



BINA' JUSUR PROJECT
- BUILDING BRIDGES -

© 2019 Un Ponte Per... All rights reserved.
Produced in Jordan by Un Ponte Per...

Text: Gry Josefine Løvgren, Mattia Rizzi
Text collaboration: Marta Malaspina, Aniqah Zowmi, Benedetta Cavagna,
Leen Jarrar, Yousef Msarsa', Annamaria Bianco
Photos: Leen Jarrar, Zahraa al Dekar, Mohammad Karboush, Annamaria Bianco
Editing & Design: Karen Arias

Bina' Jusur project is funded by the Italian Agency for Development Cooperation,
with the support of Apostolic Nunciature of the Holy See (Vatican City).
A special note of appreciation is due to our partner organizations, Al Hussein Society, Field Ready, Our
Step and Save the Children for its fruitful collaboration in developing and implementing the project.

BINA' JUSUR PROJECT

- BUILDING BRIDGES -

From vulnerability to resilience: interventions to improve living conditions
of Syrian refugees and hosting communities in Jordan






Un ponte per

BINA' JUSUR - BUILDING BRIDGES -

The Bina Jusur, Building Bridges project was inspired by our belief that every person deserves a chance. We hope to build bridges that aim at connecting people's skills and experiences with their dreams and hopes. Bridges for a positive, more integrated, and united community regardless of difference. Bridges that give hope to those who need it.

“A livelihood is a mean[s] of making a living. It encompasses people’s capabilities, assets, income, and activities required to secure the necessities of life. A livelihood is sustainable when it enables people to cope with and recover from shocks and stresses [to] enhance their well-being and that of future generations without undermining the natural environment or resource base”.

Planning, developing, and implementing livelihood activities are a critical effort. Finding the balance between the needs of communities with the scarce resources at our disposal is even more complicated. *Un Ponte Per...*, in accordance with its mission and policies, is following a community-based approach to guarantee maximum access to livelihoods opportunities for the most vulnerable. Our strategy depends on the work of these people that, with determination and dedication, identify potential market opportunities for the target communities. The designed methodology and the activities of this pilot project allowed UPP to provide technical, vocational, and on-the-job trainings, support local CBOs as cooperatives, and boost individual business initiatives.

Un Ponte Per...'s intervention focused on areas deemed essential by the Jordan Response Program (JRP), such as the fight against inequalities through the social and economic inclusion of vulnerable groups, support for sustainable development through investment in income-generating activities, and training through capacity building activities and access to employment. Cooperating with local non-profit organizations and the involvement of local businesses for the components of economic development contributed to the profit generation not only for direct beneficiaries, but for the whole community.

From October 2017 to January 2019 Bina Jusur served 237 beneficiaries, supporting them in creating new livelihood prospects. Thanks to their commitment, perseverance, and resilience, 73 home business project were implemented and 52 women and men obtained regular employment.

Special thanks to all those individuals who continue bravely breaking stereotypes and stigmas to reach their goals.

UN PONTE PER...

WHO WE ARE

Un Ponte Per... (UPP) is a voluntary association founded in 1991, immediately after the bombing of Iraq, which promotes solidarity initiatives for Iraqis dealing with the fallout of conflict.

The aim of UPP is to prevent new conflicts, particularly in the Middle East. This is achieved through advocacy campaigns, programs which educate and encourage cultural exchange, collaborative projects, and peaceful civil interventions.

UPP strongly rejects war as a solution to international conflicts and encourages encounters between different cultures, languages, religions, and traditions with the ultimate objective of developing a more equal and peaceful coexistence.

WHERE WE WORK

In Iraq, *Un Ponte Per...* has conducted health, cultural and educational interventions, while supporting peace and human rights for over 25 years. Long-term commitment to the Iraqi and Kurdish peoples and their rights has always been the foundation of our humanitarian work in the country. This work has continued throughout the entirety of the Iraq embargo, and through the 2003 war, with the implementation of emergency interventions in the most affected areas. Post-conflict, *Un Ponte Per* launched initiatives in support of Iraqi civil society, committed to protecting cultural heritage, human and environmental rights, the rights of minorities, freedom of expression and association, and promoting a culture of nonviolence. UPP has also been active during recent conflicts with emergency interventions, first response and constant aid distribution, as well as peace-building projects



Un ponte per

Un ponte per
comuni
educ
oppo

In Syria, *Un Ponte Per...* has been operating in the north-east of the country since 2015 by sending humanitarian aid and supporting the important work of the Kurdish Red Crescent in response to the health emergency caused by the conflict. At the same time, a program to support Kurdish municipalities was launched.

Since 2011, *Un Ponte Per...* has also been carrying out extensive programs of assistance to refugees in neighboring countries, such as Jordan, where a mission was opened in 2004 to assist displaced Iraqi populations and vulnerable host communities.

In Jordan, *Un Ponte Per...* has been working with local community-based organizations and international partners in support of the most vulnerable and marginalized communities and populations: current and previous projects target women, children, unemployed youth, and persons with disabilities, adopting a need-based approach to services and involving Jordanians, Syrians, and non-Syrian refugees such as Iraqis, Somalis and Sudanese. The Jordanian mission retains expertise in the Health, Education, Livelihoods and Protection sectors, maintaining a cross-sectoral focus on gender equality, social cohesion and the inclusion of persons with disabilities.

In 2017, a peace-building program was also launched, thanks to the engagement of the first Civil Peace Corps mission from Italy and National Civil Service humanitarian workers, who operated in collaboration with local partners in the governorates of Irbid, Zarqa, and Amman. This intervention was in support of women, minors, mental health users and youth, and worked to build bridges among Syrians, Palestinians and Jordanians through community-based activities.

In Lebanon, *Un Ponte Per...* promotes solidarity through the support of Palestinian and Syrian refugees. Since 2016, UPP has been hosting National Civil Service humanitarian workers and the Italian Civil Peace Corps to conduct social cohesion and peacebuilding activities in refugee camps, schools, and recre-

ational centers managed by local partners. Solidarity delegations also visit Palestine, where the association is engaged with *Civil Peace Interventions* and the promotion of awareness campaigns.

In the Balkans, where *Un Ponte Per...* has been active since 1999, the association collaborates with displaced Serbian communities, particularly in Kosovo, where it supports families most in need.

In Italy, *Un Ponte Per...* works in close contact with schools, universities, communities, and trade unions to build bridges of peace and knowledge within countries in which UPP operates. UPP supports campaigns for peace and disarmament, and promotes the inclusion of migrants and refugees within civil society. *Un Ponte Per* is engaged in actions of institutional advocacy for the protection of human rights activists and defenders around the world.

... AND WHY

The mission of *Un Ponte Per...* is to prevent the outbreak of new conflicts, particularly in the Middle East, through advocacy campaigns, cultural exchanges, cooperation projects and civil peace interventions. *Un Ponte Per...* lays the foundation for its solidarity actions in the commitment to building links between the Italian civil society and the civil societies of the countries of intervention.



PROJECT OVERVIEW

Attention to particularly vulnerable communities has always been part of the work of *Un Ponte Per ...* in Jordan, where for years we have worked together with refugee and Jordanian host communities.

People with disabilities are usually excluded from livelihood opportunities and programs in Jordan. Bina Jusur aimed at empowering these marginalized individuals through professional training and networking with formal and sustainable employment opportunities.

The project primarily targeted mobility aid production, cooperatives support, and home-based support among the 42 professions that can legally be practised from home according to Jordanian law. Together with the Al Hussein Society and Field Ready, an organization of expert engineers who contribute to humanitarian assistance with cutting-edge solutions, we have launched a system for the production of mobility aids and essential accessories for people with disabilities in Jordan.

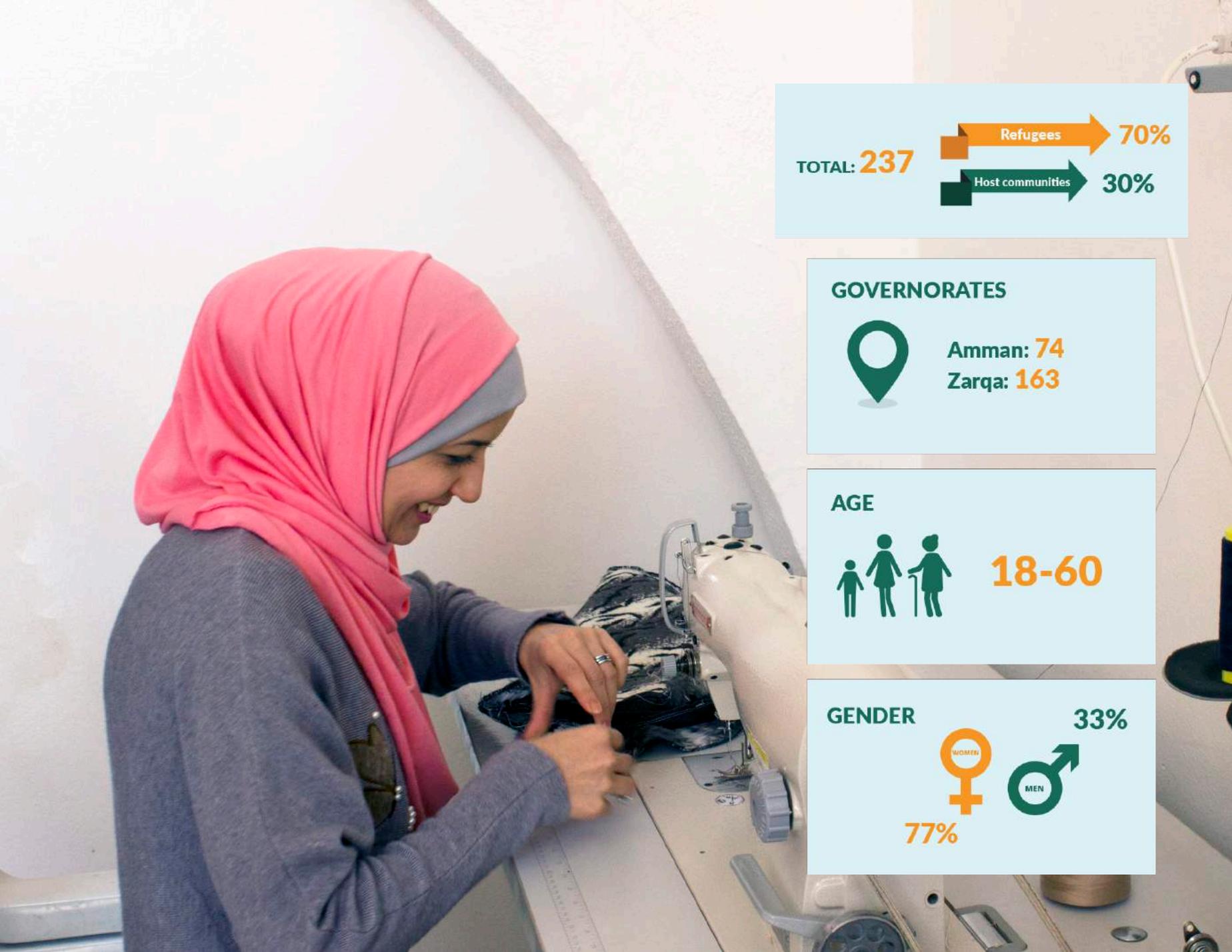
With our partner Our Step, a Jordanian association active in supporting people with physical and psychosocial disabilities, we have chosen to support the restructuring and equipment of a café completely managed by people with mental health disorders in Russaifeh, Zarqa Governorate.

With Save the Children, we have collaborated in the selection of micro-finance recipient families to launch small businesses, which have been supported through entrepreneurial and financial training and support.

In Amman, an Italian pizzeria was opened, thanks to collaboration with Nuziatura Apostolica that provided the space and funds for the construction of a kitchen that employs unemployed Jordanian and Syrian youth, training them to make pizzas through a course certified by the Italian Confartigianato.

Furthermore, the Bina Jusur project facilitated the participation of 39 young people without work from refugee and host communities in internships in humanitarian organizations active across the country. This was intended to highlight new talents and create job opportunities for young people interested in working in development and humanitarian cooperation.

With the support of the Italian Agency for Development Cooperation, *Un Ponte Per...* and its partners were able to implement an intervention that has contributed to improving the living conditions of refugee and host communities in Jordan, breaking down barriers, both physical and mental, to imagine a future in which every community can live in dignity.



TOTAL: **237**



GOVERNORATES



Amman: **74**
Zarqa: **163**

AGE



18-60

GENDER



77%



33%

PROJECT RESULTS

5 innovative mobility aids, currently unavailable in Jordan patented and produced.

20 Jordanians and Syrians underwent training on the standardized production of innovative mobility aids at the Jordan Center for Training and Inclusion (AHS).

39 Jordanian and Syrian young people benefited from the **program of paid internships** in various international and national humanitarian organizations.

20 Iraqi Refugees participated in a **theoretical and practical training course** for pizza makers at the Cooperative of the Latin Church of Saint Joseph of Jabal Amman.

3 cooperatives diversified and **improved their production and their ability to recruit personnel**, thanks to technical support and provision of equipment (Pizzeria, Orthopedic Laboratory and Cafeteria).

6 people with psychosocial disabilities trained and recruited in the newly established cafeteria.

163 men and women in Zarqa and Amman received general **training on financial literacy, self-entrepreneurship, home-based business law and micro-enterprise registration** in Jordan.

137 beneficiaries supported the **setting up of business plans** aimed to create micro-businesses or formalize existing informal home-based businesses.

97 vulnerable beneficiaries received **financial support to start up or formalize their home-based businesses projects**.

73 home-based businesses projects benefited from **tutoring and mentoring services**.



Professional Training and
Production of Mobility Aids for
20 people with disabilities



Opening of a Cafeteria



Financial literacy training and
support through seed money for joint
ventures for 97 beneficiaries



Vocational Pizza
training and internship
for 15 refugees



Internship in the Humanitarian
Sector for 39 young Jordanians
and Syrians

WHEELCHAIR USERS LEARN HOW TO MAKE THEIR OWN MOBILITY AIDS:

On the walls in the little workshop house behind Al Hussein Society, are drawings of the tools, so everyone can see where things belong. Security helmets and long cables lay around, and today, also the floor is filled up. Twenty toolboxes are laid out, ready for the participants to take a piece of the workshop back to their communities. One by one they drive up the little ramp to receive their box.

“Through the training I am now confident enough to fix anything that is broken in my house. So I fixed the door, the sink and did some woodwork. I never expected I would be able to do something like that, and I would like to discover more”, says Yahya.

Yahya is 32 years old and has just finished the innovative mobility aid training supported by the project Bina Jusur. Here he has learned how to make equipment useful for wheelchair users alongside 19 other people with either motor, psychosocial or sensory disabilities.

ABOLISH STIGMA AND CREATE OPPORTUNITIES

Yahya is from Syria and has hemiplegia, a lifelong condition caused by injury to the brain resulting in persistent weakness. People with disabilities amount to 12-13 percent of the Jordanian population, according to the 2017 Shadow Report on the Status of Implementation of The Convention on the Rights of Persons With Disabilities in Jordan.

And for the Syrians living in Jordan, 30 percent have either a mental or physical disability, according to a 2018 desktop study from the UK Department for International Development . So Yahya is not alone.

But despite people with disabilities being a big part of the Jordanian society, numbers show that having special needs can stand in the way of getting a job, as there are only 1 percent of persons with disabilities working in the public sector and 0,5 percent in the private, as described in the shadow report.

“People with disabilities are way to often excluded and discriminated against because of their special needs. In UPP we want to change the negative stigma and create opportunities, so the people we work with can be better included in society and enjoy the same rights as every other citizen”

To give people like Yahya a better chance on the job market, UPP works with different local and international partners enhancing the access to livelihoods opportunities of people with special needs. One way is through the mobility aid training, where Yahya and the other participants over 6 months have learned how to produce cupholders, tables, cushions, umbrellas as well as other products that have a high impact in their daily life, and that is also in demand on the market.





AGENZIA ITALIANA PER LA COOPERAZIONE ALLO SVILUPPO
UNICEF
Un ponte per

بناء جسس
 مبادرة لدعم العيش وحماية
 المجتمعات المضيفة، بالتركيز بشك
 على ذوي الإعاقة في المجتمع ال

Bina' Jusu
 va di s
 delle c
 su



FIELD READY
 Humanitarian Supplies Made In The Field
 إمدادات إنسانية صُنعت في الميدان
www.fieldready.org @FldRd

جمعية الحسين / مركز الأردن للتدريب والدفع الشامل
 مما نحو دفع شامل
جمعية الحسين

الجمعية الحسينية هي
 المتخصصة في
 تقديم الخدمات
 الإنسانية في
 مناطق الأزمات
 واللاجئين
 بالتعاون مع
 المنظمات
 الدولية والمحلية



“It was the first opportunity I got since coming to Jordan and I liked the idea of implementing the ideas that people with disabilities have”, says Yahya. He is talking quietly, looking down, as he is fiddling with his phone to show us pictures of some of the jewelrys he makes at home. Now having a table for his wheelchair will make it much easier to get the details right, he explains.

BUILDING CAPACITIES

One of the partners UPP works with is Fieldready, an organisation originated from the idea that humanitarian supplies can be delivered both quicker and cheaper, if the people in the communities learn to make them themselves.

-This is the first time we combine persons with disabilities and a training. But I saw the hope. I saw an opportunity through them to make their lives better, and to make a different type of response by building capacities, says engineer Aziz Wadi from FieldReady, who led the training.

However, making craftsmen out of the participants was not trouble-free.

-Building their confidence was the biggest challenge. We are using fast working machines, so a person should build confidence within himself to approach these

machines. Because after the accidents they have had in their lives, things have become more difficult for them. But in the end everyone succeeded, explains Aziz Wadi.

For some of the participants the workshop gave much more than just tools and confidence. It gave a purpose.

-I applied because I wanted something to fill the emptiness and the time. We are sitting at home not doing anything because of the disabilities, says Abdel, a former electrician from Syria. Having not worked as an electrician for many years, it meant a lot for him to learn new skills within handicrafts.

-We specifically did things that all wheelchair users need, for instance the cupholder, handles for the toilet and the house and the bag you put under the wheelchair, he explains.

The participants are getting ready to leave and the toolboxes are getting loaded into the car, ready to be brought back home to the communities, for new ideas to inspire. But for Yahya, designing jewelry and woodwork is not the final destination.

-I would like to help people with disabilities gain easier access to their benefits and rights. My dream is to be a successful community leader that can empower other people with disabilities, he says.



WHEELCHAIR

PRESSURE SORES

1. A person is at risk of developing one and that they should be:

- 1. Position
- 2. Position
- 3. Position

Common areas where pressure sores may develop:

- 1. Heel
- 2. Sacrum
- 3. Hip
- 4. Ankle
- 5. Shoulder
- 6. Elbow
- 7. Forehead
- 8. Back of head
- 9. Occiput
- 10. Chin
- 11. Neck
- 12. Shoulder
- 13. Elbow
- 14. Hip
- 15. Sacrum
- 16. Heel

How can pressure sores be prevented?

- 1. Use pressure-relieving surfaces
- 2. Reposition the person every 2 hours
- 3. Use pressure-relieving surfaces
- 4. Reposition the person every 2 hours
- 5. Reposition the person every 2 hours
- 6. Reposition the person every 2 hours
- 7. Reposition the person every 2 hours
- 8. Reposition the person every 2 hours
- 9. Reposition the person every 2 hours
- 10. Reposition the person every 2 hours

WHEELCHAIR

HOW TO CARE FOR A WHEELCHAIR AT HOME

1. Check the wheels and tires
2. Check the brakes
3. Check the seat and backrest
4. Check the footrests
5. Check the casters
6. Check the handrails
7. Check the armrests
8. Check the backrest recline
9. Check the seat recline
10. Check the wheelchair's weight and capacity

بناء جسور

مبادرة لدعم العيش وحماية اللاجئين
المجتمعات المضيفة، بالتركيز بشكل خاص
على ذوي الإعاقة في المجتمع الأردني



livelihood e
ate e ospitanti, con
abile in Giordania”
ato dall’Agenzia Italiana per la Cooperazione allo Sviluppo - 2017/2018



SAWSAN'S BEAUTY SHOP

"I have been planning this for a while now. Imagine going from working in people's houses, and raising children, to knowing how to manage and run a business."

Sawsan runs her own beauty shop. She braids hair, applies make up, and plays with colors to make stylish nails. Ever since she was a little girl, cosmetology and beauty have been a hobby. And even though she now runs her own salon, she is motivated to expand and keep achieving more.

She went to high school in Syria, but because of the war she was unable to finish. She recently had an interview for a college scholarship in Jordan. This could be the start of yet another adventure.

"A person should never stop dreaming. My dream is to ultimately move someplace bigger and better", she says.

Together with Save the Children Jordan, UPP Jordan worked to increase the involvement of the most marginalized population in the labour market by supporting sustainable, self-employment opportunities.





"I WANT TO PROVE TO EVERYONE THAT AS MENTAL HEALTH USERS, WE CAN DO ANYTHING"

The sun is shining on the sand-coated mountains in the background. A group of boys are lounging on one corner, a cage full of chickens on another. The streets start to narrow as we go uphill, and there, in between car shops and chandelier shops, we spot the cafe. A small place with big glass doors run and established by people with mental health challenges in Rusaifeh, just 30 minutes outside Amman.

Knuckles, fist, knuckles, fist. When the volunteers from the cafeteria meet us, they greet us with a handshake like it is a ritual.

"The relationship between us is really good and we are all friends. That's one of the benefits of working there," says Omar, a former quality control engineer.

The five men have all been supported by OurStep, an organisation that supports people with mental health challenges in Jordan, and they now work together to run the cafeteria in Rusaifeh. A job that, for most of them, is the first employment opportunity in a long time.

"In general, I am a person who loves to work, but in a country like this there are not many opportunities for someone like me. I am a person with chronic mental schizophrenia, but I am committed in taking my medicine and I am accepting my condition, and Alhamdulillah (thank God) I'm doing well now," says Abdelfahat.

Before Abdelfahat was involved with OurStep he had many challenges, one of them being the shame his family felt because of his condition. Mental health disorders are highly stigmatized in the region, and acknowledging that an individual suffers from a mental health condition, or even speaking openly about mental health is not common (source). For Abdelfahat, however, OurStep has helped his family accept his condition, and he now feels like he has support around him. Particularly through his new job at the cafeteria.

"I wake up, then I go to the shop at 6AM to open it. After I get there, I heat up the water, clean the cafeteria, organise it, and then the customers start coming and everything is good. There is a work schedule, so we split the shifts between each other. We are having a good run and developing a social presence with ", he explains.

And even though Rusaifeh is an area with many cafes serving rich, strong Arabic coffee, "Buffet of OurStep" is different.

"It is one of a kind, because it serves people with mental health issues and their families," says Mohammad, a mechanical engineer who now engineers delicious coffee.

"We inform people that this project supports people with mental health issues. So even though a cup of coffee costs 50 cents, people sometimes pay 1 dinar extra because it is for a good cause," he says.

"I want to prove to everyone that as mental health service users, we are capable of more than people expect. You have no idea how happy we are to have this opportunity. Usually, we are not able to be included in the community, so we are very fortunate to have this opportunity," says Abdelfahat.

"I WANT TO PROVE TO EVERYONE
THAT AS MENTAL HEALTH SERVICE USERS,
WE CAN DO ANYTHING."



BUSHRA AND HER MINIMARKET

“It all started because this area needed a minimarket. Before, I had to send my son a long way for anything, like a bag of chips or tissues. So if we needed anything, the children needed transportation to get to the nearest place. Now we have everything here, in this building. Everyone is buying tissues, juice, chips, and biscuits. Even little toys. It is mostly out of need. There are 18 apartments in the building I live in, so there are a lot of kids and a lot of customers. The income from the minimarket is good, but we don’t spend it yet. We are hoping to expand and get more goods.

My husband died in the war in Syria, so now I live here with my four kids. Two families live here in the house. When the shop opened, I informed the building. I also informed people over the phone. Word gets around. Even the kids who play around here now know about the market.”

Bushra Al-Ahmad received financial support for her home-based supermarket. By supporting sustainable self-employment opportunities, Bina Jusur increased the involvement of the most marginalized individuals in the labour market.







AMAL AND HER PHOTOS

A bright light and then the sound of a shutter clicking. In the back of a little studio in Dliel, three women are in the middle of a photo session. Pose, pose, and then out the door again. In the corner is a printer, shielded by screens from the rest of the room.

“Look at these,” says Amal as she shows us pictures of a newlywed bride.

Amal and her sister manage a photography studio. Amal takes all kinds of photos; portraits, passport, and wedding photos. She also DJs at events such as weddings, graduations, and engagement parties. Amal gets behind the DJ platform and helps people celebrate and dance to the music of Omar Al Abdallat and other Jordanian artists.

“I love what I do, and I am very passionate about it. I have been through a lot, but thankfully I was able to overcome the rough stages of my life. I was able to prove myself,” says Amal.

Before being her own boss, Amal was an employee in another photo studio. But when she got married she stopped working for four years. Her marriage did not work out, and with three dependent children, she needed a job. She decided that the best solution would be doing something that involves music, photos, and a touch of creativity. Something she is really passionate about.

The area in Zarqa in which she lives is a tight-knit and traditional community, Amal explains. So there are a limited number of businesses run by women.

“I have gained a lot of trust and loyalty regarding the confidentiality of pictures. Especially from women,” Amal says.

UPP met Amal thanks to a collaboration with Save the Children Jordan. Through the project Bina Jusur, Amal has been able to buy equipment she previously had to rent.

Her next plan is to look into light management. This way, she will be able to run not only the music at parties, but coordinate entire events.





FROM JORDAN TO IRAQ, AN OVEN TO START AGAIN

Running away from the fire of the war to find a more welcoming warmth.

This is the story of the Iraqi pizza makers who successfully completed the Italian pizza making training course, supported by the Bina Jusur project.

In ten days, they learned to learn how to knead, prepare, and bake authentic Italian pizza through the support of the parish of the Latin Patriarchate and the Nunziatura Apostolica Apostolic. These partners provided the space and equipment for the creation of the pizzeria 'Mar Yousef'.

The restaurant was officially inaugurated on October 2017, with an event that saw the participation of about 150 people, including internationals, Jordanians, and Iraqis.

After the training, their real challenge began: certificate in their hands, the chefs began a paid internship to test the waters for their cooperative. After escaping Mosul and Qaraqosh because of Daesh, Amman is

where these men must rethink the lives of themselves and their families. They must decide whether they will put themselves back in the world of work, or reinvent a trade, but one thing is consistent: they must develop skills that can be used anywhere they end up.

The goal of Bina Jusur is to build bridges into the future, build hope through income-generating activities for the most vulnerable populations, and facilitate the entry of these individuals into the Jordanian labor market.

Through the project, UPP has also worked to identify other marginalized individuals that may benefit from support. Other activities have been implemented to engage with women and people with disabilities, to ensure that all individuals have better access to the job market.

"I SAW THE HOPE. I SAW AN OPPORTUNITY THROUGH
THEM TO MAKE THEIR LIVES BETTER, AND TO MAKE A
DIFFERENT TYPE OF RESPONSE BY BUILDING CAPACITIES".

© 2019 Un Ponte Per... All rights reserved.
Produced in Jordan by Un Ponte Per...

Bina' Jusur

- BUILDING BRIDGES -

