



CARITAS JORDAN  
ANNUAL REPORT

2017

2017



50   
Years of Love & Giving

CARITAS JORDAN



This year, Caritas Jordan celebrates its 50<sup>th</sup> anniversary; a course of solidarity, love and giving; 50 years of building bridges, healing wounds and mending hearts, a daily down to earth dialogue; 50 years of a course that started in our tolerant country and is not likely to finish.

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**Report covering:** 1 Year

**Duration:** 1 January – 31 December 2017

**Programs:** 6

**Centers:** 16 Center Services, 7 Administrative

**Staff:** 460

**Volunteers:** 3000

# "...it shows your noble commitment to serving refugees with fraternity"

The letter sent by His Holiness Pope Francis to the General Director of Caritas Jordan, Mr. Wael Suleiman, dated 22 March 2017 expresses His Holiness encouragement and spiritual closeness to the organization's commitment to serving the poor and the marginalized:

**Dear Caritas Director, Mr. Wael Suleiman,**

Receiving your gift was a pleasant surprise and a nice gesture from you, and I was overwhelmed with great joy, because it shows your noble commitment to serving refugees with fraternity, care and attention taught by the Holy Gospel.

I have been aware of the establishment of three gardens of mercy, offering not only work, but also a decent and fair reward for workers, as well as care for human dignity of workers, which makes us avoid many sins that sweep the world today and effect the most vulnerable.

Your generous commitment to "serve" the poor and the marginalized contributes to the creation of new conditions for integration policies that support brotherhood and peace. As a sign of encouragement and spiritual closeness from the beautiful testimony of your faith, I look forward to all the abundant blessings of divine mercy. Please, do not forget to pray for me.

For his part, Mr. Suleiman, commented on Pope Francis' letter: "I received a wonderful letter from His Holiness Pope Francis to all employees, volunteers and dear partners of Caritas Jordan, in which His Holiness appreciates the work that Caritas is doing."

We will continue to work in the spirit of one team and our goal is one human family, and we will not stand at our limitations or weakness and mistakes."





# Caritas Jordan Celebrates "50 Years of Love and Giving"

At the beginning of 2017, Mr. Wael Suleiman, General Director of Caritas Jordan announced the launching of the 50<sup>th</sup> anniversary of Caritas establishment in the Hashemite Kingdom of Jordan: "From today, we start our celebrations with 50 years of dedication, love and solidarity ... 50 years of building bridges, healing wounds and reviving hearts. Fifty years of humble daily life dialogue Fifty years of a journey that started in our good country and will not end. Love is the story of Caritas and is also part of the story of Jordan. Caritas is you and I. Caritas is the institution that is elevated... and the homeland of Jordan. Its work is Love, Mercy, Solidarity, Brotherhood and Peace.

Congratulations to Jordan for our good and blessed people and congratulations to all our friends and companions. Congratulations to the wonderful volunteers who carry the true message of Caritas. Those are motivated by their desire to achieve social justice. Congrats to all who live a human family without poverty and hunger, because you are today the

messengers of peace, love and mercy. With you we formed a mosaic panel of wonderful colors and shapes. With you we become Caritas. Fifty years of our service and solidarity with millions of people and we went beyond color, race, gender and religion. Before we speak of projects, we are apostles of peace; before we speak we smile and before we apply the regulations and instructions we are Caritas "Love".

**It is the year of Caritas. It is the year of Love, Mercy, Tenderness and Celebration.**

**It is a year of reaping the fruits of fifty years of building, patience and suffering.**



# Thanks to everyone for laying a mosaic stone in the love tableau!

## Speech of General Director, Mr. Wael Suleiman

**Caritas Jordan is a success story, a gift from heaven, and one human family...  
The organization that builds bridges of love, solidarity and respect.**

Today, in front of the prestige of the Eucharist, we thank God for his love and companionship for us for fifty years.



Today, big thanks are extended to our dear country... We thank His Majesty King Abdullah II for his love, humility and work for every human being.

Thanks to our wise government for responding to the needs of our citizens ... Thanks to our good people who have worked with us and for people in need throughout all these years.

Thanks to everyone who laid a stone in the mosaic of Caritas Jordan... We will not be able to celebrate without mentioning some of them:

Archbishop Nema Al Samaan and Archbishop Michael Assaf, may God have mercy on them, for their initiative to establish Caritas in the difficult circumstances that the region experienced in the 1967 war.

Father, Mannoel Sawalha.... Father Raouf Al-Najjar, father Musa Al-Adaili ... May God have mercy on them.

Bishop Saba Wakeem and Archbishop George Mur. May God have mercy on them for supporting success of Caritas pathway.

His Beatitude Michele Al-Sabah and Patriarch Fouad Al-Tawal and Bishop Salim Al-Sayegh, who gave his time and effort to support Caritas and ensure its continuity and Bishop Marwan Al-Laham who did not spare his love, patience and spiritual support to Caritas.

Many brothers have left a mark in the history of the organization, some of them are:

Father Nabil Haddad, Brother Ossama Al-Tawal, Heidi Durk, Brother Imad Al-Muasher, Sister Asma Al-Nair, the late George Al-Najjar, Sister Suheir Nchiwat, Elias Abu Yaghi, Brother Yousef Abu Daieh and Brother Jamal Hattar.

Thanks from the heart to those who started the work on the re-establishment and reorganization of Caritas Jordan... Thanks to Mrs. Huda Al-Muasher and Ms. Maha Abu Yaghi and Deacon Piero, Munther Masarwa



and Victor Qashqosh God's mercy be upon us.

We will not forget the people who stood with us and supported us throughout these years ... thanks to Mrs. Claudette Habash and Rosette Hashima and father Joseph Farah.

On behalf of all of you, we thank Caritas Internationalis and Cardinal Tagle. We also thank Brother Michel Roy, Secretary General and MENA, and thank all our donor partners for their great love, trust, and support. A big thank you to the family of the Knight of the Holy Sepulcher Mr. Karam Imsih for their generosity and support to Caritas over the last ten years.

Thanks to the Council of Catholic Bishops of the Holy Land, the Supreme Council of Caritas Jordan.

Thanks to the Latin Patriarchate, the Roman Catholic Church, the Maronite Church, the Syriac Catholic Church, the Armenian Catholic Church, the Rosary Sisters,

Archbishop Eli Haddad.  
On behalf of all, we thank the Apostolic Administrator Archbishop Pierbattista Pizzaballa for the Divine Liturgy.

Big thanks to the Council of Italian Bishops and to the Monsignor Nuncio Gallantino.

Thanks to the Holy See and to the representative at the Vatican Embassy to the Apostolic See Alberto Ortega and Monsignor Roberto Cona for their support, love, support and follow-up on the work of Caritas.

Thanks to Cardinal Sarah and Cardinal Sandry.

Thanks to the Fountain of Love choir.  
Thanks from the heart to the General Secretariat of Scouts, the General Secretariat of the youth. for their stand with us and support them and share them with us our joy.

Thanks to the Orthodox Church, the Anglican Church, the Lutheran Church, the Coptic Church

Thanks to Noorsat, the Catholic Center for Studies and Media, the strategic partner of the media for Caritas Jordan and the representative father Rifat Badr

Thanks to Bishop William Shomali and we hope that the march will continue with him in the development and thanks to father Shawki Batrian and Our Lady of Peace Center.

Thanks to those whom we forgot ... our thanks to you for all our love and gratitude for your presence in the life of Caritas.

Thanks to the Pope for his love, trust and moral, spiritual and material support for Caritas Jordan

Thanks to everyone for laying a mosaic stone in the love tableau!

# "Thanks to all our partners for their fruitful cooperation & support"

## Speech of Chairman, Deacon Jubran Salameh

I would like to extend a heartfelt welcome of His Eminence the Head of the Legion Pierre Baptista, the Apostolic Administrator of the Patriarchate, the bishops, the Holy Fathers, the Evangelists, the deacons, the nuns, the consecrated, the Knights of the Holy Sepulcher and all the friends and lovers of Caritas who wanted to participate in this divine sacrifice, which we celebrate on the occasion of the 50<sup>th</sup> anniversary of the establishment of Caritas Jordan.

This occasion brings us together to pray with the organization for this pioneering humanitarian role, to continue with its distinctive gifts and its humanitarian mission, as well as to praise and pay tribute to Godsend and successes that preceded it throughout its long and bright journey from its founding in 1967 to this day.

**This pathway has been interrupted by moments of ups and downs and difficult times.**

Caritas has gone through conditions characterized by success and optimism at all levels, and others that were characterized by failure and pessimism. As a result of aid, care of the Lord, the efforts of a group of those who have been in charge of the management and development of the great credit to overcome all the difficulties and the various obstacles to achieve a high level of reputation and prestige. We extend our sincere thanks to all our partners for their responsible positions, fruitful cooperation and support which contributed to the success of Caritas projects.

We thank them all, friends, donors, philanthropists, individuals and institutions, both locally and internationally and in the Middle East and North Africa. Caritas Jordan, thanks to this cooperation, was able to help the needy and to heal the wounds of those who suffer under tough circumstances, draw a smile of hope on a people in need faces, wipe away sad tears from their eyes and plant seeds of hope in their hearts and replace violence and displacement, bring a glimmer of optimism in the eyes of children

and could see in Caritas the features of a human faces that were almost fading.

Lord bless the charities and gives them the means to achieve their noble humanitarian goals. Thank you all, and Lord Christ, the risen with the intercession of his virgin mother who had never let anybody down.



# Regional Conference of Caritas MONA

**The Regional Conference of the Middle East and North Africa member organisations (MENA) was held in Jordan with the participation of 15 Heads of Caritas in the Middle East, North Africa and the Horn of Africa.**

Many guests, regional and international partners attended. Jordan was chosen to hold this conference, to share the joy and pride of the 50<sup>th</sup> anniversary of its establishment since 1967, together with Caritas Jerusalem and Caritas Egypt.

The conference, which was held at of the Rosary Sisters Visitation Home in Dabouq, began its work on Monday 22 May and lasted for three days during which a number of topics of mutual interest were discussed between the various Caritas offices in these countries, calling for providing more

services to the needy and the marginalized in the region. Mr. Karam Abe Yazbek, Regional Coordinator of Caritas MONA, welcomed participants from all regions and represented by Mr. Michel Roy, Secretary General of Caritas Internationalis. Then Bishop William Shomali welcomed the audience and thanked everyone, especially those who came from far away areas as some of them suffered the hardships of roads or difficult crisis conditions in order to participate in this annual meeting.

He congratulated Caritas Jordan, Caritas Jerusalem and Caritas Egypt for their 50th anniversary. For his part, Ambassador of the Vatican, Monsignor Alberto Ortega, expressed his happiness at this meeting, which brings together Caritas from several countries to work together to serve those in need. The Monsignor also said he was proud of what Caritas has been doing and for being a part of this family. Mr. Gabriel Hitti, President of Caritas Middle East and North Africa, welcomed the attendees, stressing the importance of this meeting to work and support the marginalized and the

needy. Caritas thanked MONA office and Caritas Jordan for hosting the conference and hospitality. The conference included a number of topics, discussions and workshops that addressed the humanitarian response of Caritas in each region with an aim to provide a certificate of service and love through a detailed presentation of the 2016 report and the programs and activities, in addition to presenting and discussing the activities and challenges for the current year 2017.



# Iraqi Refugees in Jordan, Challenges and Aspirations

## 2<sup>nd</sup> Coordination Conference

The Second Coordination Conference was held on March 2 to discuss the needs and status of Iraqi refugee brothers in Jordan at an invitation of the Vatican Embassy and in coordination with Caritas Jordan.

The conference, which was held at the Lady of Peace Center under the title “Iraqi Refugees in Jordan challenges and aspirations”, was attended by approximately 100 participants from ambassadors, representatives of local and foreign associations active in humanitarian work with refugees and a number of priests and sisters.

The meeting started with greetings and briefs, first by Monsignor Roberto Kona, Charge d'affaires of the Vatican, and by Mr. Wael Suleiman, Caritas Jordan General Director, who stressed the importance of such meetings.

“We are here as humanitarian institutions that have an objective of assisting those families and providing them with basic needs like education, health, housing

and basic foodstuffs, but we have a much larger goal of being human and serving humanitarian needs only. We are here to heal wounds, raise morale, and help revive hope, stabilize human relationships and translate the meaning of being one human family”, he added.

Then one of the Iraqi refugee brothers spoke about his personal suffering of being forced to leave his country, and his personal experience reflected the needs and circumstances of most refugees in Jordan.

The presentation was followed by a presentation by the representative of the UN High Commissioner for Refugees (UNHCR), Ms. Daniela Schela who spoke on the latest developments and statistics on the number of refugee brothers in Jordan and the services provided to them, most of which were health.

She also stressed the importance of cooperation with organizations, especially Caritas Jordan, which was responding to the needs of refugees, especially with those

who were displaced from Mosul from the moment they arrived in Jordan. The second presentation was made by Mr. Omar Abawi, Program Manager, who explained the response and services provided by Caritas Jordan during the last year and continued to the refugees.

Those services are health, humanitarian, development, and life skills promotion programs.



# Visit of Prince Al Hasan

During the second part of the conference, the participants were divided into five working groups to discuss the practical steps to enhance the provided services and coordination through the work of individuals and organizations concerned.

The conference ended with a presentation of the recommendations and a summary of the outcomes of the workshops for each group.

After that, the participants toured the Mercy Garden in the courtyard of the Lady of Peace Center, which was established by Caritas Jordan last year as one of the income-generating projects that enable the refugee brothers to work and develop many life skills.

Prince Al Hasan chairs the consultative meeting of a number of organizations operating in Jordan. On April 6, Prince Al Hassan, Chairman of the Board of Trustees of the Royal Institute for Religious Studies, chaired the consultative meeting of a number of organizations that are working in Jordan and dealing with refugees and displaced persons in the joint seminar hall of Caritas and the Catholic Center for Studies and Media.

## His Highness congratulated Caritas on the occasion of its 50<sup>th</sup> anniversary.

Prince Hasan visited the offices of Caritas Jordan in Jabal Al-Weibdeh. He was received by the Patriarchal Vicar in Jordan, Bishop William Al-Shomali, General Director of Caritas Wael Suleiman, Head of the Administrative Board, Deacon Jubran Salameh, Father Rifat Badr, and the priest of the parish of Jabal al-Waibdeh, Father Boutros Hijazin.





# "Love & Mercy"

## Ramadan Campaign

Like every year, Caritas Jordan launched a campaign of mercy and love during the holy month of Ramadan to support our people and support every needy person, participate in the living of the days of this month with the principles of mercy and brotherhood.

The campaign was launched this year from the Restaurant of Mercy on the first day of the holy month to prepare Iftars (breaking fast sunset meal) for the fasting brothers. In the past year, the restaurant distributed and secured Iftars throughout the holy month of Ramadan with the participation of many volunteers from the country's nationals, in addition to volunteers from different nationalities.

The volunteers' number reached 300 who were part of the restaurant team in helping prepare the meals and provide 100–200 meals that were served daily in the restaurant.

The campaign also included several breakfasts in several locations in the Kingdom, in coordination with the nationals

and included 7,000 orphans and needy children, students and their parents from the refugee brothers. Throughout the holy month of Ramadan, the staff and volunteers of Caritas Jordan distributed various teams in various parts of the Kingdom, such as humanitarian parcels to 5,000 families from our Jordanian families, in cooperation with the Ministry of Development and Promise Welfare Society and Local Societies in the Kingdom.

The campaign included many humanitarian activities and initiatives that reached many of our needy families through the participation of each of Caritas Centers in the Kingdom.

**Under the patronage of Her Royal Highness Princess Alia Tabbaa**, Caritas Jordan, in cooperation with Promise Welfare Society, organized a Ramadan Iftar on June 12 for nearly 200 children in the Mercy Garden, located at the Lady of Peace Center, where a Caritas

team was preparing a recreational program for children in coordination with the team of Promise Welfare Society. Her Highness started a tour in the Mercy Garden and got to know the workshops operating there, and then shared the Iftar with the children and all the attendees. Also, at the Lady of Peace Center, Caritas Jordan and the Royal Institute for Religious Studies organized a Ramadan Iftar that brought together some Muslim and Christian clerics and representatives of the Institute.



# Cardinal Tagle Visits Caritas Jordan

His Eminence Cardinal Tagle, Caritas Internationalis President, escorted by the Filipino Ambassador to the US, Filipino Ambassador to the UK, in addition to a Filipino delegation visited "The Garden of Mercy" in the Greek Melkite Church of Madaba.

The delegation was received by Mr. Wael Sulieman, General Director, Fr. Mo'en Al Helo, Parish priest of the Greek Melkite Church, Fr. Iyad Bader, Parish priest of Latin Church, along with Caritas Madaba team of employees and volunteers. His Eminence toured the Garden and got acquainted with the workshops in which a number of Iraqi refugees work.

Afterwards, His Eminence and the delegation headed to Our Lady of Peace Center to visit "The Garden of Mercy" where they were welcomed by Fr. Shawqi Batrian, the Center Director and members of Caritas Jordan board.

The Delegation was introduced to the Garden's workshops of sewing, soap making

and carpentry work and met with the Iraqi refugees working there who shared their displacement suffering and life challenges they encounter in Jordan.

**In his speech, Cardinal Tagle stressed the importance of living the Word of God in our lives, despite the challenges everybody faces in life.**

The day was concluded by a dinner held at the Garden of Mercy. At the end of the visit, the Cardinal expressed his happiness and gratitude to Caritas Jordan for its human mission and response to the needy people, in particular the refugees.



# Youth Camps for Solidarity and Peace

**Caritas Jordan hosted 22 youth from an Italian group of young people called "Non Dalla Guerra - No for War" who came to Jordan for three consecutive years and were engaged in different forms of voluntary work with the community and the refugees at Caritas Jordan Centers and projects.**

The first three camps took place in Jordan during the summer of 2017 in the City of Al Salt at the Latin convent between the 22<sup>nd</sup> and the 1<sup>st</sup> of August. The second camp was held in Madaba Province at the Latin convent between the 2<sup>nd</sup> and the 10<sup>th</sup> of August with 27 participants. The third was in the South at Ader Latin convent with 25 participants.

Caritas Jordan Volunteers' Center took on the role of organizing, implementing and supervising the program of the camp with the participation of the local Caritas committee representative and three volunteers from the Volunteers' Center as well.

These camps focused on the concepts of social and voluntary works while believing in the importance of peace and love to prevail in the communities and the world throughout working together. The activities included Syrian refugee family home visits, conducting interactive activities for the children of the non-formal schools for Syrian children with the participation of Jordanian students as well, providing assistance to Caritas Jordan's Al Salt Center and running their day-to-day work tasks besides working at the Garden of Mercy where they assisted in different tasks including: designing of Mosaics, production of material including (soap, wood crafts and food items), in addition to their packaging.



**NonDallaGuerra**  
Educazione alla pace



# Youth World Peace Forum 2017

## "Now is the Time"

Once a year, a growing number of peacemakers are invited to present their projects and ideas, their efforts and ways to build a more peaceful world.

This year, the World Peace Forum took place in Jordan, Madaba between the 22<sup>nd</sup> and the 23<sup>rd</sup> of September, 2017.

More than 1,000 attendees including 400 young participants from 40 countries convened at the American University of Madaba for the two-day event to share their personal experiences and plan initiatives to contribute to a more peaceful world.

This forum served as a platform for all peace initiatives by the young generations so that

all youth regardless of their backgrounds can share their experiences together.

The event which was celebratory in its nature included artistic contribution from different countries, on stage interviews and testimonies of peace.

During the event, several institutes held workshops to spread awareness on the value of peace and "spread the seeds of love".

الآن هو الوقت  
**NOW**  
IS THE TIME





# "Love & Peace"

## Winter Campaign 2017–2018

**"In a campaign of love and peace, we do not ask to speak as much as we ask to do... By living love and peace, we affirm that we are truly human and belong to each other ... The experience of love and peace will remain the catalyst that will help us live our lives despite all the difficulties and challenges we face."**

As part of this mission, Caritas Jordan continues its humanitarian duty towards the members of the local community through acts of charity as a whole, launching its winter campaign to support the Jordanian families most affected by the harsh season.

The campaign is based on several humanitarian concepts. This year, Caritas chose the title of love and peace in line with

its campaign launched last year to support the concepts of reconciliation and peace, especially in the Middle East. And as part of the celebration of the establishment of 50 years in our beloved Jordan, the reflection of commitment and national duty and solidarity towards all segments of society without discrimination wherever they are in the Kingdom.

Since the launch of the campaign, Caritas team of volunteers and staff began to arrange humanitarian assistance, which includes winter aid such as blankets, greenhouses, health items, food vouchers and school bags for students in several areas.

**This year the campaign reached more than 3000 Jordanian families, Syrian and Iraqi refugee families in various parts of the Kingdom.**





# Minister of Social Development Launches the Campaign in Zarqa

On behalf of Prime Minister Dr. Hani Al-Mulqi, the Minister of Social Development, Ms. Hala Latouf sponsored the launching of the winter campaign at the Church of the Latin Church in Zarqa Governorate, entitled "Love and Peace" organized by Caritas Jordan.

In a bid to provide humanitarian assistance to thousands of families in different parts of the Kingdom, the Church's patron, Iyad Badr, said that this campaign marks the 50<sup>th</sup> anniversary of the establishment of Caritas Jordan. It also brings new pages of love, solidarity and brotherhood in the annual winter campaign to the poor families.

He also raised the signs of pride and allegiance attached to prayer and supplication that God preserves His Majesty King Abdullah II in helping the good, the noble and the diligent, especially in these important days in order to preserve the Arabism of the holy city of Jerusalem. He pointed out the march of prayers and candles to be held by the Kingdom's churches in Amman.

**"This annual campaign comes on the 50th anniversary of the founding of the Society, which for half a century has taken upon itself to be close to the human being regardless of race, nationality, religion or sect,"**

Said Wael Suleiman, Caritas Jordan General Director. "The noble humanitarian work is not of a self-interest and not a superficial appearance but rather to deepen the love between people and through them to strengthen national unity, which is our treasure in this great Jordanian society in which we live under the wise Hashemite leadership.

The Deputy Governor of Zarqa Adnan Al-Atoum said during the ceremony that Jordanian Christians have always been an integral part of the history of this good land.

Christian-Muslim life in Jordan has become a model for the world as a whole.

The launch of the campaign was attended by representatives of Zarqa Municipality, a number of deputies, heads of the official departments and the Christian and Islamic clergy. Her Excellency toured the medical and social services centers accompanied by Caritas Director, Mr. Suleiman. Humanitarian aid was distributed by a team of Caritas to 150 Jordanian families from Zarqa.



# Life Skills Project - Municipalities – GIZ

The project started in July 2016 funded by the German Agency (GIZ) and in cooperation with Caritas Switzerland, with an aim to transfer solid waste to positive energy.

This project was implemented by Caritas Jordan.

This project was implemented in three governorates:

- **Irbid province** within the municipalities of Greater Irbid, Mazar, Barqsh and Khalid bin Al Walid
- **Jerash governorate** within the municipalities of Greater Jerash.

- **Ajloun Governorate** within the municipalities of Al-Junaid and Kufranja.

Since the beginning of this project, about 2500 direct beneficiaries and 12,500 indirect beneficiaries have been working on this project: 50% of the Syrian beneficiaries and 50% of the Jordanian beneficiaries.

The process of attendance and absence was carried out by Caritas and before the municipal supervisors, and the beneficiaries were handed over bank cards so as to transfer their daily wages to the accounts, each according to his work days.

Lectures were given to 1200 workers, the number of workers who worked during the lecture period.

These lectures were related to the subject of social security; work permits and daily wage laws.



Work permits were issued to all Syrian workers in the municipalities and all the entitlements of those permits were paid.

The largest share of the waste project was managed by the German Agency (GIZ) in terms of the number of workers and its implementation areas.

# Activities

## Humanitarian Assistance Center for Jordanians

### Return to School activity

On August 21, 2017, a special activity was organized for the children of Jordanian families returning to schools. It included a number of competitions and games with clowns dancing with the children.

### Remedial Classes

Between 5-16 / 8/2017, the Center held remedial classes for the needy families in Jabal Amman to strengthen their children's acquisition in English.

### Summer activity

A summer activity for children of needy families from Jabal Amman region. This event took place between 5-16 / 8/2017. The activity included teaching children handicrafts and competition games, watching films and providing meals for children from the Mercy Restaurant.

### Summer camp

The camp was organized in cooperation with a group of students from De La Salle School / Al-Quds Summer Camp for four consecutive days for different Amman parishes, in addition to selecting a daily group of students to help in the Mercy Restaurant and gain human and life skills.

The program included a visit to the Garden of Mercy located in Our lady of Peace Center.

### Educational, informative and recreational activity

A recreational activity was held in Al Ahhliya and Bishop Kindergarten in January 2017 to meet the kindergarten's desire to provide an awareness material about humanitarian work and giving. Kindergarten children at the preparatory level (4–6 years) collected in-kind donations for families in need known to Caritas Jordan.



# A Call to "Love and Peace"

A call that Caritas launched in Christmas in relevance to Caritas Internationalis new Campaign "Share the Journey". This campaign was launched earlier in September to encourage the culture of encounter and solidarity with migrants and refugees.

The end of this year is not like any other one... fifty years and the path is ongoing, a "love and peace" call. The same time of every year we start a new important phase of human life; renewed every year i.e. Christmas time. With love He bestows to human, He wants to say to everybody: "I have personified". A year elapsed and a new one comes, with the same question posed each year: is humanity capable of turning an old page of a year which carried happiness and sadness, condolences and pain, even though this is one important part

of our sacred course? Are we ready to live a different year-end? Do we have the courage to heal last year's wound, proceed and seek to change our thoughts and our way of living?

Brothers, Celebrating its 50<sup>th</sup> anniversary this year, Caritas Jordan extends a special invitation to you, to give a value to our spiritual life and sacred respected course. An invitation to everyone who is interested in "love and peace" for our human nature, from now until the end of this year, we invite you to live a campaign, but with whom? With every poor, needy, marginalized, forlorn, vulnerable, displaced, disabled, widower, elderly, in addition to our brothers who live in tents, in desert sands, the valleys and in other dangerous places.

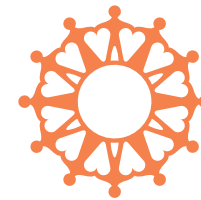
## **This humanitarian call requires us:**

Not to buy new clothes for our children, but to their children, as we have every year the capability to buy what our children need. Not to buy sweets to our family but to their houses, tents and shelters, as we have every year capability to buy what we savor of

confectioneries.

Not to attend any luxurious and somewhat expensive dancing parties, but to arrange parties for them, dance, sing and chant melodies with them and for them. With this we live a unique and happy experience with every brother.

Not to invite each of us to lunch, share meat and drink and whatsoever, but to allocate the meals for them, with them, their children and friends.



**Share the Journey** ❁  
#sharejourney





Not to give money to our children but to their children; we do this each year so why we don't make this year different. We believe we have moral and humanitarian responsibilities and maybe spiritual towards our vulnerable, marginalized, and displaced people.

It is an invitation for love and living moments of peace. This does not mean that we ignore Christmas, deprive ourselves of Christmas celebrations, or cancel the wonderful and special moments, but live every moment with those who are in need, so that we cherish Christmas. If Christmas is fun, people's love is the paramount. If Christmas is celebration, the biggest celebration is love and service to our brothers. If Christmas is peace, it is enough to look at their eyes so we enjoy peace. If Christmas is a special moment, the work for our brothers is more urgent, a unique moment that remains and never fades.

For sure there is no loss with love deeds... God bless those who teach and learn love.

## Official visits to Caritas projects during 2017

- Cardinal Woelki, German Archbishop of Cologne.
- Delegation of the Catholic Relief Commission.
- Archbishop Harold Anthony Pereira, Chairman of the Commission of Justice, Peace and Human Development of the Catholic Bishops' Council of Sri Lanka.
- His Excellency Eng. Khalid Al Hanifat, Minister of Agriculture.
- Monsignor Lugj Ginami, founder of Friends of Santina.
- Archbishop of Freiburg Stefan Burger, accompanied by Dr. Oliver Mueller, Caritas Germany Director.
- Delegation of the Central Committee of the Mennonite, composed of 16 persons from the administrative offices of the United States of America and Canada.
- Visit of Cardinal Andres Arborillius, Bishop of Stockholm.
- Delegation of Polish Ministry of Foreign Affairs / Delegates of the Polish Development Cooperation Program.
- The German Ambassador to Jordan Maria Schiffer Eberle.





# Caritas Jordan Training Unit

“The concept of staff training and its importance in improving their performance”

**Training in Caritas is an ongoing process whereby the trainee is provided with the necessary information and skills to be able to perform the tasks better.**

**It also develops positive improvement in his/her performance, prepare him/her to adapt to future change and help them develop themselves in and out of work, as well as in the preparation of training programs that include topics that have clear objectives and are applicable to suit the needs.**

In 2017, the Training Unit organized 42 programs / workshops / conferences / seminars inside and outside Jordan, in which 460 employees (some received more than one training) and 22 Caritas volunteers participated, in cooperation with partners, trained and qualified staff from within the organization, external organizations, and specialized training companies.

Training topics are divided into (3) training programs in addition to motivation activities: organizational, operational and technical programs.

## **Internal Workshops:**

1. How to write success stories.
2. Monitor, assess and evaluate all units.
3. The vision and message of Caritas, the teachings of the Catholic Church & the skills of human action.
4. Peace building and conflict resolution.
5. Combating human trafficking.
6. Minimum Standards of education.
7. Performance management.

8. Treatment by playing LEGGO.
9. Humanitarian Charter and Minimum Standards in Humanitarian Response “Sphere”.
10. Exchange of experiences with stakeholders in the mechanisms of providing cash assistance to beneficiaries “CaLP”.
11. “CRM” Training: mechanism system to assess needs.
12. Life skills (communication, time management, creative thinking, stress management).
13. Minimum Standards in the Humanitarian Response to Health Services, ICD10, first aid.
14. Training of Trainers “TOT”.
15. English language courses.
16. Psychological support.
17. Methods of problem solving.
18. International Refugee Law.
19. Draft a guide to child protection policies and measures.
20. Comprehensive Regional Education Program.
21. The Abcederean Approach.

**Trainings, external workshops; contained a number of topics, including:**

1. CRS Standard Procedures - Lebanon.
2. From Innovation to Impact-Harnessing the Power of Data for the Sustainable Development Goals-India.
3. Safeguarding Workshop-Lebanon.
4. Emergency Preparedness & Response, CI New Toolkit- Nairobi.
5. MEAL4 Kids Regional Learning Event-Istanbul.
6. Training on Child protection against all forms of trafficking and abuse - Albania.
7. A Path to Peace Education Training - Italy
8. Regional Holistic Education program - Lebanon.

**External Workshops:**

- Ministry of Health.
- Ministry of Social Development.
- Directorate of General Security.
- Civil Defense Directorate.
- International Organization for Migration (IOM).
- Legal Aid Center.
- Danish Refugees Council (DRC).
- Center for Refugee, Displaced and Forced

**Migration Studies.**

- Association of the Jordanian Women's Solidarity Institute.
- Living peace international.
- Arab Women and Child Organization.
- ECHO Regional Office.
- Drug Control Department
- The Royal Institute for Religious Studies & the Jordanian Network of the Anna Lindh Foundation.



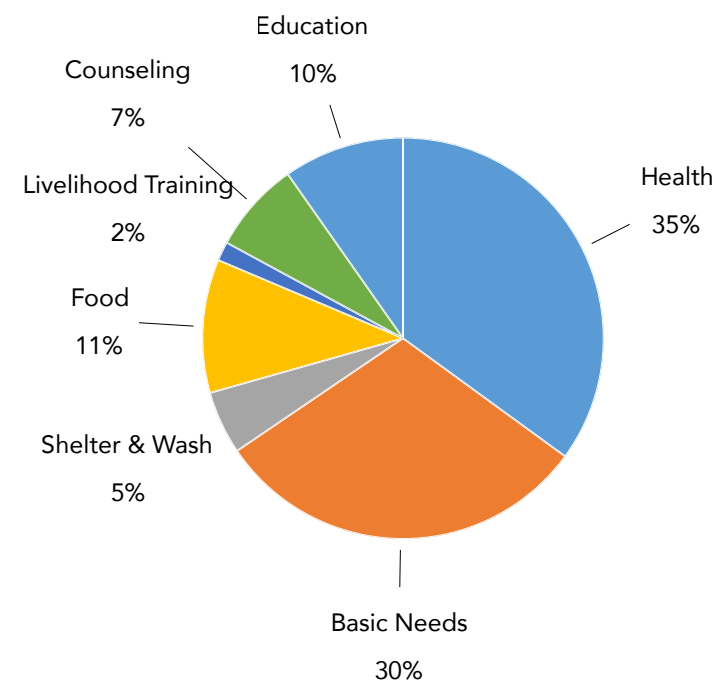
# In Numbers:

## Services provided in 2017

Sector	Activity	Number of provided Services				G. Total
		Jordanians	Syrians	Iraqis	Others	
Health	Primary Health Care	11,467	19,158	9,276	329	40,230
	Secondary Health Care	8,671	16,895	7,976	377	33,919
	Tertiary Health Care	66	0	73	0	139
	Chronic Disease Management	1,410	2,473	673	64	4,620
	Mother & Child Health Care	1083	2,020	588	0	3,691
	Health Awareness	4,485	5,057	1,508	450	11,500
	Medical H.A	582	479	604	99	1,764
<b>Sub-total</b>	<b>Health services</b>	<b>27,764</b>	<b>46,082</b>	<b>20,698</b>	<b>1,319</b>	<b>95,863</b>
Basic Needs	Non-Food Items	2,898	6,084	2,800	370	12,152
	Multipurpose cash	1,749	3,812	1,856	8	7,425
	Winterization Items	16,923	3,624	NA	0	20,547
	inkind Materials	21769	16,231	2223	2666	42,889
	Household Items	210	0	245	0	455
<b>Sub-total</b>	<b>Basic Needs services</b>	<b>43,549</b>	<b>29,751</b>	<b>7,124</b>	<b>3,044</b>	<b>83,468</b>
Shelter & WASH	Home Maintenance	0	350	0	0	350
	Shelter Rent	953	681	4,765	7	6,406
	Legal Awareness	742	1,693	4,765	0	7,200
<b>Sub-total</b>	<b>Shelter &amp; Wash services</b>	<b>1,695</b>	<b>2,724</b>	<b>9,530</b>	<b>7</b>	<b>13,956</b>
Food	Dry Food	19628	6084	3645	100	29,457
	Nutritional Food	0	0	0	0	0
<b>Sub-total</b>	<b>Food Items services</b>	<b>19,628</b>	<b>6,084</b>	<b>3,645</b>	<b>100</b>	<b>29,457</b>

Sector	Activity	Number of provided Services				G. Total
		Jordanians	Syrians	Iraqis	Others	
Livelihood Training	Basic life Skills Training	26	340	169	0	535
	Occupational Trainings	0	340	169	0	509
	Entrepreneurship & Employability	24	340	169	0	533
	Eventual Start - up Support Kits	0	0	0	0	0
	Cash For Work	1,613	951	76	0	2,640
<b>Sub-total</b>	<b>Livelihoods services</b>	<b>1,663</b>	<b>1,971</b>	<b>583</b>	<b>0</b>	<b>4,217</b>
Counseling	Individual Support Therapy	0	140	50	0	190
	Group Support Therapy	0	150	100	0	250
	Social Awareness	0	856	449	1000	2305
	Psychosocial Activity	2850	4,327	500	130	7807
	Support Family Therapy	0	120	0	0	120
	Social Awareness for Adolescence	0	200	0	0	200
	Child Friendly space	200	7,032	339	0	7571
	Group Description	0	1078	200	400	1678
<b>Sub-total</b>	<b>Counseling services</b>	<b>3050</b>	<b>13903</b>	<b>1638</b>	<b>1530</b>	<b>20121</b>
Education	Catch-up	0	1,800	0	0	1,800
	Remedial	0	5,435	500	0	5,935
	K.G.	0	3270	0	0	3,270
	Psychosocial Activities	0	6,760	600	0	7,360
	School staff training	0	454	0	0	454
	Life Skills for Adolescence	0	690	100	0	790
	Formal Education for Jordanians	2753	0	1415	39	4,207
	Literacy & Numeracy for Parents	0	640	0	0	640
	Education for PWDs	35	25			60
	Univ. loans/scholarships	55				55
	Educational Materials	50	1,150	900	0	2,100
<b>Sub-total</b>	<b>Education services</b>	<b>2,893</b>	<b>20,224</b>	<b>3,515</b>	<b>39</b>	<b>26,671</b>

<b>Grand Total</b>	<b>100,242</b>	<b>120,739</b>	<b>46,733</b>	<b>6,039</b>	<b>273,753</b>
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Service	Total
Health	95,863
Basic Needs	83,468
Shelter & Wash	13,956
Food	29,457
Livelihood Training	4,217
Counseling	20,121
Education	26,671
Total	273,753

# Our Partners:

## With you, Caritas is a Mission not a Job

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- Ministry of Social Development
- Ministry of Health
- Ministry of Planning
- Ministry of Education
- The Jordan Hashemite Charity Organization
- Karam Imseeh Fund
- Caritas Internationalis
- Caritas MONA
- CRS "Catholic Relief Services"
- Caritas Germany
- Caritas Denmark
- Caritas Switzerland
- Caritas Austria
- Caritas Canada
- "Development & Peace"
- Caritas Czech
- Trocaire
- Caritas France "Secours Catholique"
- Caritas Japan
- CAFOD
- Caritas Australia
- Caritas Italy
- Caritas Scotland
- Caritas Korea
- Caritas Belgium
- Caritas Sweden
- Caritas Taiwan
- Caritas Brazil
- Caritas Singapore
- Caritas Slovenia
- Caritas Andorra
- Caritas Macaw
- Caritas Milan
- The Knights of the Holy Sepulcher
- UNHCR
- UNICEF
- WHO "World Health Organization"
- WFP "World Food Program"
- Promise Welfare Society
- BPRM "Bureau of Population, Refugees & Migration"
- MCC "Mennonite Central Committee"
- MISEREOR
- Messengers of Peace
- IOCC "International Orthodox Christian Charities"
- World Vision
- JRS "Jesuit Refugees Service"
- Our Lady of Peace Center
- AVSI
- Women Youth Christian Organization
- Administration of Latin Patriarchate Schools
- Administration of Greek Melkite Schools
- Italian Hospital/ Amman
- Italian Hospital/ Al-Karak
- Luzmila Hospital
- Rosary Sisters Hospital
- Catholic Center for Media & Studies
- Abouna Website
- Noursat Jordan
- Shams Al- Mushreqa Organization
- Rosary Sisters







# Caritas Jordan Background

**Caritas Jordan is the first charity organization providing humanitarian assistance to refugees and Jordanians in need in the region.**

**Caritas has built a reputation throughout its 50 years of charity work.**

The organization was founded in 1967 to meet the needs of Palestinian refugees and Jordanians who were affected by the Six Day War. Since then, Caritas has been working with impoverished groups and refugees from Iraq and other countries that are affected by the consequences of the 1991 Gulf War and the displacement of Iraqi refugees to Jordan since the invasion of Iraq in 2003. Finally the displacement of Iraqi families from the Nineveh Plain and Mosul in 2014.

Caritas has functional hierarchy based on the principle of interactive and integrated management, which is an integral part of the work of the volunteers. The General Director is based in Amman, where he monitors the work of the organization in general and the activities of all units and departments.

In the 12 governorates, there are offices for Caritas to serve the needs of refugees and Jordanians who live in remote areas.

Caritas operates in the following sectors: medical, education, humanitarian assistance, distribution of food and non-food assistance, psychosocial support and awareness-raising sessions among other emergency services.

Caritas continues to provide training in all sectors to build capacity and enhance the skills of its staff, as well as to deal with emergencies and violence.

Caritas therefore maintains effective contacts and strong links with local and international organizations, establishes a

system of referral cases, receives cases from other organizations and provides them with services according to their competence.

It was officially registered on 15 June 1968 under No. 371, article 19 of the Law of Associations and Social Organizations in Jordan no. 23 of 1966



# General goals

- Help the poor and the needy in society.
- Develop the self-potentials of the needy groups to support their right to work and enjoy a decent life.
- Provision of primary medical services, maternity and childhood services.
- Assistance to refugees and displaced persons and victims of wars & disasters.
- Raising Jordanian society's awareness of local humanitarian issues and the need to participate in charity work.
- Rehabilitation of local human resources and committees of pastoral volunteers to work in Caritas programs.
- Working with the government, voluntary institutions and members of the international Caritas organizations to achieve the goals of Caritas Jordan.

# Caritas Services

Caritas provides humanitarian assistance to different sectors of society in need of all nationalities, regardless of gender, religion, nationality, race or even color, and the diversity of their services is varied by the needs of Jordanian society.

Refugees, foreign workers and poor Jordanians, especially women and children, are categorized as the most vulnerable who lack support and therefore need specialized attention since most of these groups are responsible for families and are vulnerable to types of exploitation, abuse and gender discrimination in the absence of men and the challenges they face, especially when trying to get jobs. This situation has led to intensified efforts of the Jordanian charities with local and international organizations to stand by the people in need, providing them with all kinds of support and means of protection.

Caritas provides protection and empowerment without neglecting the local community, which bears the consequences of hosting these groups.



## Educational services (Educational support classes):

- Specialized classes for children aged 6 –15 years who have lost 1–3 years of education. These classes help fill the educational vacuum that has emerged and help to reintegrate them into the formal education program. Caritas organizes intensive education courses for children aged 6-12 years enrolled in public schools (formal education).
- Preschool: Classes for children aged 4-5 years.
- Life and training skills for young people: Preparation for special courses for adolescents aged 14-18 years, especially those who have lost more than 3 years of study. They study English and computer as well as psychological counseling and awareness raising sessions on topics of age and life.
- Literacy courses and development of the academic efficiency of the parents, to improve the educational academic acquisition for students.

## Medical services

Caritas provides exceptional medical services to refugees and foreign workers who have difficulties in Jordan because they leave their home country to work in houses and industries, as well as community members. Patients are screened and treated or transferred to hospitals or laboratories where they get medical treatment by Caritas partners, thus they receive secondary health care, either by being checked by specialists or undergo urgent surgeries.

Caritas has not neglected the importance of awareness-raising sessions that prevent spreading diseases and maintaining the highest levels of personal hygiene. Women who suffer from ailments and disabilities also receive physical aid and tools aimed at raising their morale and restoring wellness.



## Economic Empowerment

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One of the important services sectors in the work of Caritas, as it contributes to creating livelihoods and helping to generate income initiatives. Caritas provides needy groups with necessary training, project management skills and others to manage their own projects, thus assist their needy families.

## Protection

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Psychologists and social researchers at Caritas provide basic services around the clock. The importance of these services is that they leave a positive impact on beneficiaries, both physical and psychological wellness. In addition to psycho-social support provided, both collective and individual counseling sessions, Caritas also works on improving women's knowledge of their civil and legal rights and how to address gender-based violence, human trafficking and all forms of persecution, exploitation and abuse.

## Humanitarian assistance

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To strengthen the resilience of people who barely have resources and struggle to survive. Caritas distributes food and non-food items as well as winter aid to help beneficiaries overcome harsh winter conditions. The beneficiaries receive heaters, blankets, cooking gas, in-kind assistance and basic daily assistance in cash for rent and for work, as well as house maintenance, pest control kits, fumigation and house sterilization.

## Youth

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Caritas has given this sector sufficient time and effort to build social and voluntary work and the impact it leaves on society. The aim of this sector is to strengthen the role of youth in society through the development and rehabilitation of young people, create a generation, capable of assuming its responsibilities towards its society, in addition to promoting the concept of belonging and citizenship among young



people to engage in social and voluntary work.

## Community Services

Caritas' experience in voluntary work aims to convey this expertise to needy groups who are eager to help others and assist the staff of Caritas in studying the needs of poor families or providing logistic services, registration of cases or other tasks assigned to them.



# Caritas Programs

## 1. Primary Health Care

Since its establishment, Caritas Jordan has consecrated an integral part of its work towards the poor and the needy.

It has established several health clinics in different parts of Jordan. The clinics provide general medicine, dentistry and medicine services to patients free of charge for the needy and refugees, as well as expatriate workers in Jordan and health awareness for individuals through the Caritas Centers.

**The goal of the program is** to raise the level of primary health care for different groups of the communities, and contribute to increasing community health awareness and health care clinics.

Health Care Clinics have been established in successive periods according to the needs of the community in different areas of Jordan.

Caritas Health Clinics				
Established	Dentistry	General Medicine	Center	
1983	1	1	Caritas Hashemi	
1984	1	1	Caritas Fuheis	
1978	1	1	Caritas Zarqa	
2002	1	1	Caritas Amman	
2009	1	1	Caritas Irbid	
2013	-	1	Caritas Madaba	
2013	-	1	Caritas Mafraq	
2014	1	1	Caritas Karak	
2015	1	1	Caritas Salt	
	7	9	(9 Centers)	Total

# General Care Services

**Caritas clinics receive patients from different nationalities who are referred by Caritas projects or coming in person, where they are examined and provided with the necessary treatment.**

**Available Services:** regular visits to Caritas doctor clinics for health screening and early detection.

## **Medical services provided in clinics:**

1. Clinical examination: includes blood glucose, body temperature, pulse and blood pressure measurements to avoid complications.
2. Women examination: includes periodic breast and pap smear examinations for early detection of cancer diseases and recurrent infections, in addition to provision of health care for pregnant women and detection using ultrasound waves.

3. Minor operations: These operations are carried out in our clinics (such as discharge of abscess, sutures, wound dressing) and emergency cases: ECG device, fumigation device for asthma, special devices for ear cleaning, ultrasound, heart trauma and oxygen intake.
4. Health care and awareness services for pregnant women, mothers and children, in particular family care and follow-up during pregnancy, childbirth and proper nutrition for mothers, infants and children.



# Dental Care Services

## **All dental treatments include:**

1. Dental examination.
2. Teeth polishing.
3. Dental fluoride.
4. Silver and cosmetic fillings.
5. Dental surgery.
6. Orthodontics.
7. Fixed and mobile fixtures.
8. Imaging inside the mouth with the latest digital devices
9. Gums treatment using the latest equipment (Apex Locator & rotary system).

## **Free Medical Days**

Caritas has developed a mechanism for distribution of free medicines to visitors of all nationalities from needy groups, in partnership with medical service providers from hospitals and pharmacies. The beneficiaries are people with chronic diseases, such as asthma, blood pressure, diabetes, mental and psychological diseases and other diseases that beneficiaries drugs use regularly, where the provision of medicines takes place on regular basis.

# Medical Examination for School Students

The idea of the project is in providing better health care services for school students in accordance with the program of the Ministry of Health to examine the students periodically.

## Provided Services:

1. General medicine
2. Periodical examination – Dentistry
3. Vaccinations (according to the program of the Ministry of Health)
4. Health education for students



## 2. Migrant Workers Program

Caritas recognizes the human values, dignity and religions of individuals and communities, as well as International Standards towards the rights of refugees, strangers, displaced persons and migrants, and also advocates their rights to live in peace, enjoy protection, care and human dignity.

**Domestic workers in Jordan suffer greatly due to the procedures and behaviors that accompany the utilization of these rules at all stages.**

**This has led Caritas Jordan to study this phenomenon and give it priority in its programs, which is often a humanitarian situation.**

The goal of the program is to serve the most disadvantaged groups within the society, especially migrant workers and registered refugees of other nationalities, through providing medical and educational assistance of all kinds, as well as humanitarian assistance.

Caritas provides medical, humanitarian, social assistance and legal services targeting migrant workers in cooperation with a number of supporting and cooperating bodies:

- Embassy of Sri Lanka / Amman.
- Embassy of the Philippines / Amman.
- Embassy of Indonesia / Amman.
- Management of rehabilitation centers.
- Security centers.
- National Center for Human Rights.
- Empowerment Center for Legal Aid.
- Adalah Legal Aid Services.

### **Provided Services:**

- Primary Health Care (General Medicine - Dentistry).
- Secondary health care (laboratory tests /

radiation / medicine / specialty medicine)

- Advanced health care.
- Primary mental health services.
- Health Awareness.
- Legal assistance.
- Humanitarian assistance.
- Social activities.





# 3. Emergency Response for Iraqi Refugees

## Achievements during 2017

- Providing 46,733 services for Iraqi refugees: 53% health services, 14% counseling, 12% food assistance, 10% basic needs, 5% education, 4% shelter& WASH and 1% livelihood.
- Registering 4779 Iraqi households making 15,921 individuals since June 2014 till Dec. 2017.
- Conducting [2263] home visits that includes [8221] individuals from June 2014 till Dec. 2017.
- Opening (3) Business Definition Areas/ Mercy Gardens in Amman and Madaba and hiring around (50) Iraqi beneficiaries through Cash for Work modality.
- Caritas approach to old and new donors like UNHCR and private Associations, which is likely to improve funding situation.
- Additional services and staff improvement opportunities.
- More qualified and trained beneficiaries on livelihood and empowerment opportunities.

- Recovery/ development strategy in term of Cash for Work modality inside Caritas business definition areas.

## Registered Families and individuals in 2017

Caritas Jordan has been registering Iraqi refugees at Caritas centers since June 2014, and the number of registered Iraqi families reached **4779** by the end of Dec.2017, making **15,921 individuals**; disaggregated by: origin residence, confession, residing-areas in Jordan, family size, age groups.



# 4. Emergency Response for Syrian Refugees

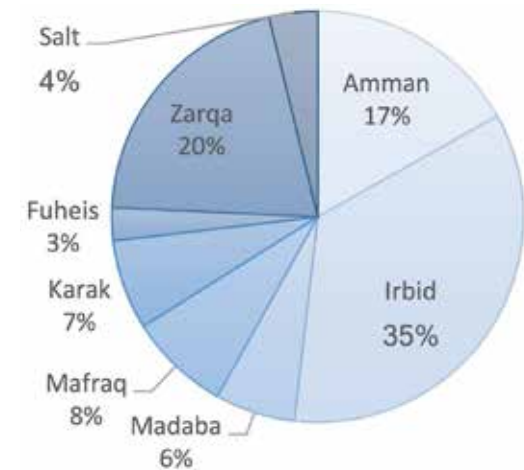
## General achievements 2017

- 104% coverage of the 3RP requested fund throughout 2017 according to UNHCR.
- Registering 9640 Syrian HHs making 38,369 individuals in 2017.
- Providing 273,753 services for beneficiaries; 44% Syrians (120,739 services), 17% Iraqis, 37% Jordanians and 2% others.
- New CJ Web-Database Management system –CRM.
- More Quality Assurance and SOPs measures in place; Child Protection policy, Cash Based assistance guidelines, Data-Base protection policy, complement procedures and guidelines
- New CJ Financial, accounting, procurement policy and procedures.
- New Partnership Framework Agreement with UNHCR in term of Health services in Place.
- As a result of frequent visits, Caritas Jordan has built a good reputation and trustworthy relationship with

stakeholders, which is likely to keep its activities functional.

- A room for performance improvement is widely opened as Caritas is now deeply involved in CI Management Standards Improvement.

**Caritas Jordan (CJ) Registration Center:** CJ total registration number of Syrian refugees who approach the organization's centres was **9640 Households**, making **38,369 individuals** throughout the 2017 year (Jan.-Dec. 2017), distributed in (8) governorates, as clarified in the charts:







Garden of Mercy - Our Lady of Peace Center

# 5. Humanitarian Assistance to Jordanians Program

The project aims to provide assistance to poor Jordanian families and neediest individuals by providing them with medical, humanitarian and educational assistance (schools and universities), cash to pay house rents, basic needs of individuals in normal circumstances, assistance in emergency situations, and supporting needy Jordanian families in various aspects reducing the burden of expenses on these families. The project also supports various pastoral activities and projects.

## Target group

- Less fortunate Jordanian families in different regions of the Kingdom.
- Families with a high number of children.
- Elderly people who suffer from osteoporosis due to calcium deficiency
- Pregnant and lactating women.
- Social centers (orphans, handicapped ...).

## Provided Services

### Medical Assistance

- Free medicine.
- Emergency operations.

- Installation of artificial limbs.
- Medical equipment (medical beds, wheelchair, walker, crutches, oxygen apparatus, medical mattresses, pressure diabetes devices).

### Educational Aids

- Schools: students in private schools who cannot cover educational expenses.
- Vocational centers.
- Special education centers.
- University scholarship.
- University Loan Project: based on the urgent need and the increasing demand for assistance in college tuition.

### Cash assistance

- Monthly Cash Assistance: the project provides permanent monthly cash assistance to poor and needy orphans, widows and families of prisoners and divorcees.
- Emergency cash assistance: urgent humanitarian assistance that requires immediate action.

### Humanitarian Assistance

- Food items: vouchers that are distributed

for the purchase of foodstuffs from cooperative consumer markets.

- Non-food items (kitchen utensils, cleaning and detergents, health care items, sanitary facilities, gas supplies, mattresses, etc.)

### Pastoral Aid

- Response to the needs of the Church and its dioceses through young people and scouts various activities, festivals and bazaars.





# 6. Volunteers Program

After seventeen (17) consecutive years of the program's implementation, Caritas Jordan is committed to continue the enhancement and empowerment of Volunteers Center by developing the programs associated with the sustainability phase and implementing its strategy that consists of six approaches: Parish Service, School Service, Civil Service, Parish Credits, Social Service and Emergency Response Support.

Since its establishment in 2001 the volunteers' program's scope of service broadened and now it includes a network of (30) parish committees that extend to more than (45) parishes serving (55) areas, with an aim to serve the community's needs.

The program also includes (25) high schools, with an aim to serve the needs of the civil society.

Caritas Jordan volunteers' network includes (3000) volunteers. The number is comprised of the total number of the

direct beneficiaries including: international volunteers, local and committee members, local faith based institutes' members, and students (be it in universities or high schools).

## Training Program's list

The Volunteer's Center with the participation of the emergency response unit and the counseling unit, cooperated in conducting several training courses which targeted employees as well as volunteers from different backgrounds and fields of service with a total number of (14) conducted sessions.

### **PEER project (Emergency Preparedness and Response with Local Faith Institutions)**

The project was created in partnership with CRS, and it aims to assist LFI (Local faith institutes) by providing a three-year capacity building program which will offer each LFI with the opportunity to root its work locally, gain the needed knowledge regarding ERP

and networking with both local and regional LFIs (Lebanon).

### **Peace building and conflict resolution:**

A training module was designed and is now being implemented as a training reference for Caritas Jordan volunteers/employees, schools and university students. The module is divided into two interrelating sections: an introduction to Peace building and conflict resolution.



# Caritas Jordan Centers

Caritas Jordan aspires to reach as many marginalized people as possible all over Jordan. It has 16 centres distributed all over Jordan where its programs are implemented to serve many people in the north, south and middle regions of Jordan.

The centers include general practitioners clinics, dental clinics, child friendly spaces, and rooms for training and capacity building. The centers receive all humanitarian cases and provide the needed health, education, humanitarian, awareness and counseling services.

## Administrative

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**Head Office**  
**Administrative & logistic**  
**Department**  
**Media Unit.**  
**Training Unit**

4<sup>th</sup> Circle, Bumedian Street,  
Bldg. (44)  
Tel: + 962 (6) 5939236

**H.R. Department,**  
**Finance Department**  
**Resources & Projects**  
**Department**

Jabal Al-Weibdeh, Derar Bin  
Al-Azwar Street, Bldg. (40)  
Tel: + 962 (6) 4615170

## Volunteers Center

4th circle, Oqba Bin Nafe'e  
Street, Bld. (31)  
Tel: + 962778437943

## Services centers

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### **Humanitarian Assistance for Jordanians Center**

Jabal Amman, 1st Circle, Omar  
Ben Al-Khatib Street Bldg. (10)  
Tel: + 962 (6) 4653464

**Caritas Centers/ Amman  
Medical Centre, Caritas  
Clinics, Humanitarian  
Assistance Center.** Downtown,  
next to the Italian Hospital  
Tel: + 962 (6) 4799901

**Community Centre**

Jabal Al-Weibdeh, next to  
Luzmila Hospital  
Tel: + 962 (6) 4638796

**Caritas Center/Al-Hashmi**

North Hashmi, next to Naqawa  
Circle, Bldg. (131)  
Tel: + 962 (6) 4918601

**Caritas Center/ Al-Ashrafieh**

Barto street, Catholic Church  
Tel: + 962 776508457

**Governorates**

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**Caritas Center/ Fuheis**

Al-Hindi Street, next to Virgin  
Mary's Circle  
Tel: + 962 (6) 4721349

**Caritas Center/ Madaba**

King Abdullah Street, next to  
Women Christian Association  
Tel: + 962 (5) 3241190

**Caritas Center/ Al-Zarqa**

Prince Hasan Street, in front of  
the Latin Convent Bldg.  
Tel: + 962 (5) 3936066

**Caritas Center/ Mafrq**

Al-Karamah Street, Bldg. (9)  
Tel: + 962 (2) 6230209

**Caritas Center/ Al-Salt  
Downtown**

Al-Maydan Street, next to the  
post office  
Tel: + 962 (5) 3530254

**Caritas Center/ Irbid**

Next to the Municipality  
Tel: + 962 (2) 7011146

**Caritas Center/ Al-Karak**

Al-Omari Street, next to the  
Catholic Church Bld.  
Tel: + 962 (3) 2356444

**Caritas Center/ Ajloun**

In front of the Orthodox  
Church  
Tel: + 962 770418210

**Caritas Center/Jerash**

Al Nasr Street, the Catholic  
Church  
Tel: + 962 770418210

### Caritas Head Office – Jordan

4<sup>th</sup> Circle 44 Bumedian Street P.O.Box 2258 Amman 11181 Jordan Tel: 00962 65939236 Fax: 00962 64619005 [headoffice@caritasjordan.org.jo](mailto:headoffice@caritasjordan.org.jo)



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Caritas Jordan



<http://caritasjordan.org.jo>