



HOPE, PROTECTION & PARTICIPATION

The Ombuds Office: An Extra Layer of Child Protection

As part of our commitment to ensuring every child and young person grows up in a safe and supportive environment, **SOS Children's Villages Lebanon** has established an independent **Ombuds Office** — a confidential space where concerns related to a child or young person's safety or wellbeing can be raised freely and securely.

How it works:

Concerns are shared through safe reporting channels, reviewed confidentially by the **Ombuds team**, and referred to the relevant persons for action and follow-up, with a focus on safety, respect, and timely response.

The **Ombuds Office** also strengthens participation by ensuring that children and young people have a direct voice in decisions that affect their lives.



The Elections

This year, elections were held for child and staff representatives within the **Ombuds mechanism**, ensuring that children and young people are actively represented in the system.

Through the **Ombuds Office**, we continue to strengthen protection while promoting participation, dignity, and children's right to be heard.

Do you know the 4 Core Child's Rights?

Every child has the right to:

- Survival and Development
- Protection from violence and harm
- Participation and being heard
- Non-discrimination

These are not privileges. They are rights guaranteed to every child under the UN Convention on the Rights of the Child (UNCRC).

Let's build a world where every child is safe, heard, and valued.



A Mother's Strength, A Family's New Beginning

Mrs. Aida's biggest fear was never poverty, it was seeing her children lose their future.

In 2018, after her husband was imprisoned following the tragic conflicts in Tripoli, **she was left alone to care for six children** between the ages of three and ten. Her family lived in an area that had long suffered from violence, destruction, fear, and extreme poverty.

Yet despite the difficult circumstances surrounding her, when Mrs. Aida approached **SOS Children's Villages Lebanon** for support, her greatest concern was her children's education and safety. She wanted to **protect** them from the dangers of the streets, **help** them continue their **studies**, and **provide** them with a **stable home** where they could **grow up** with dignity.

SOS Children's Villages Lebanon intervened with a long-term support plan focused on helping the family rebuild stability in their lives. The children were enrolled in schools, **the family moved into a decent independent home**, and continuous educational, emotional, and social support was provided over the years.

As the family's situation gradually improved, **SOS Children's Villages Lebanon** continued supporting Mrs. Aida on her journey toward independence. She was enrolled in a sewing and embroidery training course in Tripoli, while her eldest son received career guidance and completed a culinary arts course through which he later secured a job at a local restaurant. To further help her build a sustainable source of income, **SOS Children's Villages Lebanon also supported her in receiving an electric sewing and embroidery machine**, helping her take meaningful steps toward self-reliance and a more stable future for her family.

Today, she lives with her children in a stable home, caring for their education and daily needs with remarkable determination. **Her story is a powerful reminder that with continuous support, opportunity, and resilience, families can move from vulnerability to self-reliance and hope.**



Strengthening Child Protection in Humanitarian Action

As part of SOS Children's Villages' ongoing efforts to strengthen child protection and emergency response capacities, 16 staff members from SOS Children's Villages Lebanon participated in an interactive training on Child Protection in Humanitarian Action, delivered by **Mrs. Anahit Avetisyan, National Security and Emergency Advisor from SOS CV Armenia.**

The training focused on the minimum standards and key principles of humanitarian action and child protection in crisis situations through practical and interactive learning sessions.

Bhersaf Village

The Youth of Mary Baabdat Movement organized age-appropriate awareness sessions for the children in the village, focusing on internet safety, data protection, and the risks of violent war games and harmful online content



Grade 9 students from Broumanna High School visited Bhersaf Village, where they spent meaningful time with the youth through fun activities and a shared breakfast together.



The foreign actor and clown Pau Palaus brought joy and laughter to the village through an entertaining and interactive show enjoyed by all children and youth.

Game: Guess the Child's Right!



A child speaks in court about where they want to live after separation from their family.

Is this:

A) Protection

B) Participation

C) Survival

Answer: B) Participation

SOS Children's Villages works actively in the field of child participation by ensuring that children and young people are meaningfully involved in decisions that affect their lives, including care arrangements and program design. This approach strengthens their voice and active role in shaping their own futures.