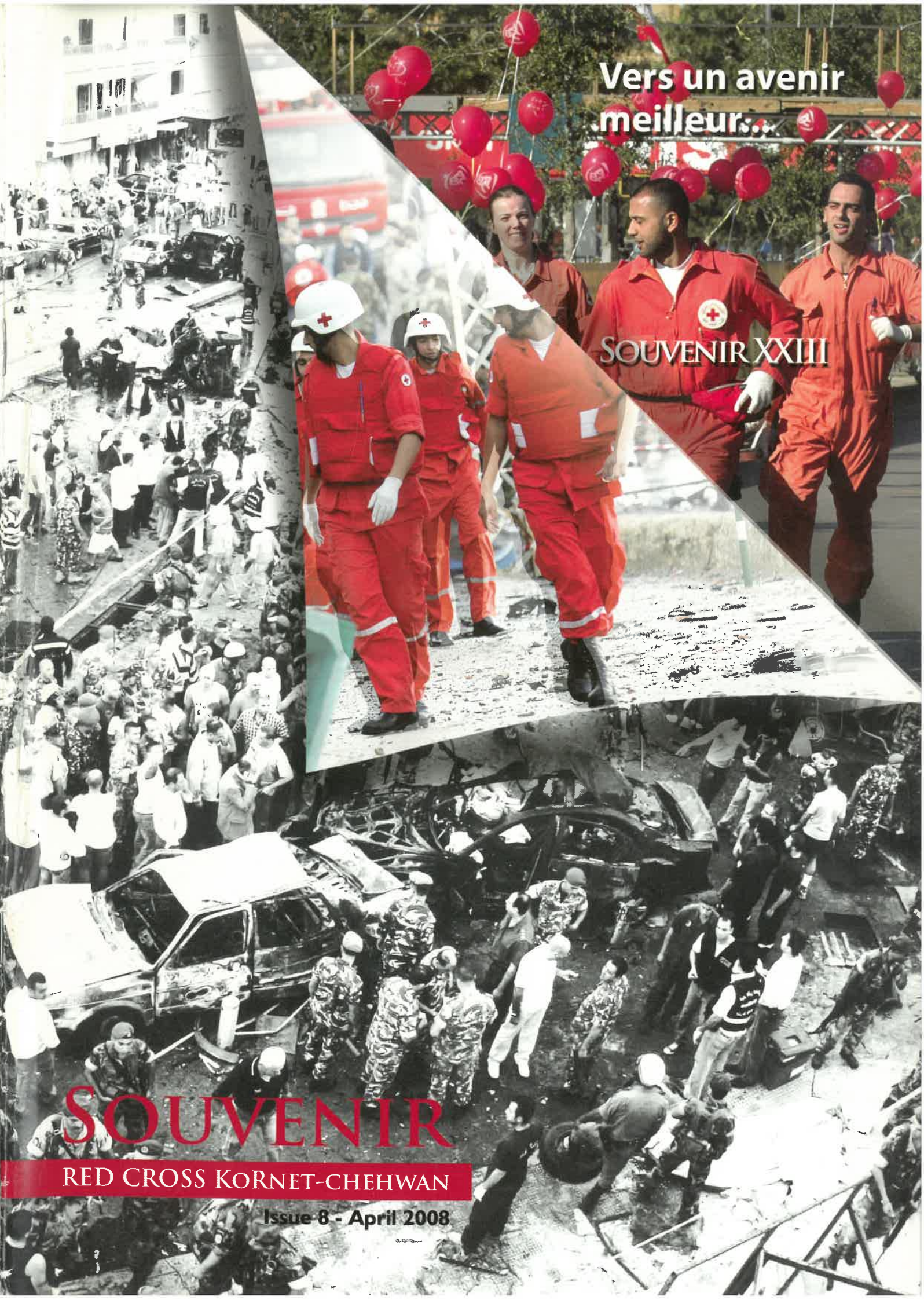


Vers un avenir
meilleur...

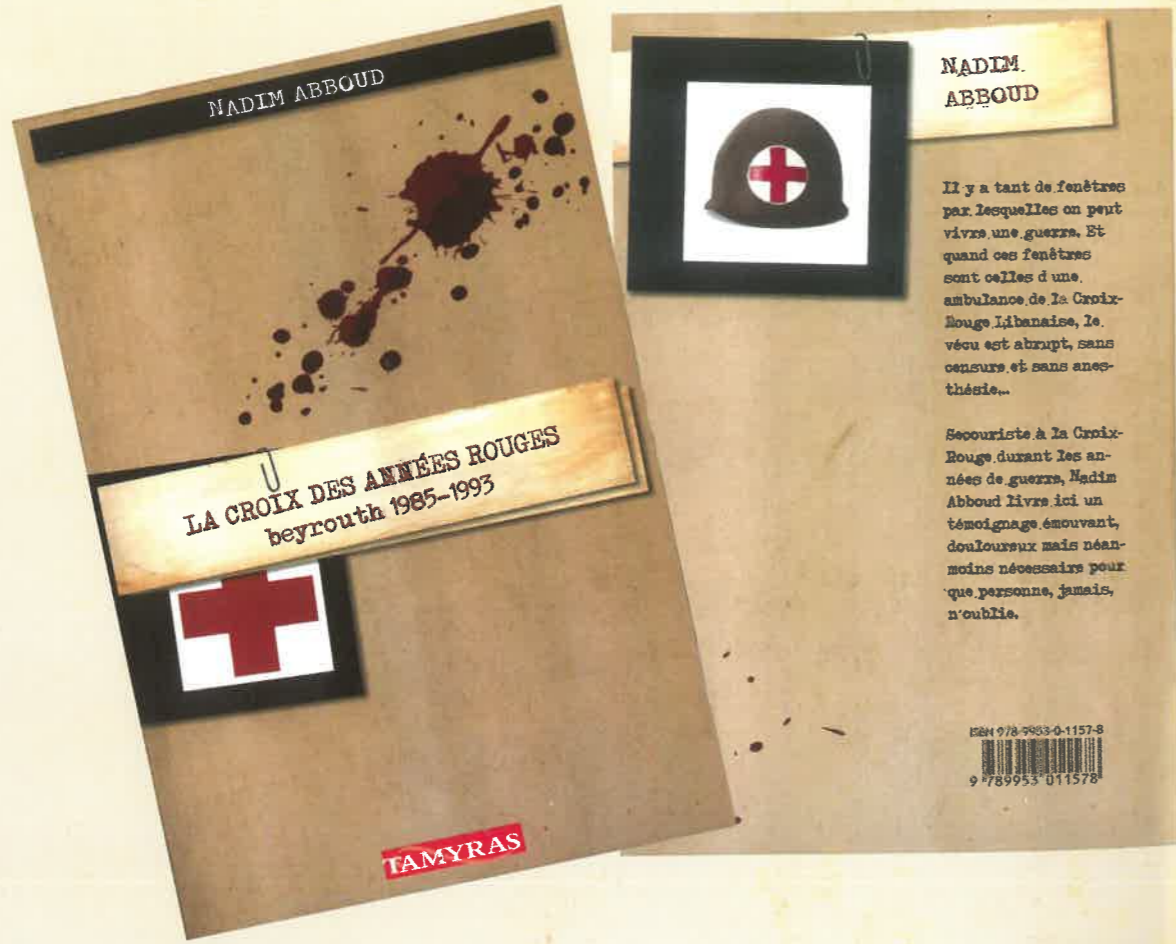
SOUVENIR XXIII



SOUVENIR

RED CROSS KORNET-CHEHWAN

Issue 8 - April 2008



NADIM
ABBOUD

Il y a tant de fenêtres
par lesquelles on peut
vivre une guerre. Et
quand ces fenêtres
sont celles d'une
ambulance de La Croix-
Rouge Libanaise, le
vécu est abrupt, sans
censure et sans anecdote...

Secouriste à La Croix-
Rouge durant les an-
nées de guerre, Nadim
Abboud livre ici un
témoignage ému, douloureux mais néan-
moins nécessaires pour
que personne, jamais,
n'oublie.

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Un message
de PAIX



SOUVENIR XXIII

Editorial

As we enter the last, frantic week of preparations for Souvenir XXIII, and as we put the final touches to this 8th edition of "Revue Souvenir", we are forced to relive the major events that affected our national society during this past year...

Two more names were added to the already long list of Lebanese Red Cross volunteers who lost their lives while fulfilling their humanitarian duty...

Two more volunteers will have to walk down the stage during the Souvenir ceremony on the 27th of April and deliver this year's "monument" to two more families which have each lost a son, a brother, a loved one...

We cannot help but ask when will this senseless violence end? Or at least when will all parties and at all times respect the mission of the humanitarian workers?

As the political and security situation is becoming worse, as the rumors of conflict, bombing and even war increase every day, actions should be urgently taken to increase the protection of the LRC volunteers during turmoil.

As we wrote in last year's editorial, there is only one way for all of us in the Lebanese Red Cross to truly pay homage to the 15 martyrs: by remaining dedicated to the cause that they gave their lives for. By renewing our conviction in the 7 principles of the Movement, and applying them strictly in every mission. And more concretely by striving all together to implement the 5-year strategy, built around our humanitarian mission and values.

In honor of Boulos and Haytham... in honor of all our beloved martyrs... we write this year's edition of Revue Souvenir, offering in its pages all our dreams, hopes and vision for our National Society and our country.

Looking forward to a better future...

The Volunteers of Kornet Chehwan

Nahr el Bared

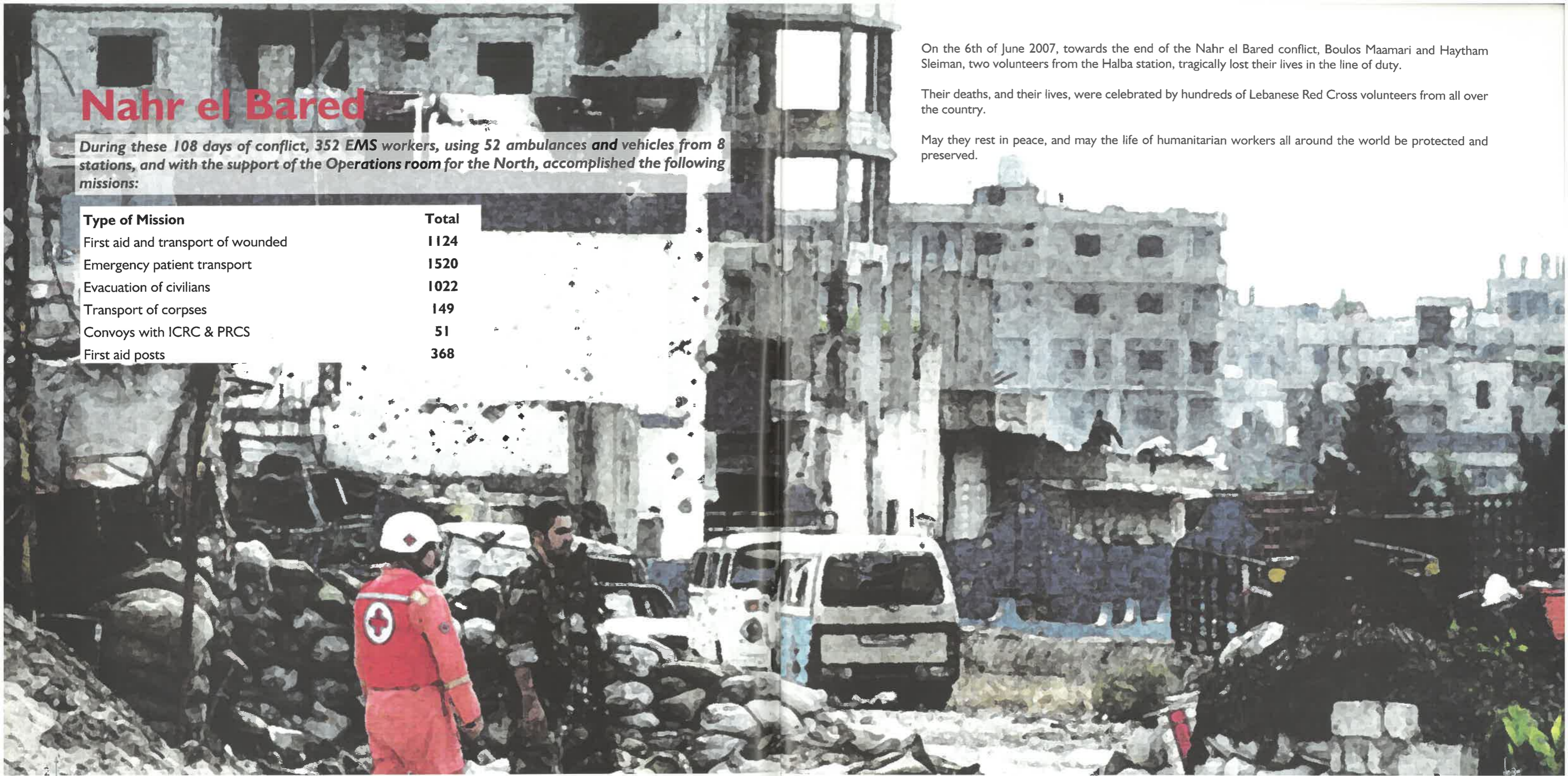
During these 108 days of conflict, 352 EMS workers, using 52 ambulances and vehicles from 8 stations, and with the support of the Operations room for the North, accomplished the following missions:

Type of Mission	Total
First aid and transport of wounded	1124
Emergency patient transport	1520
Evacuation of civilians	1022
Transport of corpses	149
Convoys with ICRC & PRCS	51
First aid posts	368

On the 6th of June 2007, towards the end of the Nahr el Bared conflict, Boulos Maamari and Haytham Sleiman, two volunteers from the Halba station, tragically lost their lives in the line of duty.

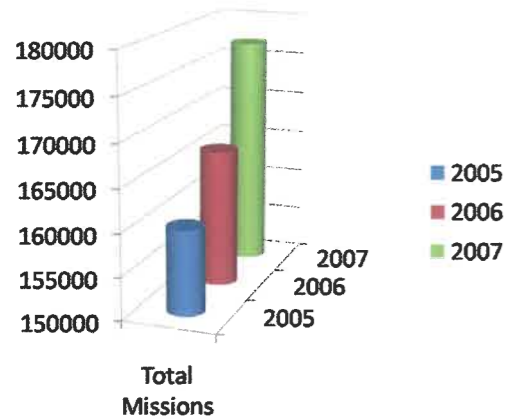
Their deaths, and their lives, were celebrated by hundreds of Lebanese Red Cross volunteers from all over the country.

May they rest in peace, and may the life of humanitarian workers all around the world be protected and preserved.



A YEAR IN REVIEW

Besides the past year's most difficult challenge, the intervention during the Nahr el Bared conflict, a lot has happened in the world of the Lebanese Red Cross EMS: increased missions, response to bombings and explosions, multiple casualty incidents, evacuations during snow storms...



Statistics

The number of missions (emergency response, patient transports, patient care...) has been increasing on a yearly basis. From 2006 to 2007, there was a drastic increase of more than 10,000 missions. This is due to a higher call volume on the "140" number, as well as an increased response capacity.

Political Turmoil

Explosions, assassinations and bombings: LRC EMS responded to 12 such incidents since April 2007, evacuating 117 wounded 30 corpses and providing first-aid on site to 107 victims.

Ashrafieh, Verdun, Aley, Baouchrieh, Zouk Mosbeh, Manara, Khiyam, Sin el Fil, Baabda, Saida, Karantina, Chevrolet.



Snow storm

As if the difficulties resulting from the political instability of the country weren't enough, Lebanon was hit by a paralyzing snow storm on the 29th of December.

However, as a result of the donation of 20 4x4 ambulances by the Norwegian Red Cross, the LRC EMS was well equipped to respond to emergencies in difficult weather conditions.

During the 3 most difficult days, 298 emergency missions were accomplished using these vehicles.



LRC EMS Five-Year Strategy: 2008-2012

All these challenges did not prevent the LRC EMS from preparing the five-year strategy and starting its implementation in 2008. Over the next few pages, we will try to relate the amazing progress that has been accomplished during these last few months.

National Congresses

One of the main challenges was to involve all the volunteers and partners in the preparation and implementation of the strategy.

This was accomplished by organizing two EMS national congresses, one to explain and discuss the global strategy, and the second dedicated to the training strategy.

Coordination and cooperation with the partners of the Lebanese Red Cross, including the ICRC, the Federation, National Societies, CISP and other NGO's was continued by organizing a 3rd partners meeting on the 3rd of November 2007 to present the updates on the EMS strategy.



The new ambulance and equipment standards were discussed with the heads of stations during the first National Congress (8-9 Sep 2007).



The heads of stations and districts participated in workshops about the training strategy during the second National Congress on the 23rd and 24th of February 2008.

From First-Aid Teams to EMS

As everyone knows by now, the department's name has been changed from "First-Aid Teams" to "Emergency Medical Services".

Why?

Because the ambulance service provided by the Lebanese Red Cross goes far beyond basic first-aid as the previous name implied.

What is EMS?

The term "EMS" refers to any pre-hospital ambulance service which provides basic, intermediate or paramedic level pre-hospital emergency care.



A brief overview of the 8 elements of the strategy

1. Fleet

Modernize and standardize the fleet of ambulances and vehicles used by LRC EMS. This is achieved by adopting specific standards for vehicles, conversion and ambulance equipment as well as progressively acquiring new vehicles (Nissan or VW) to cycle out the old fleet.

2. Equipment

Modernize and standardize the consumable and non-consumable equipment in accordance with international best practices.

3. Training

Train and certify active and new EMS volunteers according to internationally recognized best practices, and create new training programs for cadres, dispatchers and other specialized training. This will create a solid foundation for the implementation of a more advanced level of training in the future. Also increase cooperation with LRC Teaching Department to enhance general public first-aid training.

4. Communications and Reporting

Improve communications infrastructure for EMS stations, operation rooms and HQ. Modernize and standardize reporting procedures.

5. Rehabilitation of stations

Improve the situation of EMS stations by relocating, rebuilding or rehabilitating stations by order of priority.

6. Human Resources

Increase EMS headquarter staff to implement the 5-year strategy and standardize recruitment procedure for EMS stations. Find ways to improve the management of volunteers.

7. Internal and Operational Regulations

Coordinate with LRC Internal Affairs department to re-write and improve the internal regulations specific to EMS in accordance with the evolution of the department. Also create clear and adapted operational regulations for all aspects of EMS activities.

8. Quality assurance

Create a quality assurance system to track progress, identify problems at an early stage, and take corrective measures.

Some of the main accomplishments until April 2008

- 35 new standardized ambulances distributed to the stations to replace old vehicles, and first training sessions organized.
- All EMS stations received more than 15,000 \$ worth of equipment from the standardized list.
- 7 new EMS HQ staff members were recruited to support the strategy implementation.
- A new regional operations room opened in the Bekaa and a dispatcher training pilot project was implemented by CISP.
- 9 EMS stations were or are in the process of being built, purchased or rehabilitated, in addition to a new HQ in Hazmieh.



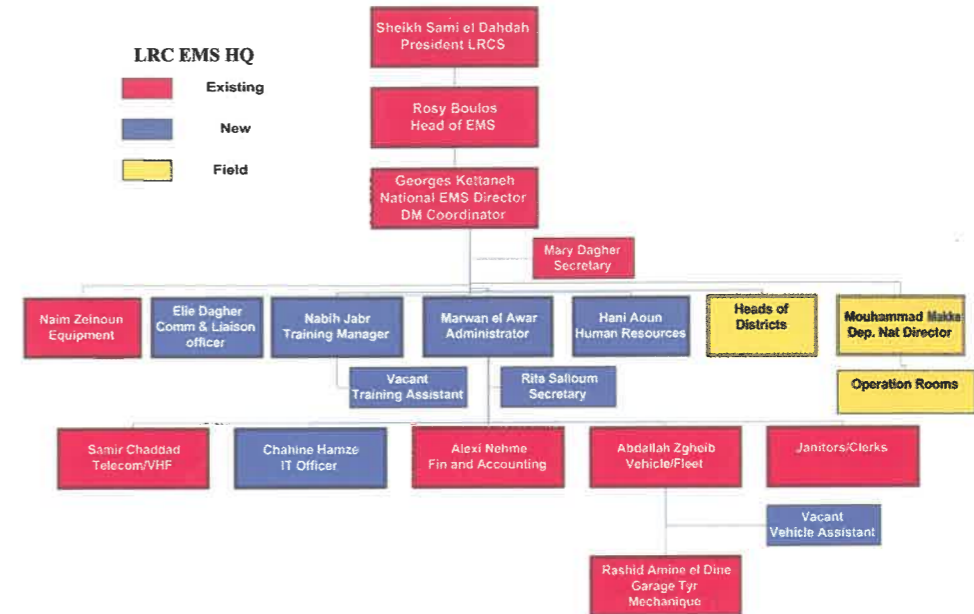
Volunteers from the South receiving an equipment donation from the Belgian Red Cross.

Representatives from 19 stations training on the usage of the new ambulances.

Tebnine: one of the stations rehabilitated by ICRC.

LRC EMS Strategy Calendar

As part of the efforts to inform and involve all the local and international partners in the development and implementation of the five-year strategy, a 12-months calendar was created at the initiative of the President of the EMS Department Mrs. Rosy Boulos and with the support of the Director Mr. George Kettaneh.



In addition to the EMS staff that has been in place for a few years, seven new EMS staff members were recruited to support the strategy implementation, without forgetting the head of equipment and the head of HR who are also assisting the director of EMS on a volunteer basis.

Besides the main task of supporting the EMS director and volunteers in all tasks, their essential roles are:

- Modernize and improve the department's administration and its financial procedures.
- Modernize and improve communications and IT, and coordinate with PR department to create a website.
- Coordinate all aspects of training, implement the technical training program and develop the long-term training school project.
- Improve reporting procedures and liaison with local and international partners.
- Improve and modernize fleet and equipment management and procurement.



Dana Banke being thanked during the National Congress for training.

Interview with ICRC EMS expert Dana Banke:

How does the LRCS EMS compare to other EMS systems throughout the world?

This is a hard question to answer, as the LRCS EMS system is unique, the strength and dedication of its volunteer corps is second to none, and the LRCS should be exceptionally proud of this. Also, it performs a wide range of services well beyond what most EMS services with similar levels of training perform. Finally, the LRCS EMS provides an exceptional service in spite of the limited financial and material support it receives from the government and local sources.

Where will the LRCS EMS be in 5 years?

If the LRCS EMS receives the financial, material and technical support that it requires to fully implement the strategy, the LRCS will be one of the, if not the, premier EMS system in the Middle East. It will have a fleet of vehicles that are within an effective life expectancy, training department teaching EMTs to currently accepted best practices of pre-hospital care at the basic and advanced levels, have established a mechanism that will provide the necessary financial support to sustain the system, and providing the Lebanese public with an effective EMS service that is able to respond to 80% of the requests for emergency response within 9 minutes.

What are the main challenges to full implementation of the strategy?

The most important challenges are to accept the need for change at all levels of the organization, and to find the necessary sources of financial and material resources.

What message would you like to pass to the LRCS EMS volunteers?

The volunteers are the heart of the LRCS EMS system; this heart is huge in compassion and dedication. They should keep this heart beating as without the volunteers there would be no heart.

Training project, a dream coming true

In April 2005, on the pages of the 5th issue of "Revue Souvenir", we interviewed the head of the LRC Medical Committee, Dr. Antoine Zoghbi, regarding the future of the LRC EMS.

During this interview, Dr. Zoghbi assured the volunteers that the LRC is and will remain the main EMS provider in Lebanon, and that sooner or later an opportunity will present itself for us to make a big leap forward by creating and implementing a new training program that will improve and unify the skills, knowledge and competencies of all the volunteers.

These ideas were faced with skepticism and doubt at the time, but 3 years later, as we are writing this article, this dream, shared by so many volunteers is finally coming true!

A partnership between the LRC, ICRC and the Swiss Agency for Development and Cooperation (SDC).

Designing a training curriculum adapted to the realities of the Lebanese Red Cross EMS and then training more than 2500 active volunteers in addition to 300 to 400 new volunteers every year is a daunting task. However, after launching the 5-year strategy, the LRC EMS was lucky enough to find solid long-term partners to help achieve these ambitious goals.

One of these partners is the International Committee of the Red Cross, which needs no introduction in the pages of Revue Souvenir. The second partner has become familiar to all the heads of stations who participated in the national congress for training, as well as to more than a hundred EMS volunteers who happened to be on duty when two members of the SDC visited their stations and went out on missions with them during a shift.

Under the impulse of the ICRC and SDC regional manager Mr. Christian Boss, Dr. Olivier Hagon and Mrs. Beatrice Crettenand first came to Lebanon on an assessment mission for the SDC in October 2007. "Falling in love" with the country, the EMS volunteers and the proposed project, they decided to come back quickly for a longer and more thorough visit in November. During these 6 days, they visited 13 stations and went out on more than 35 missions. Besides increasing their already big enthusiasm for the training project, this allowed them to better understand the different types of missions accomplished by an EMS volunteer and thus get a clear picture of what is needed. After meeting with the Director of EMS and the medical committee, the project started taking shape!

Back in Switzerland, and with the full backing of the ICRC and SDC, a team of EMS experts (doctors, nurses, paramedics and educators) started taking shape and is currently working hard in coordination with the LRC EMS to develop the training project which was discussed in details with all the heads of stations and districts during the EMS national congress for training.



Beatrice, Olivier and a part of the SDC training team during a preparatory meeting in Geneva.



Beatrice, Olivier during one of their many visits to the EMS stations.



Olivier near a Swiss Air Ambulance in which he works as an emergency physician.

Basic Pre-Hospital Emergency Care Training Project

This project will be implemented over a period of 3 to 5 years:

Phase 1: Training of 20 to 25 instructor trainers by the Swiss team of experts.

Phase 2: Training of 90 to 120 trainers by the new instructors and under the supervision of the Swiss team.

Phase 3: Training and certification of all active and new EMS volunteers by the new trainers, with the support of the instructors and under the supervision of the medical committee and the Swiss team.

Phase 4: Evaluation of instructors, trainers and newly trained volunteers.

Phase 5: Preparations for a 2nd level of more advanced training for mission leaders.

Recruitment of Instructors:

In accordance with the timeline that was discussed during the national congress for training, a national campaign for the recruitment of 20 to 25 instructors was launched on the 1st of April 2008.

On the 19th of April, 105 applications had been received, which illustrates the eagerness and enthusiasm of the EMS volunteers to help in the implementation of this project!

Instructor training:

The main engine of the project will be the instructors and the trainers. The main responsibilities of the instructors during the first phase are to:

1. Prepare all training modules by studying reference materials.
2. Participate in training modules with the Swiss team and other partners.
3. Develop the training materials in Arabic, English and French which will be used to train the trainers and subsequently the volunteers.

A message to the volunteers

Chers secouristes de la Croix-Rouge Libanaise,

Depuis quelques mois, une grande révolution est en marche au sein de la Croix-Rouge Libanaise, avec la mise en œuvre de la stratégie sur 5 ans initiée avec le soutien du CICR.

Parmi d'autres axes, la formation est un des piliers de cette stratégie et nous sommes très heureux et fiers de pouvoir y participer. Ce travail est le fruit de nombreux partenariats nationaux et internationaux, mais avec une volonté commune qui nous unit.

Lors de nos visites précédentes, nous avons été très impressionnés par l'extraordinaire travail que vous effectuez au quotidien, sans distinction de race et de culture mais aussi l'incroyable motivation qui vous habite.

Nous vous remercions de la confiance que vous nous témoignez et nous ferons l'impossible pour vous soutenir.

Soyez fiers de ce que vous faites car vous faites un travail formidable.

Beatrice et Olivier



Olivier discussing the training project with the heads of stations during the EMS national congress for training.

Expanding Horizons...

As the LRC EMS is embarking on this fast-tracked and challenging journey of modernization and improvement, it could be useful to pause and take a quick look at some EMS systems in other countries. Even if Lebanon, like every country has its own particularities, there are always things to learn from our partners and colleagues throughout the world...

Qatar

In Qatar, Hamad EMS provides one of the most advanced ambulance service operations in the Middle East. It is managed and staffed by professionals from a wide variety of nationalities and backgrounds.

Overview:

Hamad EMS covers all of the state of Qatar, with the majority of missions focused in the capital city of Doha. It provides its services to more than 1 million people using :

- 43 emergency ambulances
- 18 patient transport ambulances
- 1 air rescue helicopter
- About 600 employees (management, EMT B's, paramedics 1 and 2...)
- 24 different stations or locations throughout the country

In 2007, Hamad EMS responded to about 82,000 calls (Emergency and patient transport). Most patients and victims are transported to the Hamad hospital in Doha.

Founded in 1992, it started developing at a fast rate since 1999. It is affiliated to the University of Pittsburgh (Medical Center) and is currently at the end of the implementation of a 5-year strategy.



A work station in the Doha dispatch center.



All paramedics undergo yearly recertification.



Switzerland

The multiculturalism of Switzerland reflects well on its EMS system, as each separate "canton" or region has different types of ambulances and public and private companies providing pre-hospital emergency care.

One of the ambulance companies in Geneva:

- Responds to an average of 4300 emergencies per year.
- Has 7 ambulances
- Is staffed by 40 paramedics
- All paramedics attend weekly and monthly refresher courses
- 2 persons are responsible for the yearly recertification of all paramedics, under the supervision of the medical director.

Interesting Fact

On average, one emergency run by an ambulance costs 750 USD!

Training School

- It is during the last 10 years that the training of Paramedics (or "ambulanciers" as they are called in Geneva) started being standardized on the Federal level.
- As a result, 6 paramedic training schools have been created.
- The "Ecole d'Ambulanciers de Genève" (ECAMB).
- The paramedic training program takes over 3 years, or an approximate total of 5400 hours, including clinical work.
- 20 to 25 students graduate from the ECAMB every year

Interesting Fact

The ECAMB in Geneva is one of the partners in the LRC training project, and 3 members of the SDC team are paramedics and instructors in that school.



A training vehicle inside one of the classrooms in the ECAMB training school in Geneva.



A "144" Dispatch Center in Geneva.



One of the very well equipped "box" type ambulances in Lausanne.



2nd year paramedic students undergoing practical training.

كلمة دميانوس قطار

متطوعون متخصصون!!... لغز شباب لبناني لم يفهمه الكثيرون حول العالم. كيف متطوع وتخصص؟؟

تناقض بين عبارتين ام يعتقد مجتمعنا الأهلي بأننا سننجح بجعله واقعا مميّزا في عالم الإسعاف.

فالمتطوع ينضم بشكل إرادي ويذهب عندما يشاء ويصعب التحكم بإنتاجه إداريا. فكيف تحاسب متطوعا يقدم لك وقته مجانا؟؟ أما التخصص فهو بحاجة إلى الدقة والمثابرة والتمسك باليات التعلم واصول الأداء. كيف لمتطوع أن يلبي هذه المعايير؟

إن سرّ نجاح مسعفي الصليب الأحمر اللبناني على مدى أربع عقود ونيف يكمن من كلمة واحدة: الإلتزام!!

من هنا كان بروز شعار ”إلى ما وراء الواجب“.

إلتزم المسعفون المبادئ السبع للجمعية، تمسكوا بالنظام الخاص بهم وراهن المتطوعون على الطاعة لهيكلية السلطة المركزية والزاميتها لإدارة العمل الميداني وقت الشدة والمحنة والحصار حتى لحظة الموت...

إلتزم المسعفون مبدأ الخدمة تجاه الغير والتضحية بأوقات من حياتهم الشخصية والعائلية وفي حالات مؤلمة جدا ضحوا بحياتهم... معظم من غابوا كانوا زملائي وبعضهم أقرب أصدقائي. ألم شديد في قلبي لا يزول مع الزمن...

منذ إنطلاقة فرق الإسعاف عام ١٩٦٤ تحوّل القسم من نشاط إسعافي خلال النشاطات الرياضية والإحتفالات زمن السلم إلى صاحب مبادرات إسعافية، إنقاذية خلال الصراع المسلح الدامي الذي دام من العام ١٩٧٥ وحتى العام ١٩٩٠ (باستثناء الجنوب حيث إستمر الإحتلال حتى العام ٢٠٠٠).

كان التحدي الكبير في تلك الحقبة هو التماسك. هل يستطيع المسعفون الحفاظ على الوحدة بالرغم من تفكك الآخرين؟؟ قال أحدهم يومها ”لم يبق شيء موحد في لبنان سوى العلم والليرة والصليب الأحمر“.

تجاوزنا الإختبار بالإرادة القوية لدى المسعفين والإدارة الصلبة لهم التي تشدّت على عدم المساومة على الشارة وعدم الخضوع للضغط على المبادئ، فالتدريب المتواصل للقاعدة والقادة، والقدرة على التفاوض مع أطراف النزاع وشجاعة المسعفين للتحرك رغم الخطر جعلونا نتفوق في الحركة الميدانية دون تهوّر ونتميّز في الأداء دون إدعاء.

ودخل القسم في تجربة السلم الأهلي وكان التساؤل الجديد؟؟

هل تستمر حالة التطوع؟؟ نعم، نجحت الجمعية بتاريخها ونجح القسم بتميّزه في جذب المتطوعين لممارسة الخدمة والتدرّب على أنواع الإسعاف والإنقاذ بكفاءة عالية حتى درجة التخصص. واستمر وازدهر إسعاف دوام النهار مكمّلا لعمل جيار أساسي في ميدان الصحة الوطني، اعني دوام الليل والأحد والاعياد للإسعاف في كل مراكز لبنان.

ويعيش قسم فرق الإسعاف (والإنقاذ حالياً) تجربة جديدة في ظل أزمة إقتصادية خانقة وهي إستمرار المسعف في الخدمة! فمعدل خدمة المسعف في السبعينات كانت بمعدل ١٨ شهر وصلت في نصف الثمانينات الى ٣٠ شهراً أما اليوم فهي مرجحة الى الإنخفاض الى معدل أقل من ٢٠ شهراً.

هل تستمر حالة التطوع والاداء المميّز؟؟

لقد تابعت نشاط المسعفين منذ حوالي ثلاثين عاماً ولمست حالتين ثابتتين اعتقد أنها أساس الإستمرار.

الرغبة في الخدمة والإنضباط في الأداء.

أ- الرغبة في الخدمة:

إن لم يكن المرء راغباً في الخدمة فهو لا يستطيع الإنخراط في جماعة خصصت وقتها للخدمة. وهذه الرغبة تنبع من قيم مجتمعنا بشكل عام ومن عامل الجذب الخاص للجمعية. فعنصر الإعلام يضيء على ضرورة الخدمة والحاجة الى من يقدمها مجاناً.

يضاف الى ما ذكره رصيد فرق الإسعاف من جراء تراكم الخدمات.

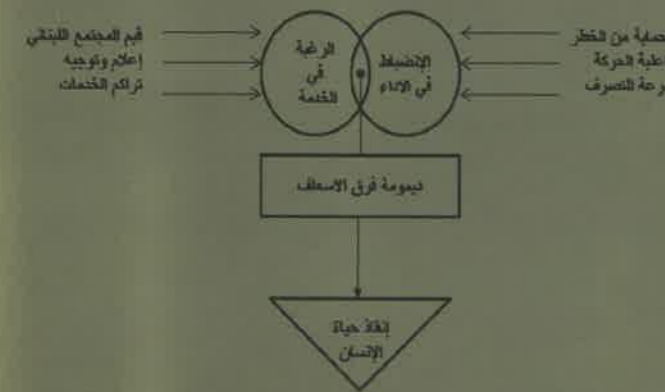
مئات من مئات آلاف من الناس قد تلقوا الخدمة وما زالوا يتحدّثون عنها. أذكر عندما عينت وزيراً انني تلقيت إتصالات عديدة من مرضى يذكرونني متطوعاً في الصليب الأحمر خدمهم في حالات طارئة.

ب- الإنضباط في الأداء:

إن الإنضباط حالة معاكسة لطبيعة الفرد الحرّ عامة والإنسان الشرقي خاصة وقد نجحت الإدارة المتعاقبة في قسم فرق الإسعاف (والإنقاذ حالياً) الى جعل الإنضباط أكثر من مطلباً إنما ركزة التصرف لحظة أداء الخدمة وتأدية الواجب.

فالتفاعل بمستوى عالٍ من الإنضباط مع رئيس فرقة أو غرفة العمليات أو منسق موقع هو في غاية الأهمية لأسباب ثلاث:

- ١- الحماية من الخطر: وهي واجب القادة تجاه المتطوعين
- ٢- فاعلية الحركة: وهي مسؤولية الفريق تجاه المصابين
- ٣- سرعة التصرف: وهي قاعدة Geste de secourisme



إن متابعتي لنمو فرق الإسعاف عدداً وتجهيزاً وإنتشاراً في لبنان كما مراقبتي لنوعية الخدمات المقدمة تجعلني أفتخر أنني كنت يوماً مسعفاً. أشعر بفرح بأنني ساهمت في مسيرة إنسانية تزيد من شأن مجتمعنا وبلدنا.

أذكر عام ١٩٨٨ عندما كان لبنان منقسماً سياسياً كنت أقف في واشنطن متحدّثاً لمدير لفرق الإسعاف الأولي أمام حشد كبير من المجتمع الطوعي أتوا من جميع أنحاء العالم لحضور إحتفال تسليم الجائزة الأولى لأفضل فرق إسعاف في العالم تحدّت الصراع المسلح وأستمرت في الخدمة معتمدة على مبادئ الإنسانية والحياد. وظهر لبنان يومها، بفضل نشاط المسعفين والتزامهم، بلداً موحداً وفخوراً.

لقد نجحت فرق الإسعاف الأولى وتخطت صعاب كثيرة. واليوم تدخل في مرحلة التخطيط ووضع إستراتيجية جديدة لخمس أعوام مقبلة تسمح بالفعل وليس بردة الفعل.

أختم كلمتي أو ”شهادتي“ بالتمني للإدارة والقادة والمتطوعين جميعاً الكثير من الحماية في زمن الخطر والمزيد من الإنضباط في عهد الفوضى والعديد من لحظات العقلانية في أوقات العشوائية!

دعونا مرّة جديدة نتمسك بالمبادئ في عواصف الغرائز الآتية...

مع محبتي،

دميانوس قطار

ICRC

Looking back on the past year, we are once again confronted with the sad realisation that the situation in Lebanon requires a constant readiness by the Red Cross to respond to a number of emergency situations.

One of the most significant events of 2007 was the conflict in Nahr-el-Bared, which required an important response by the Red Cross and Red Crescent Movement. In a unique operation, the LRCS, the PRCS-L and the ICRC put together a bridge between the inside of the camp and the outside ensuring that the wounded and sick could be evacuated. PRCS-L and LRCS ambulances also transported civilians who wanted to leave the camp. The ICRC worked with PRCS-L to bring food, water and essential supplies to civilians inside the camp and with the LRCS Youth to assist the many thousands displaced in Beddawi camp. The Red Cross and Red Crescent teams showed once again their courage and dedication in extremely difficult situations.

The tragic deaths of Boulos Maamary and Haitham Sleiman brought us much sadness. Our sympathies are with their families who are faced with a terrible loss. And of course we remember the families of all the EMS volunteers who died in the course of their duties, trying to help others.

In 2008, the ICRC continues its strong support to the EMS, with a very important financial and technical support to standardise and modernise this vital service. To face the challenges ahead, ICRC is investing in seven staff positions for the EMS administration, and a new EMS Headquarters and Operations room will open soon in Hazmiyeh. Likewise, ICRC will finance the rehabilitation or purchase of new stations in Falougha, Furn el Chebbak and Saida, as well as equipment and consumables for all EMS stations.

This is combined with an active effort by ICRC to mobilise donors to contribute to the EMS in line with the five-year strategy. So far, the EMS Strategy has shown itself remarkably successful, with a good number of donors committing long term funding. This is in large part due to a number of outstanding staff and volunteers who work tirelessly to promote the EMS.

The situation in Lebanon remains fragile, and we in the Red Cross and Red Crescent Movement must continue to be ready to respond. The LRCS EMS remains one of Lebanon's unique services. We in the ICRC want to thank all of the volunteers for their enormous personal investment, and their strong spirit of humanity.

Jordi Raich Curco
Head of Delegation
ICRC - Lebanon



IFRC

Lebanon in 2007 was punctuated with violent events not witnessed since the end of the civil war. Whether highlighted by indiscriminate bomb attacks, politically motivated assassinations and the conflict in the Nahr el Bared camp, the year brought a period of extended insecurity and political void to the country.

Throughout, pictures of the Emergency Medical Service volunteer teams responding to critical events were broadcast regularly around the world and highlighted the magnitude of the capacity of the Lebanese Red Cross to respond to emergencies as well as the evident courage and commitment of the active volunteers.

It is unfortunate that once again the Lebanese Red Cross first aiders had to suffer through the tragic loss of two exceptionally devoted volunteers during the Nahr el Bared operation. The International Federation of Red Cross and Red Crescent Societies can only express its sincerest sadness at the tragic loss of these young lives who had dedicated themselves to alleviating the suffering of others.

Despite a permanent state of alert, the EMS department can only be congratulated on the tremendous strides forward it has made in the implementation of its five year strategy. It was with pleasure that the Federation was able to interact closely with the teams and to contribute to the realization of the strategy, primarily as a result of the generous donations of Partner National Societies and donors such as OPEC who recognized the need to support where possible the work of the volunteers and staff of the EMS. Whether it be through the donations of new ambulances, equipment, or the rehabilitation of stations, the Federation hopes to have had a positive impact on the initial phase of the strategy process.

In parallel, the Federation has continued to assist the Lebanese Red Cross in developing logistics, medico-social, youth, blood bank, communications, strategic planning and internal capacities. The interaction with all components of the National Society has provided an exceptional insight into the true dedication of all staff, volunteers and members to deliver services under the banner of the Red Cross/Red Crescent Movement principles.

The Federation within its mandate to assist member National Societies, will continue in its efforts in Lebanon to support the EMS and the Lebanese Red Cross at large in its humanitarian activities and acknowledges and salutes herewith all your efforts. The Federation team looks forward to the continued positive collaboration and cooperation.

Anne-Katherine Moore Karlsen
Head of Delegation
IFRC - Beirut





تقييم تطبيق استراتيجية فرق الاسعاف والطوارئ السنة الاولى

بدءاً بحرب تموز في العام ٢٠٠٦ التي أدت إلى استشهاد المسعف ميخائيل الجبيلي وإصابة ١٤ مسعفاً، مروراً بأحداث الشمال التي دامت حوالي الاربعة أشهر وأدت إلى استشهاد المسعفين بولس معماري وهيثم سليمان وصولاً إلى الانفجارات، وكنتم في جميع هذه المهمات مندفعين ومتحمسين، وقمتم باسعاف وانقاذ الجرحى والمصابين بالرغم من الاخطار المحدقة. ونظراً للدعم المباشر من اللجنة الدولية للصليب الاحمر، والدعم الكامل من رئيس الصليب الاحمر اللبناني الشيخ سامي الدحداح، إضافة إلى دعم بعض الجمعيات الوطنية المانحة استطعنا دعم وتقوية عملنا بوضع استراتيجية لفترة خمس سنوات. وقد تمكنا حتى اليوم من:

- تأمين ٣٥ سيارة اسعاف مجهزة كاملة بقيمة \$ ٥٥,٠٠٠ للسيارة الواحدة، حيث ولتاريخه تم استلام السيارات كالتالي:
- ١٦ سيارة من اللجنة الدولية للصليب الاحمر،
- ٦ سيارات من الاتحاد الدولي لجمعيات الصليب الاحمر والهلال الاحمر،
- سيارة من الـ Bal des Debutantes،
- سيارتين من الصليب الاحمر البلجيكي،
- ثلاث سيارات من الـ ATFL (American Task Force for Lebanon)،
- ثلاث سيارات من الصليب الاحمر الاميركي،
- سيارتين من السفارة المكسيكية،
- سيارتين من الهلال الاحمر الاماراتي.

كما سيتم وخلال فترة قصيرة استلام:

- سيارة من الـ Bal des Debutantes
 - البدء بدعم العنصر البشري، وذلك بتوظيف ٧ متفرغين جدد في ادارة الاسعاف، بتمويل من اللجنة الدولية للصليب الاحمر،
 - البدء بتوحيد التدريب، وقد بدأ هذا المشروع مع الـ SDC،
 - تأهيل وبناء بعض مراكز الاسعاف (تبنين، المريجه، الحازمية، فرن الشباك وفالوغا).
- ويتم تكملة هذا المشروع بمراكز قبر شمون، سبيرس

ومرجعيون، وغيرها من المراكز.

شراء معدات جديدة موحدة بتمويل من:

- اللجنة الدولية للصليب الاحمر بقيمة \$ ٢١٨,٣٣٥
- الصليب الاحمر البلجيكي بقيمة \$ ١٣٤,٥٣٢
- الصليب الاحمر الهولندي بقيمة \$ ١٢٥,٠٠٠
- الاتحاد الدولي لجمعيات الصليب الاحمر والهلال الاحمر بقيمة \$ ٦١,٥٦٤
- الـ SDC بقيمة \$ ٤٥,٠٥٥
- الصليب الاحمر السويسري بقيمة \$ ٢١,٠١٠

- تأليف لجنة خاصة مؤلفة من مسعفين محامين من جميع الاقاليم لدراسة وتطوير نظام فرق الاسعاف، ولجنة للاتصالات (IT) مؤلفة من مسعفين اخصائيين في الاتصالات.

كما تم القيام بنشاطات على الصعيد الوطني كالتالي:

- مؤتمر وطني بتاريخ ٨ و ٩ ايلول ٢٠٠٧ بحضور كامل اعضاء فرق الاسعاف والطوارئ يهدف إلى شرح خطة الاستراتيجية
- مؤتمر وطني بتاريخ ٢٣ و ٢٤ شباط ٢٠٠٨ بحضور كامل اعضاء فرق الاسعاف والطوارئ يهدف إلى التحضير لبرنامج التدريب.

ويفضل مشاركتكم، وإندفاعكم، وإقتراحاتكم، سنتمكن معاً من اكمال مسيرتنا الانسانية لمساعدة المحتاج أينما كان.

روزي بولس

رئيسة فرق الاسعاف والطوارئ

Contributions



جاين

أغنية لمسعفي وشهداء الصليب الأحمر اللبناني...
كلمات والحان: الاخوين سليم وفادي جبرائيل
غناء: السيد رودولف خوري وجوقة مدرسة راهبات العائلة المقدسة البترون

جاين من صرخة ضمير
جاين وبقلب كبير
ما عندن غايي ولا نية
جاين يلما جروحاتا
تيلبوا صرخة موجوع
للقب المليون دموع
القلب الانسانية
ويعطوا القوة لجناحاتا
نادهن صوت من العالي
كرمال الانسان الغالي
ابطال بصمت بيشتغلوا
كل همّ عل الويل يحلوا
ولو بدوا الشوك يجرحهم

بيلبوا ولو شو ما صار
لولا من جهنم ناديتن
ببقوا حدك كل دقيقة
بيتحدوا الموت وويلاتو
مهما تشتد الأخطار
بيكبوا حالن عالنار
وقت الشدة ووقت الضيقة
بيتحدوا الموت وشوكاتو
ولو بدوا الموت يجرحهن

Croix Rouge française

C'est à l'occasion d'un stage, dans le cadre de mon Master à Paris, que je suis arrivée en février 2008 à l'EMS. Secouriste à la Croix Rouge Française, c'est donc avec un œil curieux et avide de nouvelles connaissances que j'observe, depuis plus de deux mois, la direction des secouristes.

Cette revue est l'occasion de dire combien je suis chaque jour impressionnée du travail accompli par les secouristes libanais. Non pas que les secouristes français ne soient pas investis dans leurs actions, bien au contraire ! Mais nous avons la chance de bénéficier, en France, d'un service public de secours à victimes, le SAMU. Ce service est fourni par des professionnels et la Croix Rouge Française n'est donc « qu'un soutien » de ce service public.

Le contexte est également tout-a-fait différent. En effet, nous avons la chance, en France, de pouvoir effectuer nos missions dans un climat politique stable. Il est donc peut-être plus facile pour nous de respecter, au quotidien, les 7 principes. Mais dans cette mosaïque de communautés qu'est le Liban est-il facile de faire passer ces principes avant ses intérêts ? Je constate, avec admiration encore, que les volontaires libanais s'acharnent à les respecter.

C'est donc la tête pleine de nouvelles idées pour ma station que je rentrerai en France. Ravie de mon séjour à Beyrouth, je suis aussi maintenant convaincue que la Croix Rouge, au delà de ce mouvement humanitaire, est aussi une grande famille internationale, qui, malgré les différences de culture, se rassemble autour de ses 7 principes.

سقطت كل اتفاقيات جنيف بسقوطك شهيداً أخي المسعف...
وقع قدميك زلزل الضمان
وكان لهذا الوقع صدق صارخاً في آذان البشرية
لا للهزيمة!!! لا للفرجة مائتة، شريعة الغاية أرحم منها!!!
احتراماً لشارة الصليب الأحمر!! احتراماً للتطوع!!!

أخي المسعف الشهيد:
أولادك: واحد-إثنان-ثلاثة
والجرحى بالآلاف
والقتلى بالمئات
آثرت الإبتعاد عن أولادك
واقتربت من آلام الناس
إلتصقت بهمومهم
إمتزج دمك بدمهم
من وراء سحب الدخان لمحنا طيفك
من بين أزيز الرصاص سمعنا صوتك
في برك الدم رأينا يديك
تحمل، تضم، تبتسم، تشفي
وما من يد استطاعت أن تضمك
وإلينا تعيدك سالماً

أين أزرار الورد نهديكها أخي الشهيد
أين زهر اللوز يزمو
أين شذا الياسمين يتبه
أين البدر نقطفه من عليائه نقطفه
ليهيم في ذكراك أخي الشهيد...

يا من حملت الجرحى بيد
وبالأخرى حملت قلباً عطشاً للعطاء
هذا العشق للتفاني
جسدته برسالة
قدستها، عبدتها، سموت بها الى اللاحدود...
إلى الإستشهاد...

مضيت إلى المجهول بدون ميعاد للرجوع
يا من أثمرت الحياة في رحم الموت
يا من حملت المصباح من عتمة إلى عتمة
تفتح أبواب قلبك حين تغلق أبواب الأمل
تحتضن الدمعة، تجعلها بسمه...

عطاؤك مواثد للجياع
تطوعك كأس للعطاش
إستشهادك شعلة للرفاق
مع الصليب الأحمر حملت رسالتك
وما بك من سلاح
إللا الحب والتضحية والعطاء
هذه الأقانيم الثلاثة
كيف تقهر... كيف تغتال
كيف يهدم قلب مسعف؟؟
مضيت قبل الميعاد أخي الشهيد
عمرُك أضيّق من أحلامك
نتسك!!! كيف؟؟
ونحن في ظلمات الدرب
نلتمس خيطاً من نور
ومضة من إندفاع
تشع في دروبنا
في رحلتنا مع التطوع
وتبقى أنت الشعلة
التي لا تنطفئ

الصليب الأحمر اللبناني
فرع البترون
عضو اللجنة المحلية
جوزفين صفيير عويجان

“140”



Reality TV is a genre of television programming that, for better or worse, has become very popular throughout the world in recent years, but little did we know that we would one day be watching typical emergencies and life in one of the LRC EMS stations on a local TV network every Sunday night!

Indeed, in 2007, the Pro-Management Agency filmed and produced a reality TV show called “140” (i.e. the emergency number of the LRC) in which a camera crew follows the EMS workers in the station and during emergencies. Composed of 15 episodes, it was broadcast on a weekly basis to an audience of 200,000 to 300,000 viewers in Lebanon.

Loved by the public, the show raised a small controversy among an admittedly very subjective and critical audience; the EMS volunteers. Some of us would have preferred to see more “REAL” reality such as team meetings, trainings and evaluation of emergencies. Others would have wanted the show not to focus on a single station, and some volunteers truly enjoyed watching what they do on a daily basis through the eyes of the camera!

However, this series helped make the public understand who the EMS volunteers are and what they do. If we view it again in a couple of years, it would also be a great a benchmark against which we will be able to judge our progress as we implement the strategy.

Souvenir XXII



9 months after volunteer Michael Jbeily lost his life during the July 2006 War, the Souvenir XXII ceremony was organized in Zahlé.

More than a thousand people attended this exceptionally touching and emotional ceremony during which the Lebanese Red Cross family, joined by its partners from the Movement and the local community, paid homage to the martyrs of the Lebanese Red Cross.



Journal 203

Friday

203 - Statistics

- 1751 emergency missions
- 301 road accidents
- 252 cardiac emergencies
- 364 patient transports
- 3005 first-aid in station
- 427 first-aid in homes

Emergency missions ranking: 10/43

Main achievements 2007-2008

Opening of Bologna station
Major multiple casualty incident simulation
Souvenir XXII.



And the usual but essential:

- Technical training - new Bologna volunteers
- Mission leader training - Promo 2006
- Team leader training - Promo 2004
- Annual recertification for all volunteers
- Ambulance driver training
- Project management training for team leaders
- Annual summer training camp
- Mountain rescue activities and training

And still looking for a fixed location...!



Bologna-208

A new station is born in the heights of Northern Metn

Three years have passed since the Bologna station project was first launched by the EMS director, the Antelias local committee, and the volunteers of Kornet Chehwan.

Three years of intense efforts and sacrifices by all parties, but the end result is something we can all be proud of: the 43rd LRC EMS station started operating normally on the 7th of April 2008!



Milestones - Summer 2005 to April 2008:

1. **Summer 2005:** A team of cadres from the Kornet Chehwan station conduct a two-month assessment and feasibility study in the heights of the Northern Metn Region.
2. **November 2005:** The project proposal is approved by the LRC presidency, administration and local committee, and the rest of the year is spent developing the plan of action.
3. **2006:** Recruitment sessions are carried out in all villages to be covered by the Bologna station, and negotiations are carried out with the municipalities and private donors.
4. **Summer 2006:** Construction of the new station begins and Andre Matar, a cadre from the Kornet Chehwan station is appointed first head of station for Bologna.
5. **May 2007:** 25 volunteers are selected to start the "Brevet" training course.
6. **August 2007:** 16 volunteers successfully accomplish the Visa I camp, and integrate the Kornet Chehwan station for a 9-month training period with the station's technical committee and CISP
7. **October 2007:** The building is completed and in 2008, CISP assist in furnishing the station and buying equipment for two ambulances.
8. **7 April 2008:** The station starts operating on a full-time basis for a 3-month trial period before the official opening ceremony which will take place in July 2008.
9. **April 20 2008:** An ambulance is donated to the station by a private company.



Next steps

Team leaders, ambulance drivers and mission leaders from the Kornet Chehwan station will be on duty with the Bologna volunteers during this next phase, and lot of work remains to be done for the Bologna station to become completely autonomous:

- Training of mission leaders (chefs de mission)
- Training of ambulance drivers
- Training of team leaders
- Preparing and appointing a head of sector from the first promotion of 208 volunteers
- Training of a specialized mountain (summer and winter) rescue unit
- In addition to the procurement and equipping of the necessary 4x4 vehicles

At the end of this period, and after all of the above objectives have been achieved, 208 will become a fully autonomous station. However, the effort put in by all the Kornet Chehwan volunteers and the bonds formed between them and the new volunteers of the Bologna station will ensure that our two stations will remain "sister" stations for years to come!

Special thanks to:

- The LRC and EMS administrators
- The Antelias Local Branch
- Mr. Philippe Jabr
- CISP
- All the municipalities of the region
- The "New Lebanon" company
- Mr. Tony Zoghbi
- All the benefactors without whose support this station would not have been built.

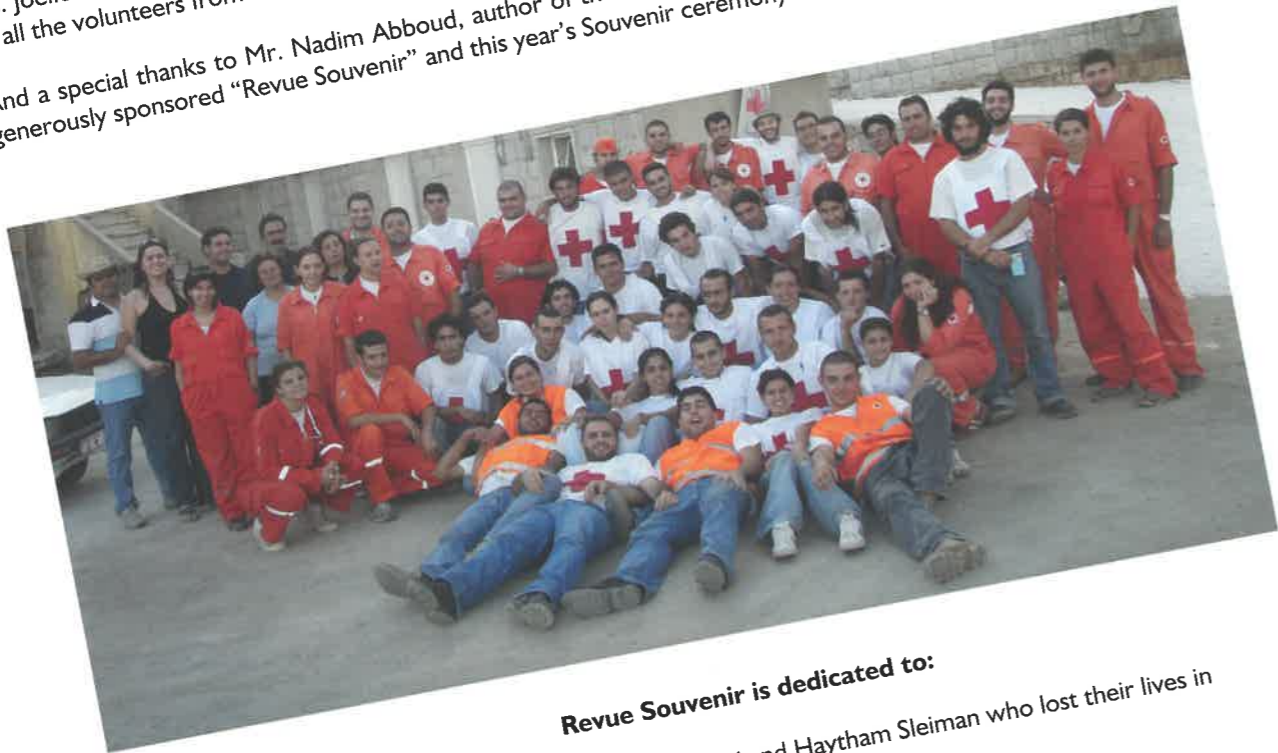




Our heartfelt thanks for the support in organizing the Souvenir XXIII Ceremony and publishing this year's "Revue Souvenir" to:

Mr. Damienos Kattar, Mrs. Mirna el Murr Abou Charaf, Mr Fady Gebrayel, Mr. Selim Gebrayel, Mr. Rudolph Khoury, Mrs. Desiree Zoghbi, Administration employees and students of Ste Famille-Batroun School, Ms. Laudi Jurdak, Ms. Claude Darazi, Mrs. Mirna Abdallah, Administration and employees of the Emile Lahoud Center for Culture and Conferences, Mr. Chady Rizk, Mr. Joe Moarkech, Mr. Anthony Dergham, Mr. Nagy Abi Karam and Ms. Joelle Henoud, the LRC Public Relations Department, Mrs. Rosy Boulos and Mr. Georges Kettaneh as well as all the volunteers from all over Lebanon and especially the North District...

And a special thanks to Mr. Nadim Abboud, author of the book "LA CROIX DES ANNÉES ROUGES", who generously sponsored "Revue Souvenir" and this year's Souvenir ceremony.



Revue Souvenir team

Nabih Jabr
Sandra Salamé
Carine Tohmé Haddad
Naji Bechara

Revue Souvenir is dedicated to:

Boulos Maamari and Haytham Sleiman who lost their lives in Nahr el Bared
All the martyrs of the Lebanese Red Cross,
All the humanitarian workers around the world who make sacrifices to alleviate the suffering of others,
All the victims of the senseless acts of violence,
The ICRC, Federation, partner national societies,
All the local and international partners who are helping the LRC
EMS in the implementation of the strategy,
The volunteers of the Lebanese Red Cross.

إلى ما وراء الواجب...



شهداء الحليب الاحمر اللبناني
الخت ماري صوفي الزغبى
سليم حسن حمود
خليل صيبح
طوني ريمون اسمر
سليم فيكتور عبود
ميشال منصور مكرزل
جوزف جرجس الخوري
باسل عبد الغني يزري
طه اسماعيل لاشين
سليم انطوان خيرالله
فارس داوود لبس
حسين سامي همدن
مخايل جورج الجبيلي
بولس معماري
هيثم سليمان

والمسعفان المخطوفان سمعان جدع والفرد ككتاني