



**Mercy Hands  
Humanitarian Aid**

#### ACTION GUIDE- LINES

- Reaching the most vulnerable populations.
- Fairness and Impartiality in operation.
- Readiness to operate in all locations.
- Commitment to assist the communities in need

#### INSIDE THIS ISSUE:

UNDP-IREP	2
Football Ground	2
Civic Education	3
Quote Of Month	3
Woman Without Border Workshop	4
IDP Consultation Grassroots.	5
At A Glance	5
CAPs Identification	6
Emergency Activities	7
Staff News	8
About Us	9

# Mercy Hands For Humanitarian Aid

## Monthly Newsletter

ISSUE 2

FEBRUARY 2006

### General Director's foreword

Dr. Khaldoun Jassim

Once again, and despite of the difficulties encountered, a new copy of Mercy Hands Newsletter has been issued. Indeed, this couldn't be possible without the teamwork, dedication and persistence spirit of Public Relations Department and Amman Office.



"We will always try to make them smile"  
(Photo courtesy of Mercy Hands)

Public relations is, simply-stated, the art and science of building relationships between an organization and its key audiences. Non-profit organizations, like Mercy Hands, use public relations in support of fund-raising programs and staff recruiting, and to increase patronage of its activities.

Public Relations Department, previously named Information Management Department, should play a key role within Mercy Hands and this role should be appreciated by all Mercy Hands departments.

All Mercy Hands departments and staffs depend on PR products to amply introduce themselves and/or the scope of their activities within Mercy Hands. Usually, during official meetings and interviews, you are given few minutes to introduce yourself and the organization you represent. Without PR products (e.g. a website, newsletters, brochures, manuals, posters, etc), which should be presented during the meeting, your description of yourself and the organization will be always deficient and you would not leave a strong impression, at the audience, of yourself and/or the organization you represent. Simply, whatever your objective from the meeting, without PR products, you would fail.



"Mercy Hands will support them as much as possible"  
(Photo courtesy of Mercy Hands)

Hence, I urge all of you to support PR department, if you want to succeed in what you do.

After all, Public Relations is us and for us

# UNDP – IREP....

**I****R****E****P**- if any of you are like me, this was yet another combination of letters which meant nothing! MH then proposed a project with this organization, and it became important to know... let me explain what I found out... Under the umbrella of the United Nations Development Program a large Program called 'Iraq Reconstruction Employment Program' was established. The aim of this program is to implement, or fund, community driven projects throughout Iraq to rehabilitate social and physical infrastructure.

MH proposed and was granted funding to build a Football Field in Falluja with the aim of relieving joblessness, on a temporary basis and to improve the damaged infrastructure. The project is now nearing completion and I pray will provide some normality to the people of Falluja. & provide clean area to the little children to play in .

Gabrielle

## Football ground

Based on a concern of reconstruction and rehabilitation of the damaged public services and a provision of jobs for unemployed persons, Mercy Hands, funded by UNDP, started implementing a project in Falluja, a place highly affected by infrastructure and economic damages. This location was selected because two major and successive combats and prolonged displacement have severely affected the socioeconomic situations in Falluja & rendered thousands of jobless residents.

The idea of establishing a football ground came to mind "after discussion with the local authorities" regarding a piece of land owned by a local Sports Club called A`alli Al Furat (Al Sumood) in Falluja.



"Providing jobs for jobless persons is one of our goals"  
Football ground project/ Fallujah  
(Photo courtesy of Mercy Hands)



The football ground project aims to:

- Create job opportunities for a total of 72 unemployed workers
- Create a proper football ground for athletic activities.
- Improve environmental conditions.

Provide clean & safe place for children to play in.

The Engineering department started to establish this football ground on 29<sup>th</sup> November 2005 & it's establishment finished at the end of January .

# Civic Education Supporting the Dissemination of Information on Human Rights and Democratic Values

Following a call for proposals by UNDP supporting Civic Education across Iraq, Mercy Hands has had the opportunity to start working on Human Rights awareness activities. Taken in charge by LAIC office, the project aims at spreading Human Rights and Democratic values through a theatre play, an entertaining tool to educate participants.



Targeting Marsh Arab groups, the theatre performances are scheduled to be presented in 4 complexes in the suburb of Baghdad. Along the theatre presentation, the distribution of leaflets and further discussion with members of LAIC office will help participants to get acquainted with Human Rights values.



"We want them to Know their rights"  
Theatre project in Al-Munjed Al'Alla complex  
(Photo courtesy of Mercy Hands)

The first activity day took place on January 24<sup>th</sup> in Al- Munjid Al A'ala Complex gathering an average of 800 participants. Highly successful, the theatre play was attended by all age groups and participants approached LAIC members with numerous questions and comments, showing their interest and concern in Human Rights Awareness.

This project, a new field of expertise needed to be developed within Mercy Hands, will enhance its capacity in implementing further similar activities to meet the raising demand of Human Rights and Democratic Awareness of the Iraqi Population.



In subsequent days The Theatre Was also played in Al-Hassan complex, Um-Albanean complex, Al-Hussein Complex . it was attended by most of the people living in these complexes who were very happy & interacted with the play.

## Quote of the month

*In the absence of clearly-defined goals, we become strangely loyal to performing daily trivia until ultimately we become enslaved by it.*

*Robert Heinlein(1907-1988)*

# Women Without Borders Workshop in Austria

In early December 2005, Manal Omar, Women for Women International/ Regional Coordinator for Middle East and North Africa, nominated representatives of Iraqi NGOs to participate in a Train the Trainer workshop in Austria organized by Women Without Borders, an Austrian NGO [www.women-without-borders.org](http://www.women-without-borders.org). I was one of the representatives.

The workshop was part of Women Without Borders (WWB) project, "Daily Life of Families in Iraq - Youth in the Midst of Horror and Hope. Extra curricular work with adolescents supporting personal and social processes of change" aiming at empowering the Iraqi youth.

The starting point of the project was a survey conducted in 2005 in schools in Baghdad, in order to collect data on the ambitions, ideas about the future, worries, hopes and societal conditions of the adolescents. In addition, WWB carried out in-depth interviews with parents and teachers. Based on the analysis of the retrieved data, Women Without Borders started developing a workshop manual focusing on exercises and games on identity, confidence, participation etc. This manual would be used to conduct workshops in Iraq aiming to providing a meeting point for adolescents: an avenue where they can exchange their experiences, work on coping strategies, deal with trauma, (re)build confidence, strengthen their identities and develop new perspectives through the training of concrete abilities.

Women Without Borders conducted the Train the Trainers workshop in Austria in order to identify potential local partners, the eight participants, and train them on conducting the prospective workshops in Iraq through practicing the manual's exercises and games.

Moreover, having Iraqis practicing the exercises, the Train the Trainers workshop was an opportunity for Women Without Borders to test the viability and practicability of the intended manual's exercises.

Indeed, at the end of the workshop, some of the exercises were modified, others were added and few were cancelled.

Primarily, the workshop manual will contain the following modules:

Rhetoric (debating, to form an opinion, argumentation)

Conflict resolution, to deal with conflicts

Teambuilding

To strengthen identity

To gain perspectives and orientation

Currently, WWB is working on the final version of the manual. When the final version of the manual would be in place it will be forwarded to the eight trainers who would, in turn, use it to conduct the youth empowerment workshops.

## Acknowledgement

Women Without Borders initiative couldn't take place without the support of Manal Omar. While Women Without Border team has acknowledged Manal's support, it is my duty to say few words about Manal.

Though I have known Manal well for almost a year, I find it difficult to describe what she does to assist the Iraqi people! It is difficult not because I don't know what she does – which I amply know – but because her effort to assist the Iraqis is so diverse and profound that needs more than few words or lines to describe.

It is not in Manal's job description to facilitate Women Without Borders mission for Iraq but she has done it out of her sincere will to assist the Iraqi people. Her thoughtfulness has touched many Iraqis and her tireless effort will be appreciated by Iraqis for a long time to come.

Dr. Khaldoon Jassim

# IDP Grassroots Consultations on the National Policy on Displacement

*A*t the demand of UNHCR, Mercy Hands has been conducting IDP Grassroots consultations on the National Policy on Displacement. This consultation process is the first step towards achieving a National Policy on Displacement and it aims to:

- Raising awareness of IDP communities about their rights, obligations and options.
- Identifying and discussing the different issues which need to be addressed and reflected in the National Policy on Displacement.
- Obtaining the opinions and needs of the various grassroots communities and stakeholders.
- Identifying the different stakeholders, including their roles before, during and after the drafting of the National Policy on Displacement.



Following a three days training in Amman at UNHCR of three MH staff members, in collaboration with MH IDP Monitoring dept., MH Returnee Monitoring dept. commenced conducting consultation meetings in IDP and Returnee locations in Baghdad Governorate since Mid-December.



Two teams, each of them consisting of male & female facilitators, are conducting these consultative activities, where 8 locations so far have been involved. Consultations were attended by religious leaders, community leaders (including tribal leaders), civil society actors, NGOs and other groups providing services to the IDP and Returnee communities. The consultation process in Baghdad Governorate will be accomplished by the end of February 2006. After attending another training session in Amman taking place at the end of January, more IDP Grassroots Consultations will be implemented in Diyala Governorate during February and March 2006.

## At A Glance

### AUSTRALIA DAY

Australia Day is the 26<sup>th</sup> January and is a national public holiday to commemorate the landing of the first fleet in Sydney Cove in 1788. It is a controversial day in Australia.

It is marked by civic celebrations including awarding 'Order of Australia' and 'Australian of the Year' awards for outstanding achievement. It's also a day where many citizenship ceremonies are held.

Fireworks, music concerts with mainly Australian singers and bands and BBQ's also mark the day.

For some Australians, the day is criticized due to the effect of the British arrival on Aboriginal Australians. These people usually refer to this day as 'Invasion Day' some celebrate the day as 'Survival Day' thankful that their ancestors were not completely wiped out by the settlers.

## CAPs Identification

**C**APs (Community Assistance Project) program, an IOM initiative, aims at supporting IDPs and surrounding vulnerable communities through three distinct types of interventions:

- Emergency Assistance (NFI and food distribution and other seasonal response),
- Basic Services (including all physical rehabilitation and expansion of basic service facilities)
- Capacity Building (enhancing the human being capacity at all levels, government, local authorities and community groups, to develop and manage activities).

CAPs program should address one or several of the following objectives:

- Support IDPs in their locations of displacement, and where possible, provide living conditions that can prevent further population displacement and /or hardship
- Contribute to the stability of IDPs and surrounding vulnerable hosting community through enhancing the basic services for communities that has been affected by civil, political or military disruptions
- Enhance Iraqi's confidence in the economic and social future of their communities through CAPs implementation

The Monitoring Department started on October 1<sup>st</sup> 2005 its IDP Monitoring Phase II in Babylon Governorate. Aiming at monitoring IDP families in this area until December 31<sup>st</sup> 2005, needs assessments were also undertaken at the same time in order to identify CAPs projects.

The Monitoring Department has been working in collaboration with the Engineering Department who is responsible for the process of preparing and submitting concept papers and proposals to the donor IOM.

Several concept papers are being written on provision and rehabilitation of basic services in different IDP locations in Babylon governorate such as: potable water network rehabilitation, primary and secondary school creation and rehabilitation, waste and garbage collection.

Concept papers would be submitted to IOM at soonest.



“One of mobile latrine in Gummaira village/Baghdad”  
(photo courtesy of Mercy Hands)

## Activities of Emergency Program During January

Due to the persistent volatile situations and the consequent humanitarian crises inside Iraq, Mercy Hands has maintained a high level of preparedness and responsiveness, working in coordination and cooperation with the international community and active players on ground.



“Distribution of NFI in Al-Rasool complex”  
(photo courtesy of Mercy Hands)

During January 2006, many humanitarian assistance activities were carried out by Mercy Hands. Most of those activities were conducted through the Emergency Humanitarian Assistance Program, which is funded by International Organization for Migration (IOM). Noteworthy, Mercy Hands holds IOM main emergency depot in Baghdad city.

Following an initiative from IDP Monitoring Program to assess the capacity of Baghdad and Hilla IDPs to endeavor the harsh winter season, two separate proposals were submitted to IOM to provide the most vulnerable IDP families with the needed NFI. IOM responded promptly and positively to the identified needs and initiated, through MH Emergency Assistance Program, procurement and distribution process

Seven IDPs locations were targeted in Baghdad (Table no 1 in next page shows the description of targeted location) and three IDPs sites were targeted in Babel Governorate (Table no. 2). The process of distribution went smoothly despite the concerns and unsafe conditions inside the capital.

Date of Distribution	District	Total IDP Families
17/01/2005	Mahmoudiya	377
22/01/2005	Mahawil	154
24/01/2005	Hilla	183

Table 2

Later in January, and in context of its emergency humanitarian effort for Iraq, IOM planned to release two health kits from its emergency depot in Baghdad to be distributed in violence affected areas in Western Iraq. MH Emergency Assistance Program team prepared the two emergency health kits and coordinated with another IOM partner to deliver them to the final destination on 22<sup>nd</sup> of January.



“NFI distribution in Al-Hadi Complex”  
(photo courtesy of Mercy Hands)

On 26<sup>th</sup> of January, there was an arrangement for a new amendment (numbered 14) in which distribution of food items and NFIs are to be donated to IDPs in Anbar – 7<sup>th</sup> operation - (in coordination with ICS) then added items to be donated to IDPs in Thi Qar and Basra (in coordination with INTERSOS)



“Distribution of NFI in Military Shops Complex”  
(Photo courtesy of Mercy Hands)

Date of distribution	IDP location	District	Subdistrict	City/Village	No. of IDP families
08/01/2006	Al Hadi Complex	Karkh	Kadhimiya	Taji	37
09/01/2006	Military Shopping Center	Resafa	Zayona	Zayona	5
15/01/2006	Al-Rasool complex	Resafa	Adhamiya	Camp Sarah	45
16/01/2006	Imam Ali complex	Resafa	Karadah	Rasheed	100
18/01/2006	Ibn-Al-Betar	Karkh	Kadhimiya	Kadhimiya	55
22/01/2006	Al-Munjed Al-A'ala	Resafa	Resafa	Za'afaraniya	115
23/01/2006	Industrial Culture Club	Resafa	7 Nissan	Habibiya	13

Table 1

## STAFF NEWS.

There are some staff who unfortunately left us, we wish for them every success in their lives and future careers ,Mercy Hands deeply thank them for the services they provided.

1. Ali Basim (IT Officer):

Worked with Mercy Hands for two months.

1. Ahmad Rasheed (Accountant):

Worked with Mercy Hands for nine month.

New persons joined us we would like to welcome them , hope that they will be happy during their work with us

1. Hiyam Ziyad (Accountant):

young Woman who Assigned as an accountant & will be responsible for Managing all cashboxes of MH in direct coordination & supervision of Administrator, control MH accounts in the national & local banks.

1. Sarmad Emad (IT Officer):

27 year old Doctor, assigned as an IT officer , will be responsible for website development, newsletter publication in coordination With Amman office, managing data processing equipment of Mercy Hands, Developing & updating staff information database.

## Who Are We?



**Mercy Hands**  
**Humanitarian Aid**

Mercy Hands is an Iraqi non-governmental organization (NGO) formed after the 2003 conflict by a group of enthusiastic and committed humanitarian workers.

Our aim is to heal the wounds of our people, relieve their suffering and contribute to the formation of a new civilized Iraqi community hand-in-hand with international organizations.

Mercy Hands is a non-profit, non-religious and non-political organization that helps to facilitate the reach of humanitarian aid to people in need regardless of their ethnic, political, religious or sectarian background.

## Contact Us

**Web Site:**

[www.mercyhands.net](http://www.mercyhands.net)

**General Coordination Mission:**

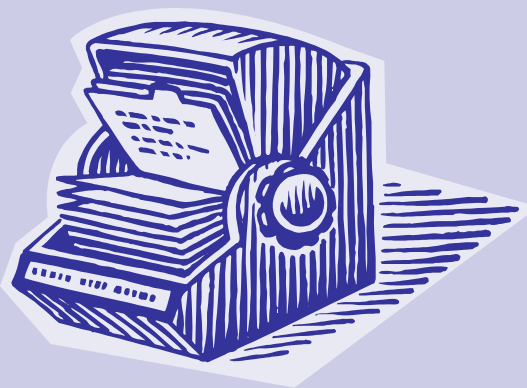
[general.comanager@mercyhands.net](mailto:general.comanager@mercyhands.net)

**Liaison Officer:**

[lia.officer@mercyhands.net](mailto:lia.officer@mercyhands.net)

**Amman Office:**

[Amman\\_office@mercyhands.net](mailto:Amman_office@mercyhands.net)



## Dedication

This Second issue is dedicated to:

- **IOM-Iraq Mission**
- **UNHCR-Iraq Mission**
- **Manal Omar, Women for Women International/ Regional Coordinator for Middle East and North Africa.**