



JESUIT
REFUGEE
SERVICE

ANNUAL
REPORT
2012



COVER PHOTO

LEBANON: Naameh, south of Beirut, where 50 Syrian families have taken refuge in abandoned classrooms.
(Don Doll SJ/JRS)

PUBLISHER Peter Balleis SJ
EDITOR Danielle Vella
DESIGNER Malcolm Bonello

JESUIT REFUGEE SERVICE
Borgo S. Spirito 4, 00193 Rome, Italy


TEL: +39 06 69 868 465
FAX: +39 06 69 868 461

WWW.JRS.NET


Editorial 03

Overview 05

 1 A rapid response 08

 2 Surviving in the city 16

 3 A future with hope 24

 4 Out of sight, out of mind 34

Donors 42

Photo credits:

For JRS, Alas Abdullahi, Sedki al Imam, Louie Bacomo, Peter Balleis SJ, Blas Descallar, Don Doll SJ, Paulus Enggal, Dorothee Hasskamp, Luis Fernando Gómez Gutiérrez, Danilo Giannese, Avo Kaprealian, Angelika Mendes, Gorka Ortega; photo on page 20 courtesy of Mario Cucciardi, and photos on pages 34 and 39 courtesy of Darrin Zammit Lupi.

Design by



Peter Balleis SJ

JRS INTERNATIONAL DIRECTOR



It was a hope-filled moment. Greeting me, the Syrian children expressed themselves in French for the first time. After months out of school, they were going to class again every morning, learning English, French and mathematics, to be able to join the Lebanese school system. Now they can look ahead to **a future with hope**, like other refugees who benefit from JRS education projects.

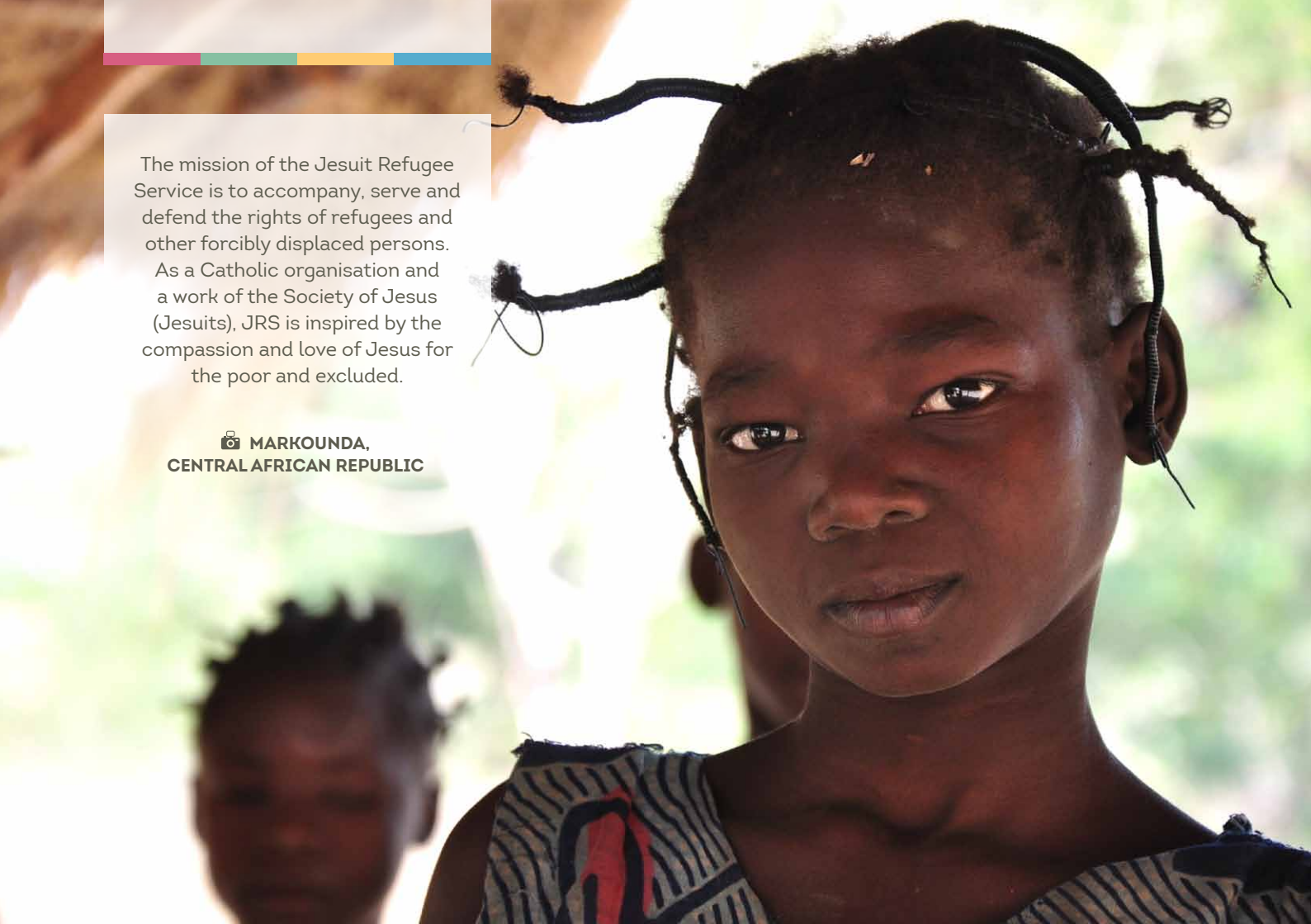

The year 2012 proved to be tragic for many in the Middle East and in Africa. The war in Syria precipitated a huge humanitarian crisis. Our teams were in the thick of it in three cities, reaching out to tens of thousands of fellow Syrians. With the help of the newly established

Rapid Response Team, JRS expanded its emergency programmes in Turkey, Jordan and Lebanon. Over 130,000 people were newly displaced due to the chronic war in eastern Congo. The JRS teams were briefly evacuated but returned to resume their work.

JRS also faced challenges to reach refugees struggling to **survive in the city**. Urban refugees often live invisible lives in overcrowded, overpriced apartments in poor neighbourhoods. No photos of sprawling camps capture public sympathy. In cities worldwide, our teams visit the refugees, to see what can be done to support them. **Out of sight, out of mind** rings true for urban refugees and

for others who are stuck in detention centres, isolated camps and remote conflict-prone areas.

One of the innovative projects featured in this report is a Welcome network in France, which invites people to host homeless refugees. Hospitality is a constructive way to respond to the divisions created by borders and conflicts. I felt hopeful the day I visited the children in Kafar Zabad because the local Imam had given JRS space in the mosque to hold classes. Hospitality, an ancient concept that extends across religions and cultures, is a concrete way to work together to welcome those in need of protection.



The mission of the Jesuit Refugee Service is to accompany, serve and defend the rights of refugees and other forcibly displaced persons.

As a Catholic organisation and a work of the Society of Jesus (Jesuits), JRS is inspired by the compassion and love of Jesus for the poor and excluded.

 **MARKOUNDA,**
CENTRAL AFRICAN REPUBLIC

NUMBER OF PEOPLE SERVED BY JRS

OVERVIEW

	Education	Psychosocial/ pastoral	Emergency	Livelihoods	Advocacy/ protection	Healthcare	Total
EASTERN AFRICA							
Ethiopia	465	4,465	1,770	4,280		1,650	12,630
Kenya	410	3,990	6,165	170	655	9,975	21,365
Sudan	11,575			680		25	12,280
South Sudan	26,670	260		70	965		27,965
Uganda		285	5,030	205	795	460	6,775
GREAT LAKES							
Burundi				48,950			48,950
DRC (Kivu)	10,730	600					11,330
Rwanda	12,160	780					12,940
SOUTHERN AFRICA							
Angola		20			700	60	780
DRC (Katanga)	1,230						1,230
Malawi	5,455	2,390		50			7,895
South Africa	2,360	60	2,920	150	3,000	1,420	9,910
Zimbabwe	410	65	460			2	937
WEST AFRICA							
CAR	13,500	12,570		2,840	5,000	125	34,035
Chad	59,610	8,430		155			68,195
Ivory Coast	9,930						9,930

OVERVIEW

NUMBER OF PEOPLE SERVED BY JRS

	Education	Psychosocial/ pastoral	Emergency	Livelihoods	Advocacy/ protection	Healthcare	Total
ASIA PACIFIC							
Australia	95	16,500					16,595
Cambodia	45	3,200	45	55	7,205	15	10,565
Indonesia	30	1,555	95		4,720	65	6,465
Philippines			2,245	890		80	3,215
Thailand	7,870	8,235	1,035	240	4,830	1,960	24,170
Timor Leste					1,645		1,645
SOUTH ASIA							
Afghanistan	3,925			200		1,000	5,125
India	17,180	3,495	665	350	60	620	22,370
Nepal	20,735	2,275	1,635	610	2,100	740	28,095
Sri Lanka	9,800			335	600		10,735
MIDDLE EAST							
Jordan	525	4,480	2,315				7,320
Syria	2,850	1,500	28,250			4,760	37,360
Lebanon		500	3,000			50	3,550
Turkey	220	300	1,140		165	80	1,905
LATIN AMERICA & THE CARIBBEAN							
Brazil			800				800
Colombia	130	7,635	1,520	155	10,595	745	20,780
Ecuador	325	255	90		6,160		6,830

NUMBER OF PEOPLE SERVED BY JRS

OVERVIEW

	Education	Psychosocial/ pastoral	Emergency	Livelihoods	Advocacy/ protection	Healthcare	Total
Haiti	535						535
Panama	120	200	220	20	615	185	1,360
Venezuela	300	375	50	120	3,665	35	4,545
NORTH AMERICA							
USA		48,320					48,320
EUROPE							
Belgium		385					385
France	80	130		5	100		315
Germany		1,000			715		1,715
Ireland	850	1,125			75		2,050
Italy	1,650	1,925	21,200	920	1,220	13,545	40,460
Malta		1,930			6,705		8,635
Morocco	190	70	440			280	980
Portugal	170	2,670			220	370	3,430
Romania	250		60		460	150	920
Slovenia		75		135	810	10	1,030
Southeast Europe	130	120	1,625	30		830	2,735
Sweden		150				5	155
Ukraine	5	4	18		18		45
UK		2,400	750				3,150
TOTAL	222,515	144,724	83,543	61,615	63,798	39,242	615,437



A RAPID RESPONSE

“Since the Vietnamese boat people first inspired Fr Arrupe’s response of compassion, many new forms of displacement have emerged. How can JRS respond with agility to these new calls upon our compassion?”

Jesuit Superior General
Adolfo Nicolás SJ

1

DEMOCRATIC REPUBLIC
OF CONGO

JORDAN

LEBANON

PHILIPPINES

SYRIA

OVERVIEW

In 2012, JRS strengthened its capacity at the international level to respond swiftly to emerging situations of displacement, setting up a Rapid Response Team to be deployed in crisis areas. Although JRS is neither large nor well equipped enough to implement massive emergency aid operations, we have learned from experience that JRS has valuable strengths to offer in times of crisis. One such strength is rooted in the identity of JRS as a faith-based organisation: often we can reach refugees relatively quickly and stay on when others leave, because we work together with the local Catholic Church and with other faith communities too. Another strength lies in the ethos of JRS, to seek out refugees whose needs are not being met by others, and to be committed to staying with them, not just to distribute aid.

CONFLICT

As the conflict in **Syria** spread across the country in early 2012, JRS rapidly scaled up its activities to offer emergency relief in Damascus, Homs and Aleppo. Field kitchens cooked hot meals for up to 12,000 people daily. JRS teams distributed food packages, hygiene kits, mattresses, blankets, gas stoves and clothes – keeping warm in winter was a priority. Many displaced families received rent subsidies.

Emergency relief was distributed either to community leaders or to people in

need who came to JRS warehouses. The team continued to visit families whenever possible but many areas were inaccessible.

Since more and more children were unable to attend school due to the violence, JRS went from organising extra tuition activities to becoming the sole provider of education for many. Centres were opened in Homs and Damascus and, in Aleppo, activities were held in schools turned into shelters.



As far as resources allowed, medical support was organised for people with chronic or terminal illnesses who suffered due to an acute shortage of medical supplies and decreased access to healthcare.

JRS was able to switch to large-scale emergency relief thanks to extensive networks of volunteers who bore witness to a resilient and thriving civil society. Coming from many faith backgrounds, the volunteers' commitment and local ties allowed JRS to operate in places where many other actors were unable to go.

📷 (left) The distribution of relief supplies in New Aleppo.

📷 (right) The field kitchen in Aleppo.



CONFLICT

"For the first time in years I feel like there is a reason for me to get out of bed in the morning. Before I did this work, I used to feel like I was tied up, useless. But when things started here, I couldn't just sit by and do nothing. This is the one thing I can do for the time being. I can at least help; try to ease the pain of others. There is no tomorrow, only today. I don't know if I am going to live until tomorrow. JRS has been a turning point for me. Even if it all stops tomorrow, there will still be too many things to do to rebuild what we have lost."

• **Jihan Diwan** | Distribution coordinator, Aleppo. Jihan and her father were displaced in mid-2012.

In some of the countries neighbouring Syria, JRS scaled up or started activities to support Syrian refugees. The rapid influx of Syrians into **Lebanon** led to the establishment of JRS in late 2012. The first services, provided during November and December, were emergency relief, psychosocial activities for children and medical assistance to families in Beirut and Bekaa Valley.

In **Jordan**, JRS started to work in the north, where many Syrians sought refuge, creating a family-visits team that provided emergency relief and rent assistance to families living in the cities of Irbid and Mafraq. In Amman, the JRS educational project was restructured to include classes that catered to Syrian needs, especially kindergarten and a women's vocational class.



📷 Jihan Diwan, centre



CONFLICT

From mid-2012 onwards, violent clashes between rival armed groups, as well as fighting between these rebel groups and the Congolese army, led to the displacement of thousands of people in North Kivu, eastern **Congo**. Sites for internally displaced people (IDPs) in Masisi and Mweso, where JRS ran programmes, were destroyed (some were later re-established). In November, at least 130,000 people were displaced when the M23 rebel movement took the provincial capital of Goma, withdrawing shortly afterwards. After a brief suspension, JRS resumed its usual activities and launched a new project of emergency education in Goma to repair schools badly damaged in the latest violence.

"They arrived at four in the morning and the village looked like hell. I took my six children and fled into the forest without food or clothes. People ran where they could and I saw children falling in the river. We feel constantly threatened. I know we will be forced to flee again because another conflict will certainly erupt. We need our authorities to guarantee security. We cannot continue to live in this way: people are tired and losing the desire to live."

💬 **Loomo** | Masisi

📷 Around Goma after the violence in late 2012.

NATURAL DISASTER

In 2012, JRS reached out to communities affected by tropical storms in the **Philippines**, after first assessing the situation to identify hard-hit areas that were not receiving enough help from the authorities and other NGOs. In December 2011, tropical storm Sendong unleashed deadly flash floods in the central and southern Philippines. Already present in the southern island of

Mindanao, JRS decided to assist two upland Muslim communities in the municipality of Bubong. Despite the terrible damage suffered, very little emergency aid had reached their isolated villages. The communities identified shelter as the most urgent need and worked with JRS to build houses for families who had lost theirs – the project was completed by the end of the year.

In August 2012, tropical storm Tai-Yak struck the northern Philippines. JRS distributed food items in seven villages and one evacuation centre in Laguna province, focusing on displaced people in severe need. The JRS team lived among the flood survivors for three months and felt this made a difference: "People were touched that we stayed among them, visiting, talking and listening to them."



📷 Rebuilding after tropical storm Sendong.



NATURAL DISASTER

"I was really praying and hoping that my family would be among the families to benefit from the food ration. I always thank the Lord for sending us kind people to help. I am thankful there are people who are concerned about us."

💬 **Crisanta Pablo** | Tanliwan, Laguna



📷 Crisanta receives food rations from JRS.

 Kurdish refugees in Jbeil, Lebanon.



SURVIVING IN THE CITY

“Invisible work with invisible people.”

JRS International director
Peter Balleis SJ

2

COLOMBIA

ECUADOR

FRANCE

GERMANY

INDIA

KENYA

MALTA

PANAMA

SOUTH AFRICA


UNITED KINGDOM

UNITED STATES

VENEZUELA

OVERVIEW

Today, more than half of the world's refugees live in urban areas, where they face many risks, among them arrest and detention, destitution, abuse and xenophobia. Extreme caution and a lack of documentation often prompt urban refugees to remain "invisible", isolated and without support. JRS teams in cities worldwide visit families, run drop-in centres and have many programmes, combining service and advocacy, to assist forcibly displaced people. An overarching priority is the creation of welcoming communities. In March 2012, JRS staff from 23 countries gathered for a workshop in Bangkok, as part of a process to enhance the response of JRS to the needs of urban refugees.

 *JT from Buenaventura, one of the performers of the JRS music project, chats with her little friends.*



WELCOMING COMMUNITIES

A good example of hospitality in action is the JRS “Welcome” network in **France**, which encourages people to take in a homeless asylum seeker or refugee for a few weeks. In 2012, 80 families and 30 religious communities hosted 130 people in 12 cities. The guests were mostly young men and some families too. Thanks to a growing number of volunteers and together with other organisations, the Welcome network also offered support with the asylum procedure, French lessons, higher learning and recreational opportunities like football matches and musical events.

“When I was alone, it was as if I was still in my country, Iraq, with all the fears and sorrow resurfacing. Being part of a family helped me to concentrate on people, words, things, and to be really present. I felt listened to. At first, it’s a bit difficult, because you feel you’re in the way; you don’t know what to talk about and how. Then, it becomes easier, and you feel happy.”

.....
📍 **Haydar** | France

Throughout 2012, JRS turned to music to give a voice to forcibly displaced people in **Colombia, Venezuela, Panama** and **Ecuador**. This novel project consisted of recording a song and filming documentaries with young Colombians in the conflict-affected areas of Buenaventura, Soacha and

Barrancabermeja, with other youth on the Colombian-Venezuelan border, with Haitian forced migrants and with young Ecuadorians in Quito. The young people shared their feelings with their host communities as they sang about “the border within”, a border of fear and indifference, of stigma and discrimination against refugees that is found often in big cities.

“Working in Buenaventura was easy because people had an innate talent and a great attitude. The artists were willing not only to tell their stories, they knew how and where they wanted to tell them. They opened the doors of their homes, invited the cameras in and told us about their lives in song.”

.....
📍 **Randolf Valverde** | JRS Latin America

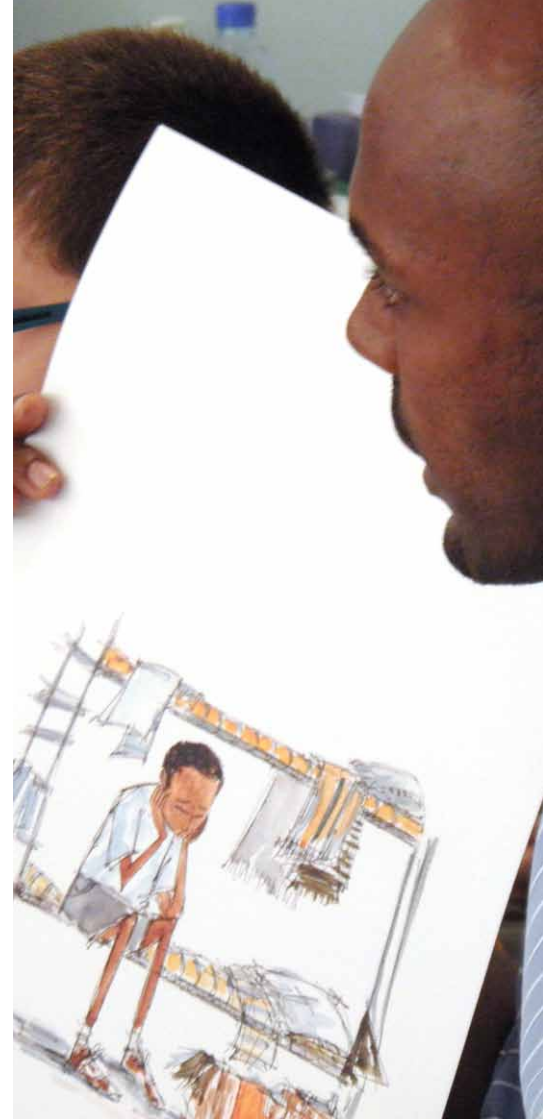
WELCOMING COMMUNITIES

In **Malta**, JRS has long organized activities in local secondary schools that challenge misconceptions and encourage curiosity about new cultures in the country. However, a gap remained: there was no material for primary schools and, by the time children reached secondary school, they had already developed strong opinions. The challenge was to develop material that appealed to children and still conveyed the frequently sad truth about refugees. Based on the true story of a refugee who is a JRS staff member, *Kidane* - a story of hope came to life. The text, written by an author of children's books, was accompanied by vivid illustrations. *Kidane* was published in both Maltese and English, along with a helpful resource manual for teachers, and has been well received by children and adults alike.

*"Dear Goitom,
From what I have seen and read, I
know how much you suffered in your
country; among other things, you
had to become a soldier, not because
you wanted to, but because you were
forced. I can only imagine what you
felt when you had to leave your family
and country behind. I hope you may
be reunited with your family in Eritrea
and that your country will become
a place where you can live without
any obstacles. I want to express my
solidarity with you and to urge you
to have courage and faith that things
can improve."*

💬 **Ten-year-old boy**

📷 Goitom explains the story of Kidane - his story - at a Maltese primary school, with the help of illustrations by a local artist.



WELCOMING COMMUNITIES

JRS **UK** runs a day centre for destitute refugees and asylum seekers who are prohibited from working and denied social assistance and accommodation. In January 2012, JRS linked up with the Wallace Collection, a national museum in London, for a unique training programme, *The refugee tour guides*. Eight refugees were selected and, over 10 months, learned from the Collection's curators, educational staff and drama teachers how to create guided tours and to master the skill of public speaking. They selected

and researched their favourite pieces of art. Meanwhile, the refugee volunteers had to cope daily with not knowing what action the immigration authorities may take (would they be detained or removed from the UK, would they get permission to stay?). Starting in December, they gave tours to groups of visitors who appreciated the personal insights their guides shared. The museum staff especially valued the new perspectives the refugees offered about works of art so familiar to them.

"It is something that will help me for ever; because for us we are coming from another country so learning something everyday is an opportunity. The people in the museum were so friendly so when I go there I feel at home, when we go there we feel like we are employed there, we are not strangers any more."

📷 *Staying connected at an internet café near an open centre for migrants in Malta.*

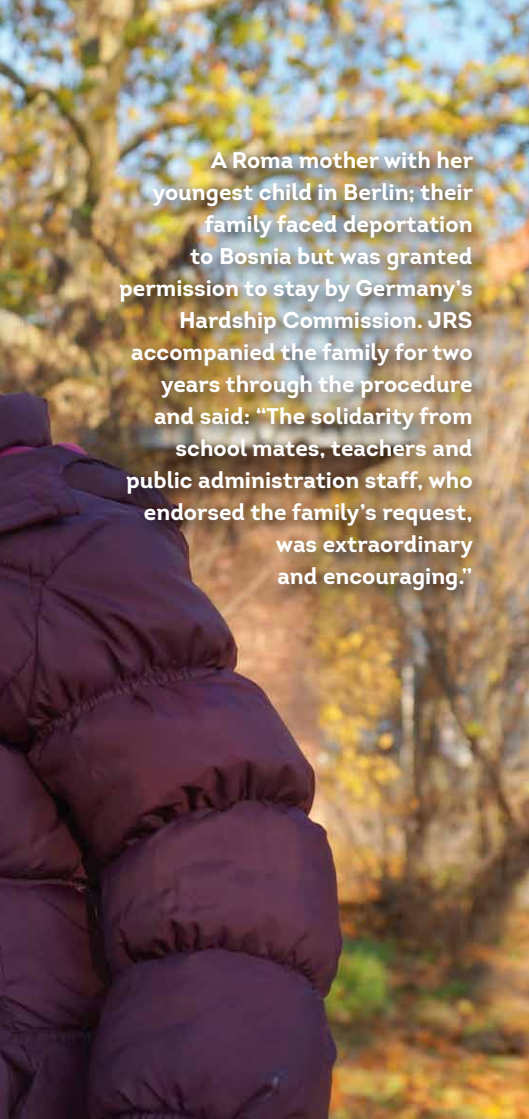


REFUGEE RIGHTS

In December 2012, the government of **Kenya** issued a directive that all refugees in urban areas should be relocated to the isolated camps of Dadaab and Kakuma. This led to high anxiety among urban refugees. JRS was part of the Urban Refugee Protection Network (URPN) that took up the matter and filed a case at the High Court in Nairobi challenging the directive.

In the **USA**, improving the response to urban refugees was a frequent subject for discussions between JRS advocacy staff and US government officials. JRS USA recommended that staff focal points be created in UNHCR national offices, to ensure implementation of the agency's urban refugee policy, and that UNHCR develop a memorandum of understanding with its NGO partners, for the identification, assessment and referral of vulnerable refugees.





EARNING A LIVING

"When I decided to open a crèche, I had no savings and nobody to go to for an advance. Still, I drew up a business plan and approached the owners of the premises we are in today, promising to pay the rent as parents paid fees. It was really tough, living from hand-to-mouth. Until JRS intervened: with a small loan, I paid the rent in arrears and bought basics like food and a freezer. Now we have more children and are looking for a bigger space. JRS came just at the right time."

● Florence Githu | Pretoria

In **South Africa**, in Johannesburg and Pretoria, a JRS project aimed to make refugees and asylum seekers economically self-reliant. The selected participants received training in business skills and were eventually given a modest grant. Once they started their business, the refugees were followed up, so JRS could learn

with them from their successes and challenges.

In 2012, JRS supported Burmese refugees in **India's** capital city, New Delhi, who came mostly from Burma's Chin State. After identifying neighbourhoods in need, JRS started tailoring courses for women so they could earn a living from home. English classes, training for Chin teachers and emergency aid for needy families were offered too. To better respond to the needs of the refugees, JRS commissioned two surveys. The predominant profile that emerged from one was of a Christian from an agrarian background, whose skills are unsuited to an urban setting and who is compelled to do daily-wage work. The respondents said they faced discrimination in hospital, at work, in the marketplace and from landlords, with women facing frequent abuse. Education was cited as the chief need.



A FUTURE WITH HOPE

“For surely I know the plans I have for you, says the Lord, plans for your welfare and not for harm, to give you a future with hope.”

Jeremiah 29:11

3

CHAD
DEMOCRATIC REPUBLIC
OF CONGO
ETHIOPIA
JORDAN
KENYA
MALAWI
SRI LANKA

OVERVIEW

If JRS may be said to have a specialisation, it would be education. One of our key strategic goals is “kindling hope through learning”. Drawing on the long pedagogical tradition of the Jesuits, JRS runs a vast range of learning programmes around the world, ranging from preschool to tertiary education. Courses in adult literacy and skills training are offered too. More than 222,500 children, young people and adults benefited in 2012.

HIGHER EDUCATION

A rapidly growing and innovative programme implemented in partnership with Jesuit universities in the US and elsewhere is Jesuit Commons – Higher Education at the Margins (JCHEMA). Through an online learning platform with on-site tutors, JCHEMA brings higher education to people who otherwise would have little or no chance of continuing their studies. Only a tiny percentage of refugees have access to higher education.

With JCHEMA, refugees and some members of local communities may apply either for a three-year diploma in liberal studies, awarded by Regis University in the US, or for shorter community service learning tracks (CSLT).

In 2012, the programme moved into its third year in two refugee camps in Africa, Kakuma in northwest **Kenya** and Dzaleka in **Malawi**, and expanded to cater to urban refugees in Amman,

Jordan. JCHEMA could no longer function in Aleppo due to the conflict in Syria.

Students on the global online campus of JCHEMA came from at least 17 countries, among them Congo, Iraq, Palestine, Syria, Ethiopia and Sudan. There were 224 diploma students in the three sites by the end of the year: one group in the Amman programme and three groups in both Kakuma and Dzaleka.

In the two camps, 226 people completed CSLTs in 2012, armed with skills they could immediately put to good use in the community. The refugees themselves helped to choose the track topics, including health, counselling, development, communication, entrepreneurship and teaching English, and JRS then sourced academic content from collaborating universities. Many graduates were later employed by JRS or other agencies in the camps.

In Dzaleka, students of the journalism and health tracks produced posters themed around retaining a healthy physical environment in refugee camps; they proved so successful that they are now being used in camps worldwide.

In November, to mark the 32nd anniversary of JRS, Georgetown University in Washington DC hosted a panel discussion on higher education in refugee situations. JRS International director Peter Balleis SJ was the keynote speaker and JCHEMA director, Mary McFarland, was a member of the panel.

"Shortly before I left Syria, I graduated from high school but did not go to university. JCHEMA was a turning point in my life, especially after the transition to Jordan. There is no doubt that JCHEMA has a positive impact in my life. I've seen a big improvement in my English and I learned many useful things from the curriculum. Days spent with JCHEMA are enjoyable because it includes wonderful people; my life has changed completely because of them. We share everything: sadness, joy, problems, they are my closest friends."

🗣️ **Mohammed**

📷 JCHEMA in action in Dzaleka camp.



HIGHER EDUCATION

"After I fled my country I didn't have any hope of attending university. When I reached Dzaleka and saw JCHEMA I was very happy and interested. I was accepted in the community communication track. This was a great chance to learn more and develop new skills. We studied video-making, photography, writing newsletters and audio-journalism, and I tried to improve my knowledge by creating many projects. JCHEMA was a gift to me, enabling me to change my life. Wherever I will go I will continue to use and develop the skills and knowledge I got from JCHEMA."

► Masumbuko Ramazan Lubun



📷 (top) JRS social worker Nawal listens attentively during a diploma class in Amman.

📷 (right) Intense concentration during a JCHEMA class in Dzaleka.





TEACHER TRAINING

JRS works hard to promote excellence in refugee education, by sharing the best practices that emerge from its broad experience, investing in teacher training and fostering a holistic and culturally sensitive approach to learning. Priority is given to the most vulnerable, including girls, because in many countries school intake is skewed in favour of boys.

In northern **Sri Lanka**, nine young women attended an intensive course in teaching English as a second language. The three-month residential course, held at the JRS centre in Mannar, combined two elements: helping the students to improve their English and training them to teach the language in primary and secondary schools. Computer literacy was another component of the course, which was designed to address the needs of young people in the war-affected north and east of Sri Lanka, many of whom have suffered severe setbacks in their education due to displacement.

"Between 1996 and 2004, I was a refugee in Tamil Nadu. After we returned home, we were displaced again. I completed my Advanced Level exams successfully in spite of the deprivations and pain we went through. I was good at maths, science and English and helped my village school in these subjects. I was given an opportunity to join the English teacher-training programme, where I gained competency in reading, writing and speaking skills. I desire to teach English to children in our area where there are hardly any English teachers. A candle has been lit in me and I desire to light more candles in and around my village."

💡 **Rathika** | Northern Sri Lanka

TEACHER TRAINING

In eastern **Chad**, JRS ran schools in seven camps for Sudanese refugees. Not all the teachers, who were drawn from the refugee communities, had the chance to complete their professional training in Sudan. In 2012, JRS launched a two-year qualification course for 167 teachers. This part-time course has the twofold aim of giving participants a primary school teacher's diploma, issued by the state of Chad, and introducing the national curriculum in the camp schools. The bilingual teacher-training college in Abéché is giving the course.

"In Sudan, I studied the science of education. Since I've been in eastern Chad, I went to several teacher-training sessions. The main difference between this and others is the highly professional standard of the instructors of the teacher-training college. This was technical training and what interested me most was the part on class organisation."

🗣️ **Mahamat Amir Nassim** | Gaga camp

📷 A Sudanese refugee in class in eastern Chad; JRS runs the schools in seven out of 12 camps there.



TEACHER TRAINING

When JRS started education projects in eastern **Congo**, the near-total absence of female schoolteachers was glaringly obvious. Since the JRS team in Congo always tries to highlight the innate equality, rights and potential of women, the idea evolved to include girls in their last year of school in a teacher-training programme. In 2012, 279 girls participated in sessions of biology, physics, chemistry, philosophy, statistics, mathematics and French in Masisi and Mweso,

alongside 326 male teachers. They also attended workshops about human rights and sexual and gender-based violence (SGBV), a widespread scourge in eastern Congo. Some were hired as secondary or primary school teachers, while others went on to university.

"Here in Masisi, most of the girls don't go to school because parents would rather educate their sons. I feel lucky because I am studying; this

is my last year of secondary school. Participating in the JRS training has made me understand that we women have the same rights as men and so I never want to feel inferior in class again. Once I have finished my studies, I really hope to be able to work as a teacher. I am convinced that studying and then teaching means participating to build peace in our country, Congo."

✦ Jolie Kahindo Baeni



📷 An IDP camp in Masisi, where JRS encourages women to become role models in their communities.

ADULT LITERACY

In 2012, JRS stepped up its adult literacy activities for Somali refugees in Melkadida camp in Dollo Ado, southeast **Ethiopia**. Tens of thousands of Somalis crossed the border from southern Somalia to Dollo Ado in 2011, to escape severe drought and hunger in their war-torn country. JRS established three learning centres in 2012, where more than 400 adults attended English and mathematics classes. The refugees showed a remarkable thirst for learning and, to bridge the gap between demand and capacity, sessions were increased.

"This is a chance I wasn't privileged to have even when I was in Somalia. Attending JRS adult literacy classes was like starting a new and bright journey of life. The old days of using stamp pad inks to put my fingerprints as a signature have gone away. My fingers are given new activities as never before, holding a pen to write letters. For me, coming to class is equivalent to getting out of darkness every day."

🗣️ **Nurto Abdulahi** | Melkadida camp

📷 At class in Dollo Ado.





A photograph showing a person's arm and hand reaching out from behind white vertical bars of a window or door. The person is inside a building with a light-colored, textured wall. The background is a bright, overexposed outdoor area with some structural elements visible.

 Reaching through the bars of the *Safn* detention centre in Malta, where irregular immigrants are detained for up to 18 months.

OUT OF SIGHT, OUT OF MIND

“The vocation of being a ‘protector’... means... showing loving concern for each and every person, especially children, the elderly, those in need, who are often the last we think about.”

Pope Francis

4

CENTRAL AFRICAN REPUBLIC

ETHIOPIA

EUROPE

GERMANY

INDONESIA

LATIN AMERICA

MIDDLE EAST

USA

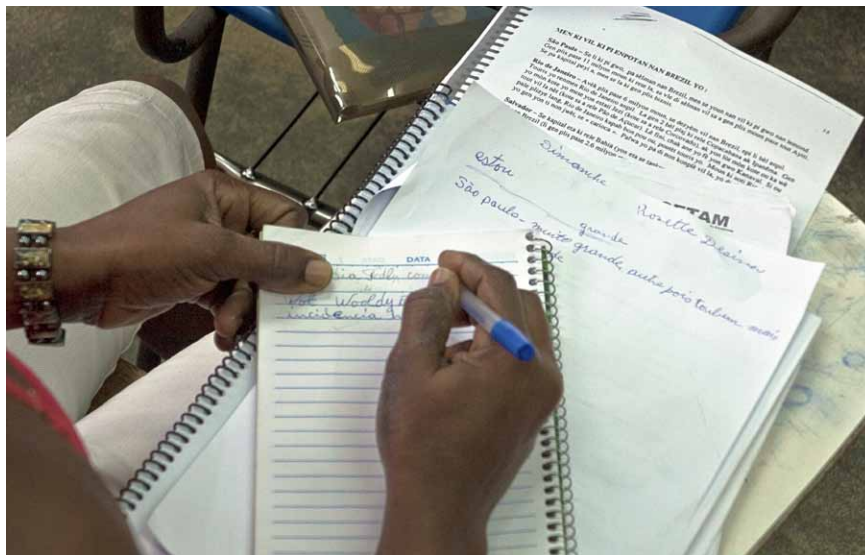
OVERVIEW

Countless refugees are deprived of their rights, of decent living conditions and durable solutions. The conflicts, natural disasters, repression or other life-threatening situations that forced them to flee have faded from the headlines or never made it there. Many refugees are in detention. Others have lived in isolated camps for years. Others are stuck in perpetual transit in countries where they are denied protection. They hope to overcome the legal and physical barriers that prevent them from travelling to a safe place that offers realistic prospects. In a bid to meet the greatest needs, JRS seeks out refugees forgotten by others. Sr Inès Oleaga, who works in eastern Congo, says "the refugees may be 'out of sight', but they are in our minds and hearts, because we believe in a Father who cares especially for those who are most forgotten."

LEFT BEHIND

Following the earthquake that struck Haiti on 12 January 2010, several Latin American governments failed to take action to help thousands of Haitian families in need of protection. The families left Haiti after the quake to search for safety elsewhere in the continent; however, they were not given any protection. From June to September 2012, JRS **Latin America** conducted a public awareness

campaign in all the countries of the region to highlight the plight of the neglected Haitians and to promote hospitality towards them. Radio spots and programmes were broadcast in over 100 community radio stations, depicting the living conditions of Haitian forced migrants, as well as their stories and hopes for a better future.





LEFT BEHIND

Thousands of Iraqi refugees in **Syria, Lebanon, Jordan and Turkey** remain stuck in a state of limbo as resettlement to the west has been drastically reduced and local integration is a hampered process. Ten years after the Iraqi war, with new crises in the region taking centre stage, they risk being forgotten by all. Throughout 2012, while reaching out to people newly displaced by the Syrian conflict, JRS continued to accompany Iraqi refugees in the Middle East.

"I miss Damascus. It was there that we found stability after we fled the violence in Iraq. We spent years in Damascus, the community welcomed us, my children could go to school, they had friends and it was safe. We participated in JRS activities in Dwelaa, where we met other Iraqi families. But eventually we had to move to Lebanon as it became too dangerous. Now we live here, in this small room, we don't know anyone. I go to church, buy groceries and come home. Sara and Yusuf stay in. There's nothing else for us. We're hoping to go to France but our application has been at the UNHCR for years."

💬 **Umm Yusuf** who is being supported by JRS in Lebanon.

📷 (far left) Learning Portuguese in Manaus, Brazil, with the Jesuits' Pro-Haiti Service.

📷 After finding a home in Damascus, Yusuf, his mother, Umm Yusuf, and his sister had to flee to new uncertainty and loneliness in Lebanon when war erupted in Syria.

AT EUROPE'S BORDERS

In December 2012, JRS **Europe** published *Lives in Transition*, a report on the situation of migrants in Algeria and Morocco that gives voice to refugees' experiences at Europe's borders.

JRS and other NGOs put pressure on the EU border agency, Frontex, to ensure their operations guarantee the protection of migrant rights. In October 2012, the first meeting of the Consultative Forum on Fundamental Rights was held in Warsaw. The forum, made up of civil society organisations and EU institutions, selected JRS Europe to serve as co-chair. The forum focuses on developing practical standards and mechanisms to safeguard migrant rights in cooperation with Frontex. JRS hopes the forum will become an effective instrument for improving human rights at the EU external borders, and in the context of Frontex-coordinated forced return operations.

DETENTION

The question most often asked by detained asylum seekers and migrants is: "Why am I in prison?" Since they have committed no crime, they feel their detention is unjust. There is no doubt that detention is seriously harmful. Scientific studies have consistently shown it leads to the build-up of clinical symptoms of anxiety, depression, post-traumatic stress disorder and even self-harm. Yet, throughout the world, detention is increasingly being used as an immigration policy tool.

During 2012, JRS teams offered pastoral, legal, health and social services in detention centres worldwide. JRS chaplains in three federal detention facilities in the **USA** offered spiritual support, religious teachings and multi-faith worship services in several languages. Nearly 2,000 sessions of one kind or other were held throughout the year. The religious profile of the detainees that participated was 43% Roman Catholic, 47% Protestant, 7% Muslim, 1% Jewish and 2% other religions, mostly Sikhism.



Visiting detainees in Surabaya, Indonesia.

DETENTION

"The detainees have multiple needs. For most, it is a total shock to be apprehended, handcuffed by the Border Patrol and placed in confinement. They become a number, their Identifying Alien Number. I have found that their basic need is to be recognized as individuals and to have someone listen to their story with full attention. Mothers who felt forced to leave behind young children and men and women who cannot locate spouses experience deep distress and feel bereft of any emotional support."

☞ **Sr Beatrice Costagliola** | Retired in 2012 after seven years as a JRS chaplain at the federal detention centre in Texas.

The JRS **Indonesia** team regularly visited two immigration detention centres (IDC), to listen to the detainees, to counsel them and to help them with the asylum procedure and to voice their concerns to the IDC staff. Thanks to JRS advocacy, UNHCR agreed to have a permanent staff member in the IDC in Surabaya. In Medan, where the IDC was full to twice its capacity, JRS organised English lessons, aerobics and religious services, as well as outdoor sports. Training in emotional management was held for the IDC staff, to enable them to offer a better service.

"Thanks for your visit. Come again. It's ok: even if you don't bring anything for us, your presence is enough. Who can we trust? We trust you. Please pray that soon we'll be out of this cell."

📷 Killing time at Safi detention centre, Malta.



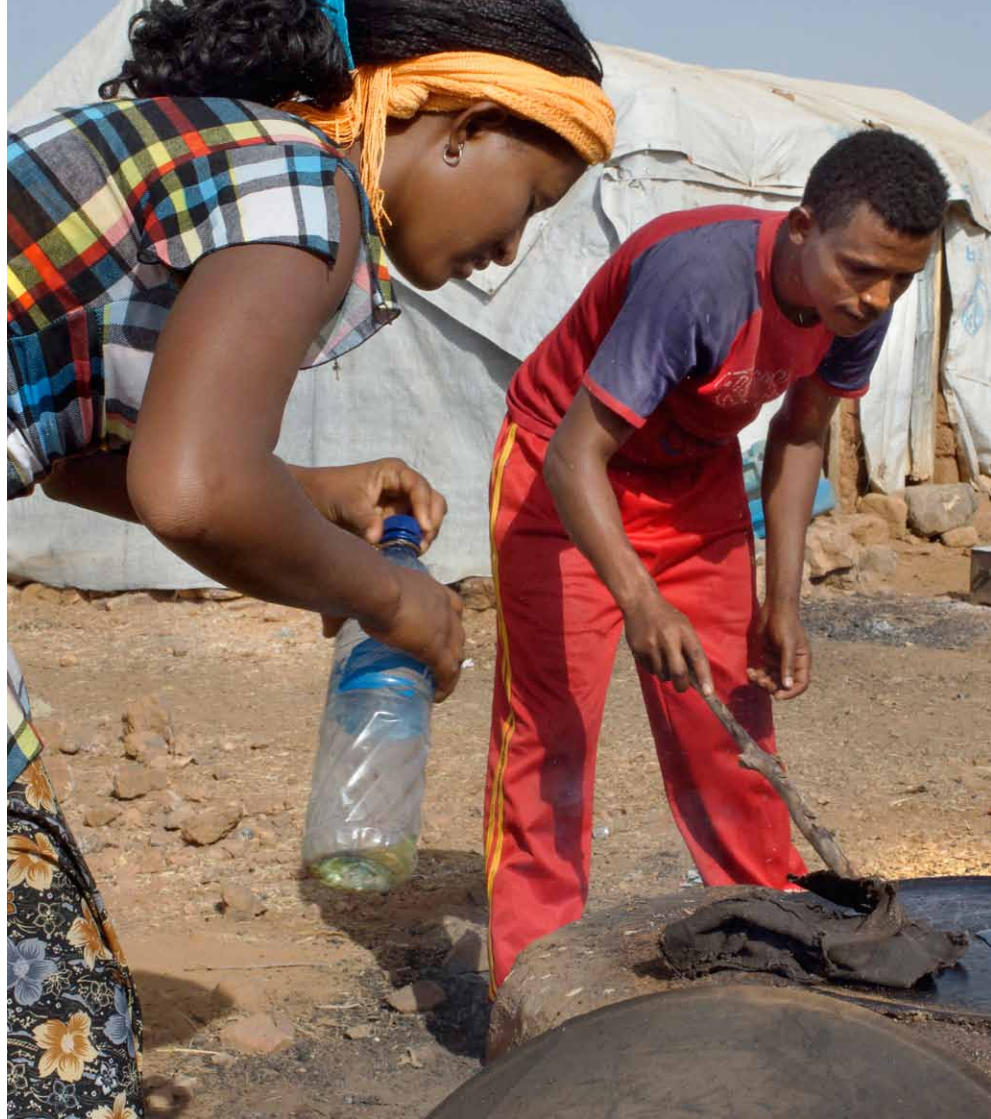
DETENTION

Work in and against detention prior to deportation remained a core issue for JRS **Germany** in 2012. JRS staff accompanied about 1000 detainees and referred cases of questionable detention to lawyers. This led to the release of 47 detainees. The high proportion of asylum seekers awaiting deportation to other EU states was a cause for concern. JRS Germany also lobbied for alternatives to detention; this discussion gained momentum in several federal states that favoured closing down their detention centres.

"I know no one here in Berlin, nobody ever visits me here. You are the only one who ever comes to see me."

📷 Making 'injera', traditional Ethiopian bread, in Mai-Aini camp.

📷 (far right) At the JRS community centre in Mai-Aini.



REMOTE COMMUNITIES

Every month, some 1,500 people fled Eritrea's dictatorial and highly abusive regime, especially young men who escaped forced and often indefinite conscription. Many headed for camps in northern **Ethiopia**, including Mai-Aini, where JRS ran a

community centre offering sessions in sports, music, drama and recreational activities like competitions and performances. A psychosocial service helped the refugees cope with the prospect of being in exile for a while to come. In 2012, 127 refugees had

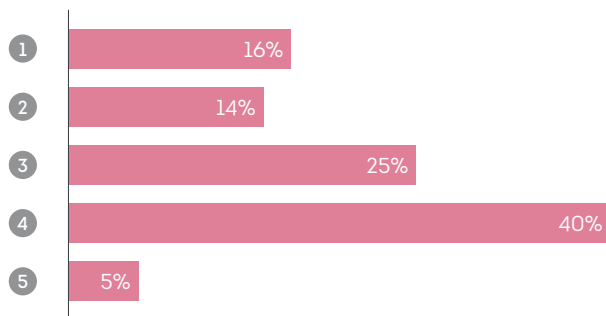
training in basic counselling skills and nearly 1500 went for individual counselling.

In **Central African Republic**, JRS worked in remote impoverished areas that have been badly affected by civil conflict. In Markounda, JRS trained 124 women who volunteered to help make their villages better places to live in. Equipped with awareness-raising materials, the volunteers set out to persuade their communities to improve living conditions. The *Women volunteer for change* project proved to be a success, evident in the healthier and cleaner conditions of villages around Markounda, where latrines have been built. The themes tackled in the campaigns included volunteering, HIV/AIDS, malaria, cholera, hygiene and family planning. About 5,000 women are now willing to do volunteer work in their communities.

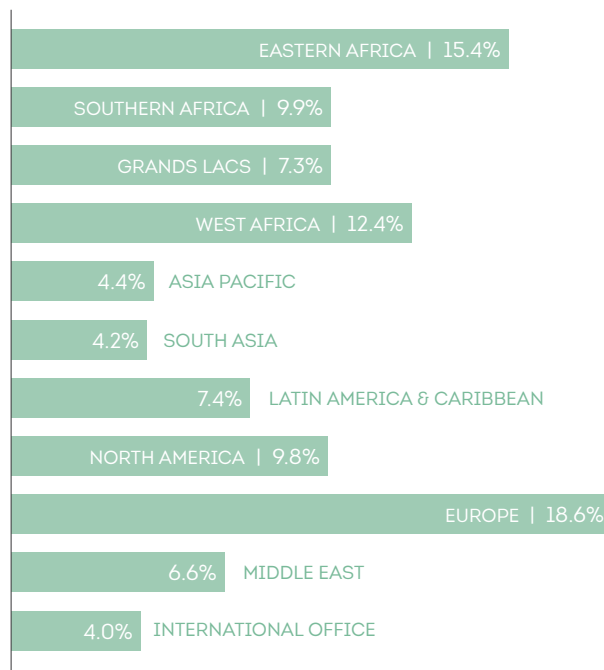


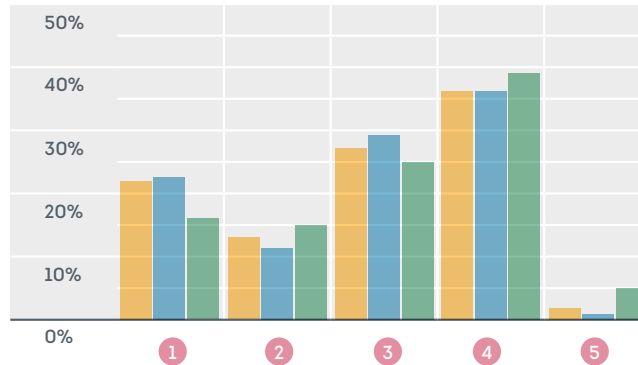
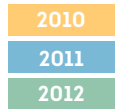
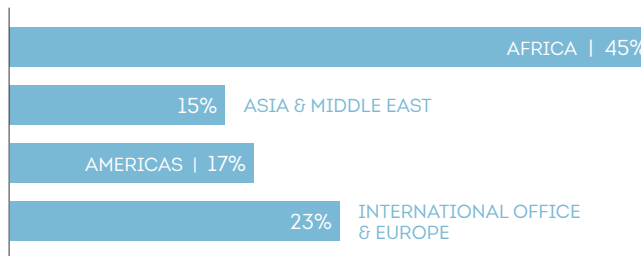
CODE	SOURCES OF FUNDING	IN EURO
1	Caritas network & Catholic agencies	5,726,938
2	Jesuit sources	4,956,540
3	Private donors	8,840,995
4	UN agencies & government	13,909,876
5	Other income	1,892,323
=	Total received	35,326,672

SOURCES OF FUNDING (PERCENTAGE)



PERCENTAGE EXPENDITURE BY REGION



PERCENTAGE OF
TOTAL FUNDING
FOR YEARTOTAL
EXPENDITURE
BY CONTINENT

Thank you
to all our donors
and friends



A RAPID RESPONSE

SURVIVING IN THE CITY

A FUTURE WITH HOPE

OUT OF SIGHT, OUT OF MIND

www.jrs.net

