Health Promotion Workshops

Providing high quality and accessible information is our bread and butter. We offer four distinct workshops: First Aid, General Wellness, Women's Health and 'Coping with Stress' - covering more than 45 different health topics and concerns in total.

Over the past year we have developed our health education curriculum through months of trials, and by constantly adjusting to feedback from the community. People have responded enthusiastically and we have had 1,980 visits to our Health Education Center in the first six months!

Our students this year came from 23 different local tent settlements, substandard local housing, and the Lebanese host community.



To ensure that our support for healthy families doesn't end at the conclusion of the workshops, we have collaborated with several local agencies to provide further services. Anera, a large international organization, supports our service users by aiding with access to free medications for a variety of chronic illnesses. And Endless Medical Advantage, a local NGO, receives referrals for people needing to visit general practitioners, dentists, and gynecologists.

Using WhatsApp we provide a variety of links for helpful reminders, local services available to them, and even our own Arabic language Instructional Videos and digital handouts! These videos, located on our website, create an accessible way for people to share what they have learned with family members or to refresh their memory on skills like CPR or the Heimlich Maneuver.

616 students have attended workshops at our Health Education Center so far - the majority of which have attended all four courses offered!

Since 15 February 2022 - includes all classes (First Aid, Wellness, Women's Health, and 'Coping with Stress' Workshop)

Key Successes



85% of students report higher knowledge and confidence in performing CPR and First Aid one month after workshop completion

96% of students surveyed said they found the information helpful and would recommend the classes to a friend or family member



63% of Women's Health Workshop participants report new use of reusable cloth pads after receiving the pads and care information during class!



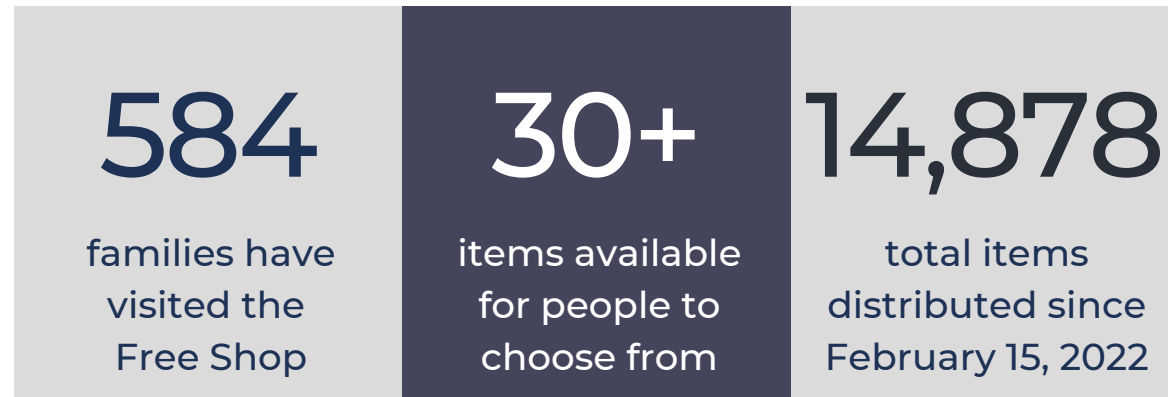
'My Health First' Free Shop

For people all over the world, having a clean and hygienic living space, as well as personal hygiene, is a source of dignity, comfort, and even pride. However, maintaining a clean environment takes investment, often in the form of a variety of cleaning products and hygiene supplies that can become inaccessible for families surviving in situations of extreme poverty. Our Hygiene Free Shop provides a space for families to 'shop' for these products just like in a normal store - but everything on our shelves is free!



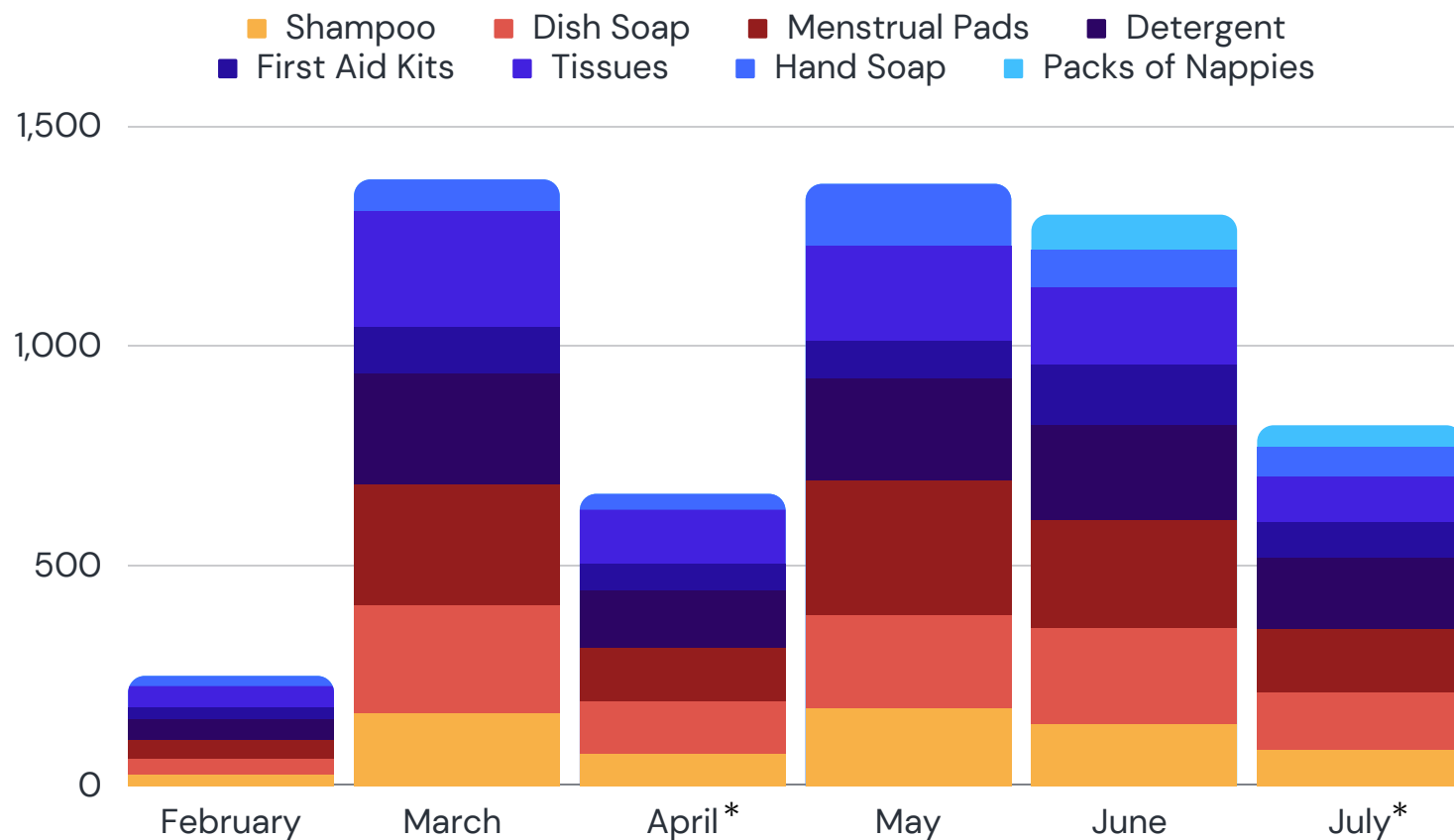
"The distribution of materials is so important to us, as the situation in Lebanon gets worse, I find that I sometimes cannot afford to buy bread, let alone detergents or soaps to keep my home clean and family healthy."

- Amina, class participant



Data reflects 15 February 2022 - 1 August 2022

Most commonly selected items per month



Every family in our local area - from both refugee and host community - is welcome to our Free Shop. Each family is given a specific number of tokens based on the number of people, and using these tokens they 'shop' for the items they want most! Items include nappies, dish soap, detergents, toothpaste, menstrual pads, tissues, first aid kits, and more.

We purchase all items locally and spend an average of \$10 per family! Pictured below is a typical 'shopping cart' for a family of six people.



*Center closed for two weeks in April and one week in July in observance of local holiday celebrations



Meet Amal

YOU HELPED HER ACCESS VITAL HEALTH AND HYGIENE MATERIALS



Amal is from Idlib, Syria and arrived in Lebanon 10 years ago. She has four children; three boys aged ten, nine and six, and one girl that is three years old. She lives with them and her husband's family. She works cleaning carpets and homes around her settlement.

She recalls Syria fondly, saying she misses the open space for her children to play, to breathe, and have space to roam. She loved her house there because it was very open, with a big garden and flowers. She misses her family that is still in Syria and her hometown, but it was damaged during the war.

Here in Lebanon, she wakes up, sips her morning coffee slowly and then starts to care for her family and her home. "To me, the most important thing is my coffee in the morning". She also likes educating herself, doing activities or programs that are offered locally. Amal hopes that her kids are educated and able to work in the future to buy themselves anything they want. She speaks about how now everything is very expensive and very difficult in Lebanon. **"Sometimes we cannot even afford bread to eat".**

A few of the most helpful aspects of the project included her visit to the Free Shop to select supplies, and the reusable sanitary pads. Selecting items from our Free Shop helped relieve some of the stress she faces when providing items for her family.

CommuniTEA Connection



One day a week, during three different sessions, we create the opportunity for women and their children to interact with each other as well as with our local staff and international volunteer team. In these sessions, called CommuniTEA day (community day, where we often enjoy tea and cookies), we create a safe space where families can share with our staff and volunteers their personal experiences, concerns, worries, and even just events from their week. The main objective is the social and personal enrichment of all participants, as well as to create closer ties between the community and the organization's team.

During these sessions we also ask for feedback from families about our classes, the products in the free shop, and other programs in order to make modifications and improvements to our project according to the requests of the community.

CommuniTEA Day has a positive impact on the beneficiaries as well as on our local staff and international volunteers. For our students, these sessions are a respite from their daily routine, as they get out of the settlements and interact with other refugees, and also with people from different countries and cultures with whom they share conversations and learn other ways of life.

For our local and international staff, these sessions help us to better understand the situation in which families live, and to learn about other cultures and ways of doing things, which makes our staff better able to provide assistance and empathy.

Our intention is that women feel safe and comfortable to talk about any topic and feel free to share with our team any problem, question, or suggestion they have.

Since we opened our Health Education Center, around 190 women have joined us for these sessions. We have enjoyed fun moments such as dance sessions, and funny stories about our families, but have also shared hard moments; hearing how difficult it is to have to flee your country, or how families are now suffering increased discrimination after the worsening of the financial and economic crisis.

That's why these sessions are so important, as the women take the opportunity to let off steam and get out of their routine.

"Lebanon is a very welcoming country. What I like the most of my work is the CommuniTEA sessions where we have the opportunity of getting to know the women and share different experiences with them."
- Laura D.
Volunteer from Spain



KidsZone



Meeting a need

The KidsZone program has received praise from both children and their parents.

During CommuniTEA Day sessions, mothers have remarked that The Health Impact is unique in encompassing a child friendly space compared with other NGOs in the area. And they have attested that this program in particular has facilitated their ability to regularly attend classes stress free. They have also said that for many of them, our center is the only place where children have a structured space to play.

During the initial trial run of classes, before the Health Education Center was established, children proved to be very distracting during workshops in the settlements. This disruption, coupled with the need to ensure children are not left unaccompanied due to the project, especially considering safety concerns voiced by mothers in the settlements, highlighted the need for the KidsZone Program.

Today, KidsZone fulfils these needs and has become an educational hub, providing fun activities and health awareness lessons.

Local staff member Lama, runs the KidsZone, and is assisted by volunteers. Class sizes typically range from four to fifteen children, with children ranging from newborn babies to thirteen-year-olds, and lasting one to two hours.

Each session is tailored to accommodate the needs of the children present, as the variety of ages, abilities, and interests can vary greatly. A stimulating combination of educational and play focused activities is used throughout the class.

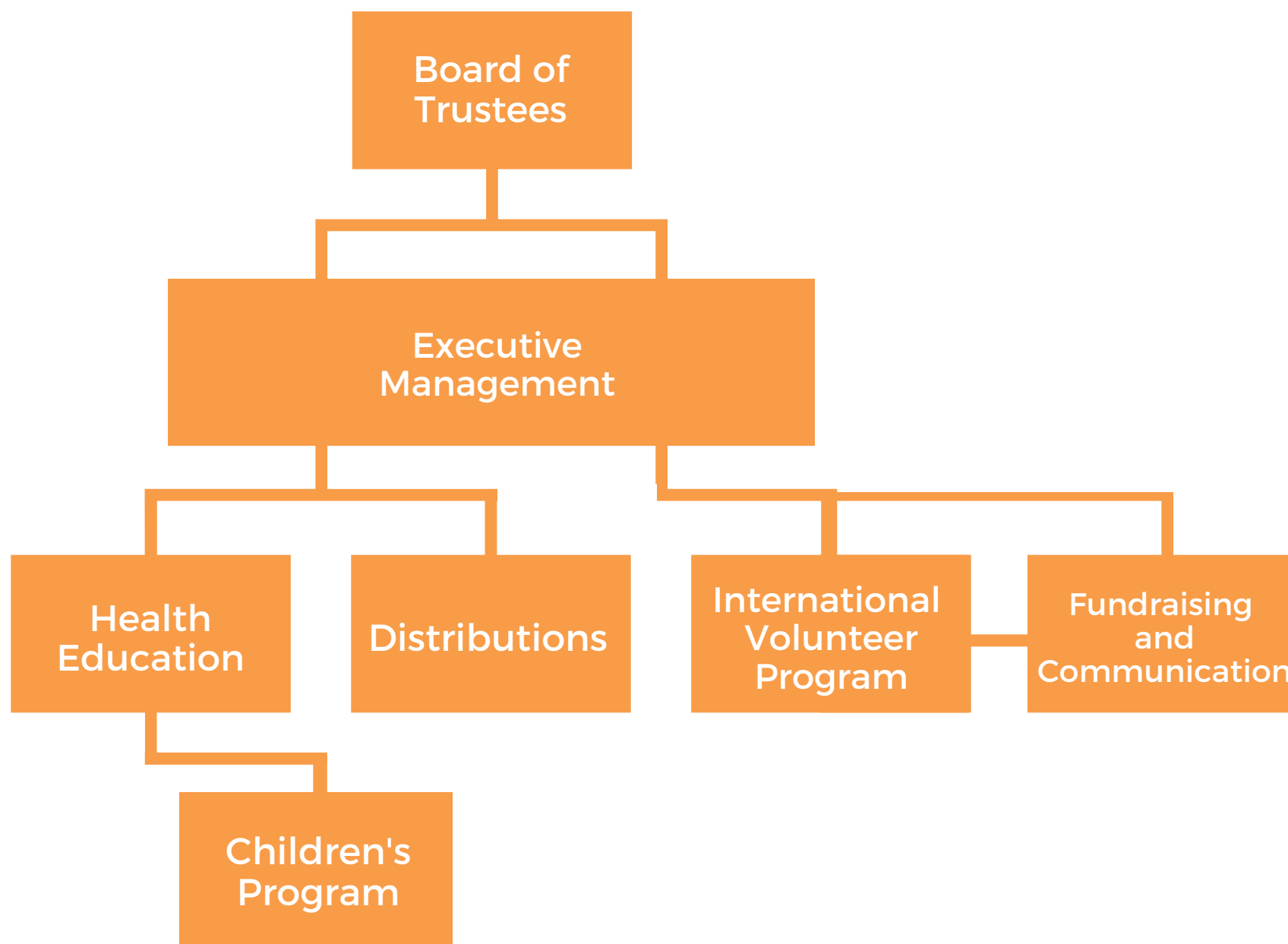
Topics like teeth brushing, hand washing, counting, colors, and letters are delivered and reinforced through a combination of videos, songs with hand gestures and games. For many children who visit the center, there is little to no access to toys at home in the settlements nor space to play carefree. KidsZone offers a valuable respite, focusing on the importance of children having a safe space and its benefits, as play is essential for children's wellbeing and development.

We are proud to have welcomed more than **785** children to KidsZone since February 2022.



Organization Structure

Our work centers around the extraordinary work and commitment of our local staff, coordinators, board of directors and global team of volunteers. Our three local staff members, including people from Lebanon and Palestine, lead the team by conducting workshops, running the Hygiene Free Shop, and KidsZone. They are supported daily by the coordinators and volunteer team.



Partners

Our partners, both international and local, make it possible for us to offer more services, reach more families, and have a wider impact overall. We could not be more proud to be working and collaborating with this amazing group of grassroots, community-based organizations!



صحتي أولاً



Volunteer Community

During the first year of The Health Impact's work, we have had 16 volunteers join our team in Lebanon. We have accumulated a total of 5,675 hours of volunteer work, with an average of 356 hours per person. Volunteers have been with the organization for a range of 1 to 9 months, with the average volunteer staying for 3 months.

All of our volunteers support in the day-to-day activities of the Health Education Center. They assist in the health classes and look after children in the KidsZone. As we recruit individuals with previous experiences volunteering or working in matters related to our work, each volunteer also works on projects they are interested in and can personally contribute to. These extra activities include managing social media, writing grant applications, creating audio-visual material, or implementing new workshops, amongst others.

"Volunteering with The Health Impact has been eye-opening both to the challenges of living in Lebanon itself, as well as to the day-to-day challenges faced by displaced people here. The chance to learn Arabic has also been great!"

-Elizabeth T.



Our team members come from more than 13 countries around the world!



Aaliyah is from Homs, Syria. She came to Lebanon in 2013 and since then has lived with her two adult sons, and their wives and children. When we asked her to share a bit about how Homs was when she lived there and what she misses, she told us...

“I miss my home, it had a big garden where I used to plant trees and flowers every day, but it was damaged in the war and my 10 year old daughter was shot.”

She tells us that no other organization offer women’s health nor mental health workshops, which is why our project can impact her community so positively. From the free shop, she mentioned that detergents are expensive and it’s hard to afford them, so it is very helpful that we offer them in the hygiene free shop.

Aaliyah mentions that she and her friends are often stressed, but by engaging in the centre’s workshops, allowing the kids to play at KidsZone, and meeting new people, they can get a chance to relax, learn something new, and receive hygiene items for their families.



Meet Aaliyah

YOU HELPED HER FIND A SAFE PLACE TO RELAX AND LEARN SOMETHING NEW.

629

total number
of donations

394

total
donors

42

monthly
donors

€ 22,546.94

contributed by
individuals this
year

€ 35.90

average
donation

Our Valued Donors

Thank you!

The generous support of our donors, sponsors, and partners, provides quality health promotion and awareness programming as well as material support to vulnerable refugee families, enabling them to improve and protect their health in an informed and empowered way.

Our donors have helped us accomplish amazing things! Utilizing social networks including Twitter and Instagram, you have helped us raise more than € 20,000 in just one year. The generosity of our community is truly breathtaking.

Without each and every one of you, none of this work would be possible so thank you!

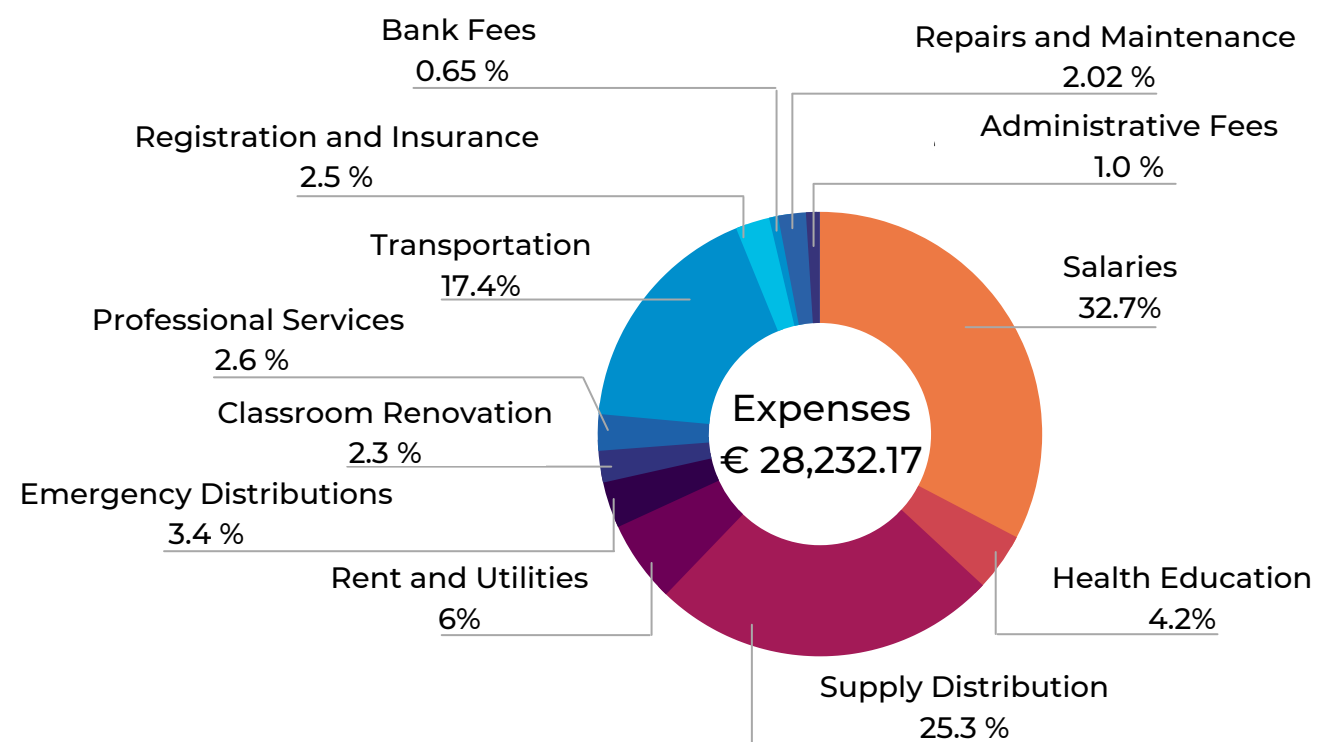
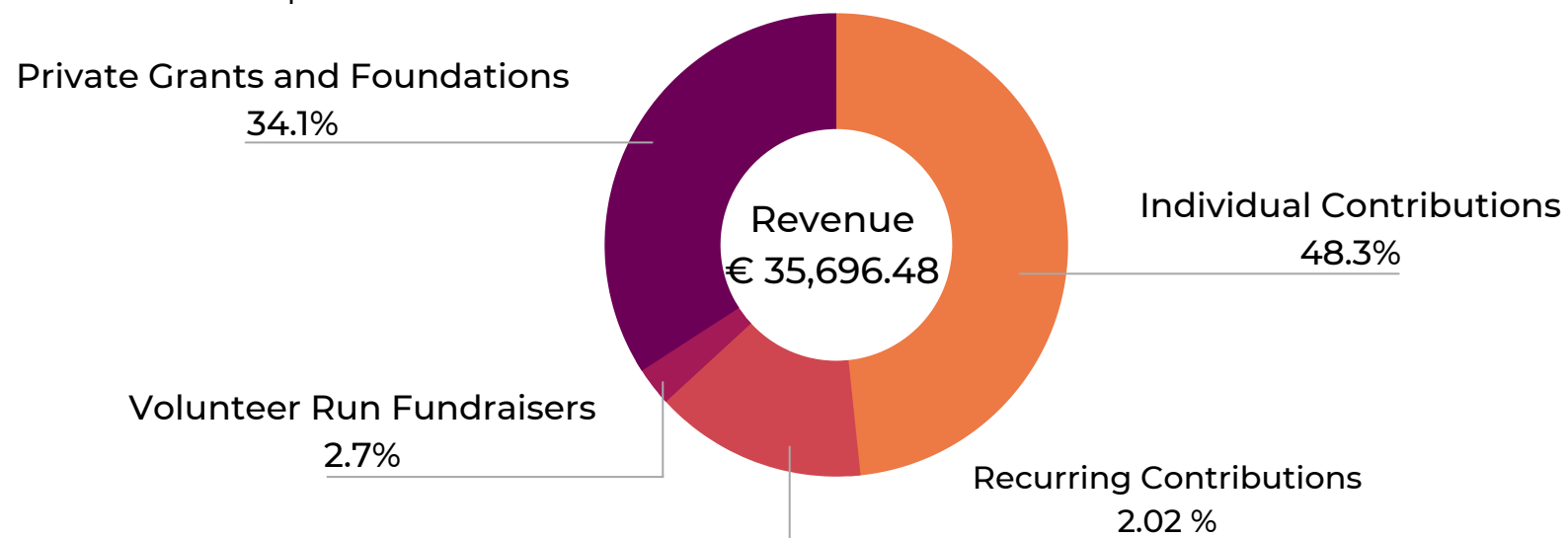


Financial Overview

For the year August 1, 2021 - August 1, 2022

Thanks to your support we have established a strong financial position. One that will continue to allow us to expand our scope and increase our program offerings over the next year.

Every donation we receive is spent entirely on direct program services, including workshops, distributions, staff salaries, and the operation of our Health Education Center. Thanks to private grant funding, no money from individual donors is used on administrative costs, bank and insurance fees, or vehicle expenses.



Losses and Gains	Aug 2021 - Aug 2022	%
Revenue	€ 35,696.48	100%
Private Funding	€ 35,696.48	100 %
A. Individual Contribution	€ 17,252.82	48.33 %
B. Reoccurring Contributions	€ 5,294.12	14.83 %
C. Associate Contributions	€ 964.00	2.70 %
D. Private Grants and Foundations	€ 12,185.54	34.14 %
Public Funding	€ 0	0 %
Expenses	€ 28,232.17	100 %
Salaries	€ 9,227.71	32.69 %
Program Service Expense	€ 10,958.08	38.81 %
A. Health Education Workshops	€ 1,189.99	4.20 %
B. Hygiene Supply Distributions	€ 7,136.53	25.28 %
C. Education Center Rent & Utilities	€ 1,681.56	5.96 %
D. Emergency Response Distributions	€ 950.00	3.36 %
Other Expenses	€ 8,046.38	28.50%
A. Health Education Center Renovation	€ 648.95	2.30 %
B. Professional Services	€ 748.70	2.65 %
C. Vehicle and Transportation Costs	€ 4,911.64	17.40 %
D. Registration and Insurance Fees	€ 699.29	2.48 %
E. Bank Fees	€ 184.00	0.65 %
F. Repairs and Maintenance	€ 569.38	2.02 %
G. Administrative Expense	€ 284.42	1.00 %
H. Fundraising	€ 0.00	0 %
Final Result Before Tax	€ 7,464.31	
Corporate tax	€ 0.00	
Final Result of Annual Account	€ 7,464.31	

Successes

Throughout the year we have had many ups and downs as the program started and grew into what it is today. Here are some of the highlights from this year.

1

High attendance rates for all workshops

Despite initial concerns that it would be difficult to fill daily classes, the community has shown that they find the classes useful and worth the time. Workshops are at full capacity the majority of the time and students are eager to return for other topics.

3

Early implementation of monitoring and evaluation tools

Several students each day are asked to complete knowledge surveys (before class and one month later), as well as opinion surveys. Using these anonymous feedback tools have allowed us to insure that we are constantly having a positive impact and meeting the needs of our students. We are now in the midst of reevaluation of students and will continue this through the next months.

2

Strong enthusiasm and support from the community

From the very start of our first trial class, through today, the community has been welcoming, excited, and eager to engage with our team and use our services. Each day we receive positive feedback, have new people interested in signing up for classes, and hear that people simply enjoy spending time at our center!

4

Opening of our Health Education Center

In February 2022, after several months of hard work from our volunteers and staff, we opened our Health Education Center! The center is located just a few minutes' walk from dozens of Informal Tent Settlements, making it an accessible hub of activity and learning. We have enjoyed connecting with our neighbors and bringing new services to the area.





Challenges

The year wasn't without its challenges. As the situation in Lebanon continues to change (often for the worse) we have had to adapt to meet changing needs and circumstances.

1

Logistic challenges involving the shortage of fuel, electricity, and supplies

Lebanon's continued economic hardship has brought a variety of challenges, including shortages of basic goods like fuel, and imported supplies, including goods we stock in our free shop. There are also frequent power cuts throughout the day that affect our workshops and the way that we run our classes.

3

Diversifying Funding

As our project increases in size and scope, it has been a challenge to keep up with fundraising efforts. To date, the majority of our funding has been crowdfunded using social media. This however, is not a very reliable source for planning ahead. We have grown in our grant application process and hope to continue to reach new funding partners in the coming year.

2

Local permissions and attitudes towards refugee communities

As the situation in Lebanon continues to decline, anger and frustration directed towards the refugee population has exacerbated. This has made things more difficult as it is now more challenging for groups like us to gain permission from the municipality to access settlements, and families face increasing daily hostility.

4

Low rates of men attending class

While overall attendance has been strong, and attendees have been eager, the majority of our classes are attended by women and children exclusively. As the topics covered in our classes are beneficial to both men and women, and community education is vital for everyone, we would like to focus on engaging men in classes and activities.



Khadija was born and raised in Idlib, Syria, but has lived in Lebanon since the Syrian war began in 2011. She lives with her family of eight people, all in one tent: her husband, their four daughters, and two sons. Sometimes her husband works when he can find a temporary job but Khadija stays at home to look after her children. She enjoys spending time with her kids, and doing domestic work. Her children take classes with a local educational organization.

When we asked Khadija to share with us what she misses from Idlib she told us: *“I miss my home, my things there. They were all destroyed in the war, all the things that I miss are gone”*.

Her hopes for the future are to go abroad with her family and for her children to receive a good education. She hopes for this as both the financial situation and the way Syrians are treated in Lebanon has worsened.

Khadija enjoys coming to the center to get outside of the boredom of the tent settlements. She feels that when the women come to classes they gain useful information; she believes this is very important because most of the classes' content are applicable to their daily lives.

“I gained correct information because we have a lot of misconceptions like applying toothpaste to burns and coffee to wounds, but now I know that is not the correct way”.



Meet Khadija

YOU HELPED HER LEARN SKILLS SHE CAN PASS ON TO HER CHILDREN

Looking Forward

Moving into the next year, our goals focus on growing our team and project scope, as well as formalizing our work.

Within the coming year we will work to hire several additional local staff members, transitioning our team from primarily international members to an exclusively local group. This will additionally aid us to formalize our operation in Lebanon, and improve our ability to serve the community.

This year we will also focus on securing long term funding for the project. Funding that is secured for multiple years will aid us in planning for the future, expanding our services, and ensure our ability to grow our staff.

Finally, in Spain we are aiming to work to be recognized by the Spanish Government as a 'Utilidad Publica', a recognition of confidence in our work, and transparency in our records and financials.





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