



# Mercy Hands Annual Report | 2017



Mercy Hands for Humanitarian Aid

[www.mercyhands.org](http://www.mercyhands.org)

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## Message from the Founder and Chairman of the Board

Mercy Hands' staff named this year, 2017, the year of expansion, because of the great increase in Mercy Hands' operations. Indeed, 2017 was the year Mercy Hands set the record in different areas. In 2017, Mercy Hands implemented 57 projects, the highest number of projects implemented in any year and by the end of the year the total number of staff was 453, the highest number of employees at any point. Moreover, for the first time in its history, Mercy Hands set up a humanitarian mission abroad, in Syria.



**Dr. Khaldoon Al-Moosawi, Chairman of Board of Directors of Mercy Hands**

However, if there is one thing I would like others to remember from this year is the bravery, dedication, and selflessness of Mercy Hands' teams who delivered aid to people affected by the war on ISIS which took place in Ninewa, Salah Al Din, Anbar, and Kirkuk governorates. Mercy Hands' teams were at the battle frontlines in Mosul and Anbar moving right behind the Iraqi forces to deliver aid to deprived people, exposing themselves to a huge risk of being injured. At that time, I received numerous security incident reports from the field and every time I considered pulling out the teams I got pleas from them asking me not to. That is why Mercy Hands was the first NGO to work in West Mosul and the first NGO to reach the Iraqi Syrian borders in Anbar governorate.

I am so proud of Mercy Hands achievements and even prouder for working with a great group of dedicated and selfless humanitarian aid workers.

A handwritten signature in black ink, appearing to read 'Khaldoon Al-Moosawi', written in a cursive style.

Khaldoon Al-Moosawi  
Chairman Board of Directors  
Mercy Hands for Humanitarian Aid

## Acknowledgement

All 453 Mercy Hands staff excelled in their work but the 2017 award of excellence went to the team of administrative departments (Finance, Human Resources, and Logistics and Security). With almost the same resources of 2016, the team managed double the number of projects and employees in 2017 (57 projects and 453 employees in 2017 vs. 22 projects and 200 employees in 2016). Moreover, the team was involved in a number of end-of-project audits and pre-partnership assessments, all were successfully concluded. To cope with the increasing amount of work load, the team had to work overtime and under pressure for most of the year. They are our heroes of 2017!

## Strategic Achievements of 2017

- Improving governance: According to the Board's strategy for improving Mercy Hands' governance, the goal is to have all Board members as non-executive directors by the end of 2019. Towards the end of 2017, the Chairman of the Board resigned from the Executive Director position and became an independent non-executive director of the Board.
- Restructuring the Executive Administration: By the end of 2017, Mercy Hands adopted a new management model. The Executive Director, who is the CEO of the organization, would have four assistants, the General Administrator, Director of Finance, and two Regional Coordinators, one for North of Iraq and the other for Center and South of Iraq.
- Enhancing public relations and internal and external communications: Mercy Hands established a radio station, called Civil Society Broadcasting (CSB) and recruited an expat journalist to work as a full time Communication and Media Manager.
- Improving managerial capacity: In 2017 Mercy Hands recruited more managers, expats and locals. By the end of 2017, Mercy Hands had 7 expats
- Mercy Hands was registered in USA in the State of Georgia.

- Mercy Hands was registered in North East Syria in March 2017. Mercy Hands set up a mission in North East Syria in the first half of 2017. After recruiting local staff and opening an office in Amuda, the Head of the Mission with her assistant crossed the border from Iraq to Syria through Faysh Khabur bordering crossing point in July 25, 2017. Mercy Hands was the only Iraqi NGO to ever cross this border.

### **Operational Achievements of 2017**

- Continuing and expanding the partnership with WFP, Logistics Cluster, and UNICEF.
- Starting a new partnership with UNHCR. Mercy Hands was and still UNHCR's only partner for providing legal and psychosocial assistance to Stateless People in Iraq.
- Before 2017, Mercy Hands had missions in seven governorates: Baghdad, Karbala, Babil, Erbil, Salah Al Din, Ninewah, and Anbar. By the end of 2017, Mercy Hands extended its operational coverage to include a total of eleven governorates: Baghdad, Karbala, Babil, Erbil, Salah Al Din, Ninewah, Anbar, Basrah, Duhok, Diyala, and Kirkuk.
- By December 2017, the total number of Mercy Hands staff was 453, the highest number of paid staff since Mercy Hands was founded in 2004.
- In 2017 Mercy Hands worked in the mine action domain for the first time. Mercy Hands successfully designed and implemented a mine-risk education (MRE) in Anbar governorate that was funded by UNICEF.
- In July 2017, Mercy Hands implemented the first project in Syria in partnership with Lemon Tree Trust, and it was regarding the distribution of household and community crisis response garden kits.

### **Human Resources**

Mercy Hands' staff doubled in 2017, starting the year with 205 employees and ending the year with 453 employees.



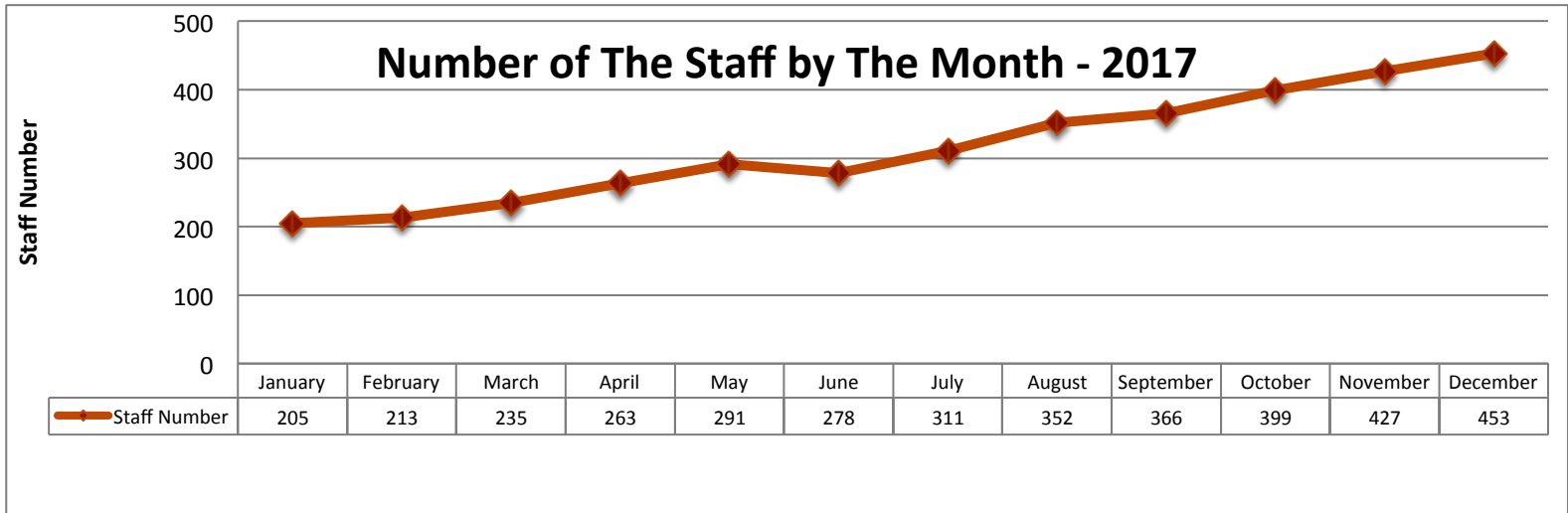


Figure 1 Number of Mercy Hands' staff by month in 2017

7 out of the 453 employees were Expats while the remaining were local. All employees worked in Iraq mission, except 6 employees worked on Syria mission.

The following chart shows the distribution of the employees working in Iraq mission by the governorates in December 2017:

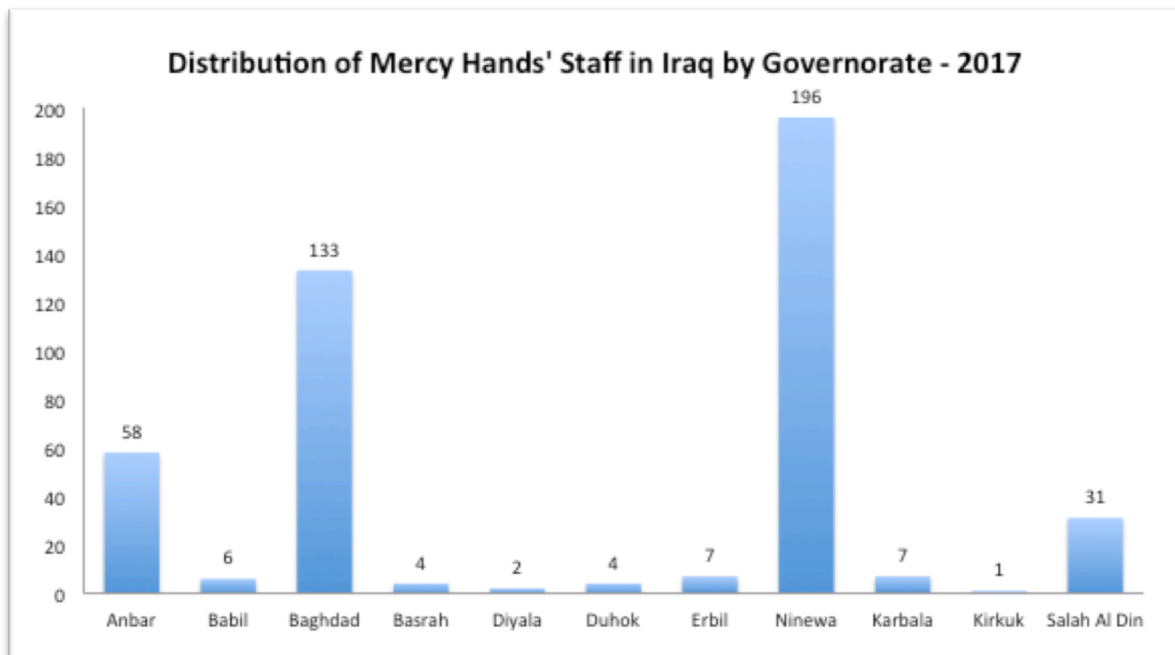


Figure 2 Distribution of Mercy Hands' staff in Iraq by governorate – December 2017.

While the following chart shows the distribution of Mercy Hands' employees by gender in December 2017:

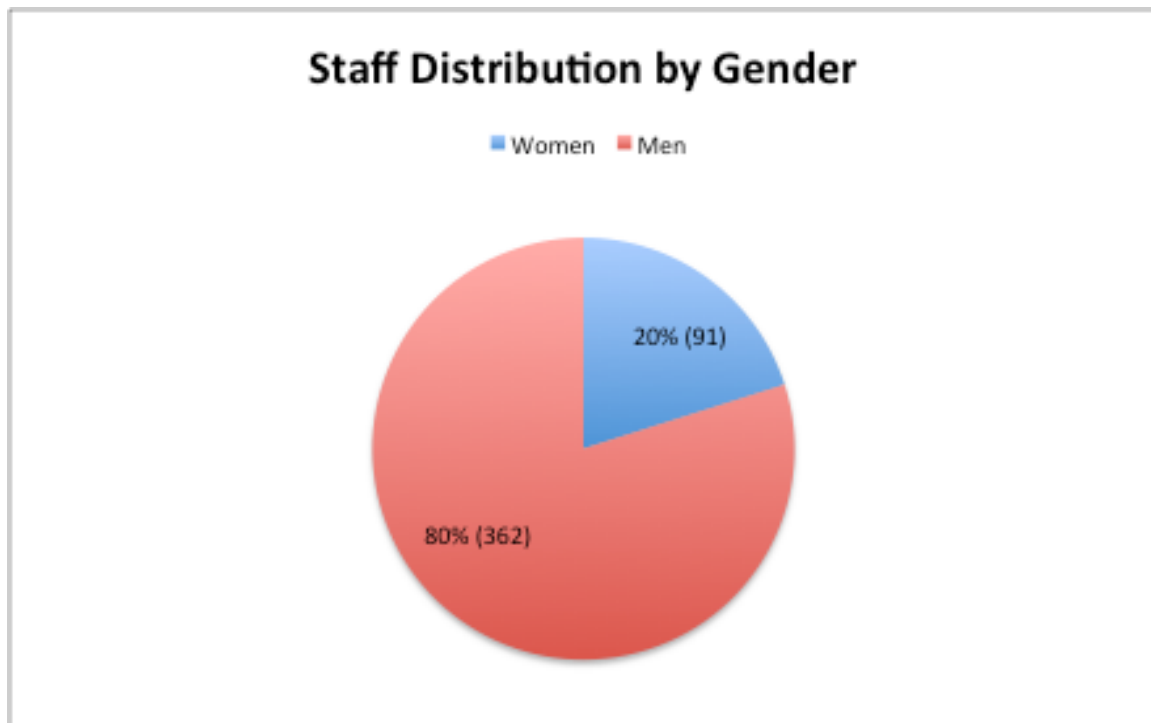


Figure 3 Distribution of Mercy Hands' staff by gender – December 2017

### Donors and Partners

In 2017, Mercy Hands received funding - directly or through a third partner - from 16 donors. These donors are:

1. WFP (12 projects direct implementation and 5 projects via Logistics Cluster)
2. UNICEF (11 projects)
3. UNHCR (1 project direct implementation, 2 projects via LCN, and 1 project via INTERSOS)
4. UNFPA (1 project via UNICEF)
5. FAO (1 project)
6. UNDP (1 project)
7. UNHABITAT (1 project via UNDP)
8. HELP (1 project)
9. IHPF (1 project)
10. AFK (1 project)
11. TdH (1 project)
12. Mercy Corps (2 projects)
13. Malteser International (1 project)
14. DPK (via LCN)
15. DRC
16. Lemon Tree Trust



## Programs Excerpt

Mercy Hands implemented a total of 57 projects in 2017. 46 of the 57 projects were externally funded contractual projects, while Mercy Hands funded the remaining 11 projects.

Annex 1 is a table that highlights the externally funded projects while Annex 2 is a table that highlights Mercy Hands' self-funded projects in 2017.

Mercy Hands has had two well established programs departments, Emergency Response and Protection Departments. In 2017, the Emergency Response Department implemented 31 projects (15 aid distribution, 11 warehousing, and 5 assessment and monitoring projects) while the Protection Department implemented 11 projects.

The following chart shows the distribution of projects implemented by Mercy Hands in 2017 by sector of intervention:

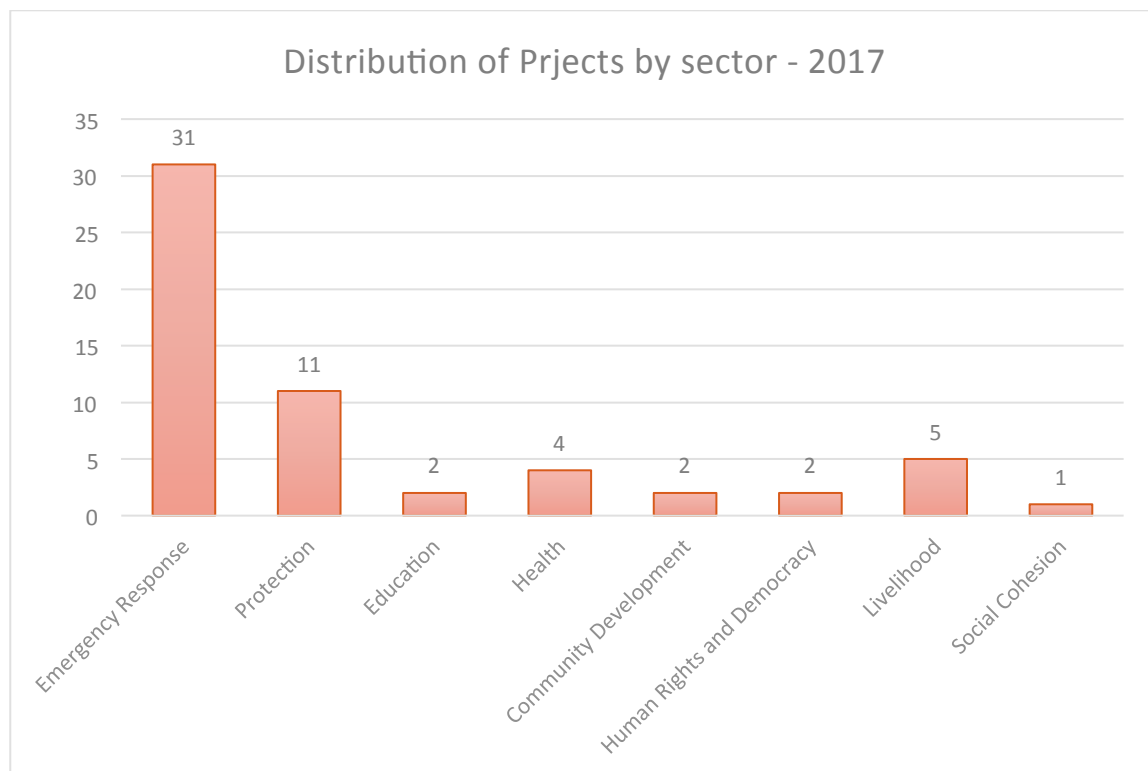


Figure 4 Distribution of projects by sector of intervention

## 2017 Highlights of Programs and Activities

### Emergency Response Department

Because of the war on ISIS and the concurrent humanitarian situations, the Emergency Response Department was the most active program department within Mercy Hands in Iraq in 2017.

The Emergency Response Department was active in three sectors: 1) Aid distribution; 2) Warehousing and logistics; and 3) Assessments and monitoring.

Majority of Mercy Hands' Emergency Response effort was directed towards Mosul humanitarian corridor but the department was also active in Baghdad, Salah Al Din, Anbar, and Karbala.

### Aid Distribution

In 2017 Mercy Hands distributed 967,104 food and non-food packages to a total of 870,498 families. This represents more than nine times the number of families reached in 2016 (**105,961** families in 2016)

Annex 3 is a table that shows the type and amount of aid distributed in 2017, divided by month and governorate.

### Monthly Food Rations Distribution in Baghdad

The monthly family food ration distribution in Baghdad lasted for 4 years and ended in June 2017. From January to June 2017, every month Mercy Hands distributed a total of 13551 FFRs for in- and out-of-camp IDPs in west side of Baghdad (Karkh). Noteworthy, the weight of one FFR is 40.75 kilogram, which brings the total of weight of distributed FFRs in the month of June to 549,568 metric tons.

### Monthly Food Rations Distribution in Karbala

Every month, Mercy Hands distributed 10301 monthly FFRs to in-camp IDPs in Karbala. For out-of-camps IDPs, Mercy Hands distributed the monthly FFRs via two distribution centers and as follows:

Karbala City distribution center: - 6,352 food ration for 6,352 IDPs families

Karbala – Najaf Road distribution center: - 2,857 food ration for 2,857 IDPs families

## Food Distribution in Ninewa

Mercy Hands distributed hundreds of thousands of food packages to families affected by the military offensives against ISIS in Ninewa governorate. The vast majority of the food aid distribution in Ninewa was funded by WFP; however, Mercy Hands partnered with other donors such as UNICEF (see Annex 1). For the records, Mercy Hands was the first aid organization distributing food to families living in villages and towns newly liberated from ISIS in and around Mosul and the first organization entering the right side of Mosul (West Mosul). Actually, Mercy Hands' Emergency Response team was moving right behind the Iraqi Forces that were pushing into and liberating West Mosul neighborhoods.



**Figure 5** Amid the ongoing military operations in west Mosul Mercy Hands continued to distribute WFP emergency family food rations to people living in neighborhoods in west Mosul, only a few hundred meters from the clashes points between Iraqi armed forces

## Warehousing and Logistics

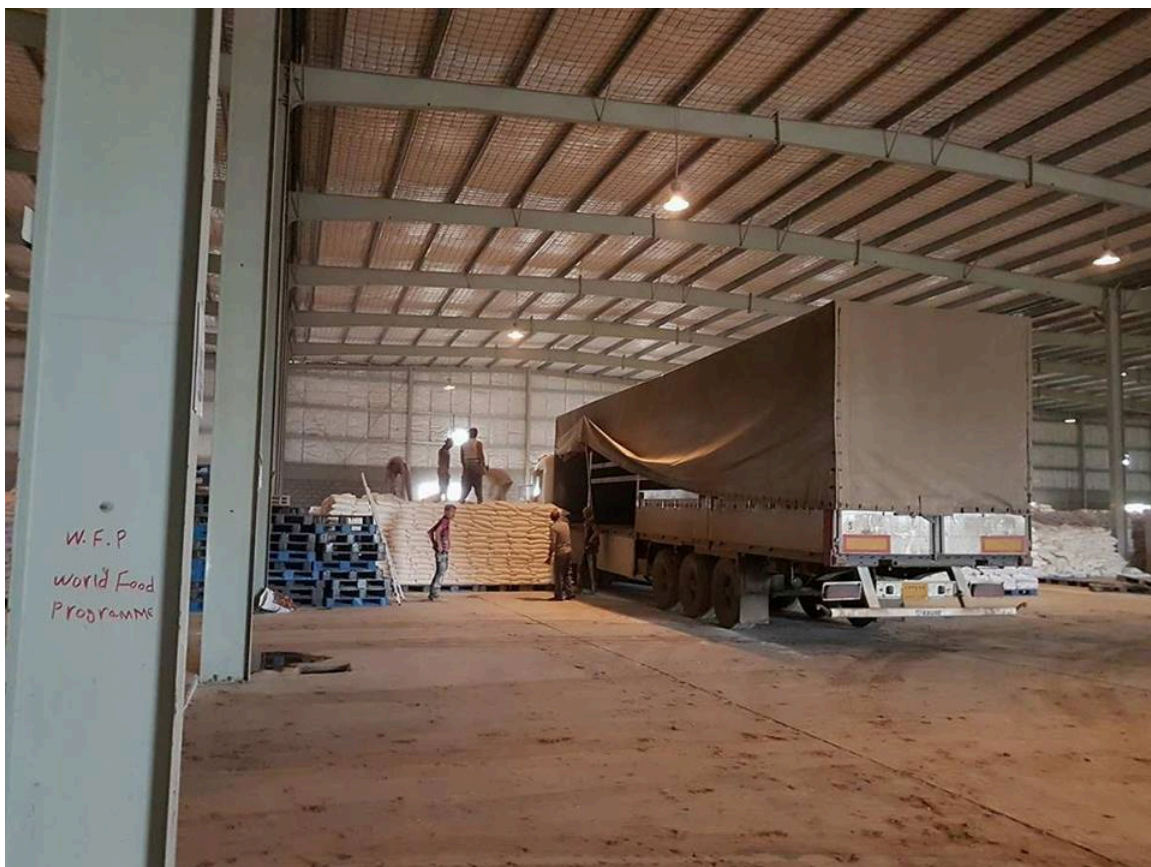
Mercy Hands is honored to be the main implementing partner of the Logistics Cluster in Iraq, managing a large network of warehouses in Baghdad, Salah Al Din, and Ninewa governorates.

Since the first major military offensive against ISIS was launched in early 2015 and till victory over ISIS was declared in December 2017, our brave and dedicated staff worked day and night, weekday and weekends, to ensure life-saving relief cargo reaches affected populations in time. Despite of the intricacies of the humanitarian situation in Iraq, the

logistics response was efficient and effective, which attests to the high experience of Mercy Hands in warehousing and logistics.

In 2017, Mercy Hands managed and operated 24 warehouses for the Logistics Cluster in Baghdad, Salah Al Din, and Ninewa, with a total area of 12000 square meters. These warehouses received and released a total of 32611 metric tons of humanitarian aid, food and non-food items. Annex 4 is a table that summarizes relevant facts about the Logistics Cluster's warehouses managed by Mercy Hands.

In addition to the Logistics Cluster warehouses, Mercy Hands managed 5 WFP's warehouses in Baghdad, covering a total area of 28000 Square Meters. On monthly bases, these warehouses were receiving and releasing 7493 Metric Tons of food rations and dispatching 7782 Metric Tons of food rations to Salah Al Din, Anbar, Babil, Baghdad, Karbala, and Najaf governorates.



**Figure 6 Loading and offloading took place almost on daily basis at Mercy Hands' managed WFP's and Logistics Cluster's warehouses in Baghdad, Salah Al Din, and Ninewa governorates. This picture is from inside W704 warehouse in Baghdad.**

## Assessment and Monitoring

Under its mandate to work with other active players on ground to ensure efficient and timely delivery of aid to people in need, Mercy Hands conducted a few assessments and monitoring programs in 2017, here is an excerpt of these programs:

### Assessment and Monitoring for UNICEF

In April UNICEF contracted with Mercy Hands to conduct “household assessment in East side of Mosul”. Over a period of 2 months, and while the war on ISIS on west side of Mosul was still ongoing, Mercy Hands assessed over 9300 families living in East side of Mosul. The successful implementation of the project led UNICEF to renew and expand its partnership with Mercy Hands for assessment and monitoring activities, so in the following months Mercy Hands conducted the following assessment and monitoring projects for UNICEF:

- Household Assessment, Community Mobilization, and Raising Awareness in Mosul. Implementation period: July 2017 – August 2017. Location: Mosul, Ninewa governorate.
- Household Assessment, Community Mobilization, Raising Awareness, and Case Management Support in Anbar. Implementation period: September 2017 – May 2018. Location: Fallujah, Anbar governorate.
- Case management, Registration of beneficiaries and raising Awareness in relation to the Child Grant and Cash for Education projects. Implementation period: October 2017 – February 2018. Location: Mosul, Ninewa governorate.

### Cash Based Transfer Monitoring for WFP

- Cash Based Transfer Monitoring in Baghdad: This project was launched in July 2017 and it is funded by WFP. The aim of the project is to support WFP in the distribution of cash in camps where WFP assistance is currently provided and in newly identified camps in Baghdad for Iraqi IDPs affected by conflicts.

## Protection Department

In October 2016 Mercy Hands launched its first child protection program and it was with UNICEF (see under Child Protection) and towards the end of 2016 Mercy Hands finalized the arrangements for a partnership with UNHCR for providing legal aid to non-



Syrian refugees and stateless people in central and southern Iraq. Due to the increased involvement in protection, Mercy Hands focused in 2017 on building a strong management for protection programs. Firstly, Mercy Hands recruited a Director for all Protection Programs, and then recruited an Assistant Director. Both, the Director of Protection Programs and his Assistant, worked with Mercy Hands' Executive Administration to establish and develop the Protection Department.

In 2017, the Protection Department implemented 11 projects in the following sub-sectors:

- 1) Legal Assistance (6 projects);
- 2) Women Protection (1 project);
- 3) Child Protection (3 projects);
- 4) Mine Risk Education (1 project).

Only 1 project was self-funded (Lawyers for Women Center) while external donors funded the other 10 programs.

In 2017, the Protection Department achieved the following:

- Completed 2,771 cases of adult Legal representation and 320 cases of children legal representation.
- Provided multi sectoral support services (health, psychosocial, livelihood/economical strengthening and justice) for 608 children.
- Provided 1,712 legal consultation.
- Distributed 5,300 legal/ protection leaflets.
- Organized 1,247 community legal awareness sessions.
- Organized 160 government advocacy sessions.
- Conducted 6,083 household assessments.
- Organized 510 SGBV sessions for women
- Represented 116 SGBV cases.
- Provided psychosocial support to 7,547 children.

The following are the highlights of protection programs implemented in 2017:

### **Legal Aid for IDPs in Babil**

Through this program a group of lawyers provided legal aid to IDPs in Babil governorate. Almost all IDPs were displaced from areas occupied by ISIS in 2014 in Anbar, Ninewa,

Salah Al Din, and Kirkuk. The program ended in August 2017. Tetra Tech DPK, via LCN, funded this program.

### **Legal Protection for Refugees and Asylum Seekers in Center of Iraq**

The first partnership with UNHCR since 2009 was started with the launch of this program in February 2017. This program was implemented in partnership with LCN. The program ended in December 2017. Program outcomes: a) 320 legal representation; b) 302 consultations; c) 106 SGBV cases; d) 10 legal awareness sessions (300 attendees); e) 10 SGBV awareness sessions (300 attendees); and f) 2,000 PR brochures.

### **Prevention and Reduction of Statelessness in Center and South of Iraq**

The second program with UNHCR and the only to implement in direct partnership with UNHCR. It was launched in March 2017 and continued in 2018. Program outcomes: a) 1508 legal representation (720 closed cases and 788 still open cases); b) 570 consultations; c) 7 legal awareness sessions (245 attendees); and d) 300 legal awareness PR products.

### **The Pillar 4 Protection Project in Mosul**

Another program that was funded by UNHCR and implemented in partnership with LCN. It was launched in May 2017 and ended in December 2017. There are plans to resume the program in 2018 in direct partnership with UNHCR. Program outcomes: a) 500 legal representation; b) 800 legal consultations; c) 1,000 public awareness leaflets; d) 7 SGBV workshops (210 attendees); e) 20 legal awareness sessions (500 attendees); and f) 3,000 household assessments.

### **Provision of HLP legal support services in Mosul**

The beginning of this program dates Mercy Hands' first experience with House, Land, and Properties legal cases in Iraq. Moreover, it was Mercy Hands' first partnership with UNDP/ HABITAT for legal protection programs. Program outcomes: a) 1,022 HLP document restored; b) 3,083 house mapped; c) 2,000 leaflets distributed; d) 20 public awareness sessions (500 attendees); and e) 160 government advocacy sessions.

### **Reducing and mitigating protection risks enhancing prevention and access to services for newly displaced in Mosul**

INTERSOS needed Mercy Hands to provide legal aid to IDPs and host community, with a special focus of victims of gender violence in Mosul, as part of a bigger program that



INTERSOS was implementing with UNHCR, titled “Reducing and mitigating protection risks enhancing prevention and access to services for newly displaced, returnees and host community in Salah al-Din and retaken areas in South Mosul Governorates, Iraq”. Mercy Hands’ work ended by the end of December 2017. Program outcomes: The program’s lawyers accomplished a total of 385 cases, 141 of them were administrative while the remaining 244 were SGBV related cases. The social workers implemented a total of 22 awareness sessions aimed at explaining SGBV, the rights of SGBV victims, and IDP and SGBV victims’ access to legal assistance. Local community members were allowed to attend as well as IDPs and returnees to the community in general. Another main activity of the project was to conduct household assessment and distribute awareness leaflets. The project’s assessment team conducted a total of 2189 household assessment and distributed a total of 2000 leaflets.

### **Lawyers for Women Center**

The accumulating experience in providing legal aid and psychosocial support to women through the other implemented protection programs and the recruitment of experienced and dedicated female lawyers had led the Executive Administration of Mercy Hands to establish “Lawyers for Women” Center in June 15, 2017.

The center is formed of a group of Iraqi female lawyers that provide pro bono legal services to women in Iraq. By the end of 2017, the center had three offices, in Baghdad, Babil, and Mosul. Services include: legal representation, consultations, and mediation and reconciliation.

The center is considered the first law firm in Iraq that is formed of only female lawyers and provides its services to only women. The lawyers are experienced in divorce cases, alimony, inheritance, gender-based-violence, domestic and spouse violence, rape, and child molestation. In addition to the lawyers, a group of experienced social workers (all females) work in the center. These social workers provide psychosocial support to the center’s clients.

In 2017, the center legally represented 9 women and provided legal consultation to another 40 women. Moreover, 10 women received psychosocial support and 60 women received legal awareness sessions.

The center has a website [www.layersforwomen.org](http://www.layersforwomen.org) and it is on Facebook, Instagram, and Twitter.

### **Psychosocial Support for IDP Children in Anbar**

In October 2016, Mercy Hands started its first partnership with UNICEF - and its first externally funded child protection program - which was about providing psychosocial support to IDP children in Anbar governorate. The official title of the program was “Responding to the child protection needs of girls and boys in Khaldiya and Habaniya affected by the IDPs crisis in the ongoing conflict from Anbar”. The goals of the program were: to provide psychosocial support through indoor and outdoors play activities and culturally appropriate games to the most vulnerable IDP children, identify children who require specialized psychological care and provide it to them, and to raise awareness of children, parents, and the local community on relevant issues such as child rights and prevention of family separation. To achieve these goals, Mercy Hands established two child friendly spaces (CFSs) at the two IDP camps in Khaldiya and Habaniya cities and supplied them with many different child recreational and educational toys. Psychosocial workers run the two CFSs and a Program Manager based at Mercy Hands Headquarters in Baghdad manages the whole program. Program outcomes: a) 3291 children received psychosocial support; b) 608 children received specialized care (health, psychosocial, livelihood/economical strengthening and legal); and c) 4465 children received child protection awareness training.

### **Child Protection in East Mosul**

This program was officially launched in May 2017 but actual program activities started in June. The program was implemented in partnership with TdH Italy and the Dutch government funded it. It was about setting up two mobile Child Friendly Spaces (CFSs) in different areas in east side of Mosul city and Al-Hamdaniyah district. A team of Case Workers and Psychosocial Workers enrolled on monthly bases highly at risk children aged 4 to 17 (girls to boys ratio 1:1) into the CFSs and provided them with psychosocial first aid and support. Children with identified protection risks were assessed and referred to receive specialized psychosocial care. Program outcomes: a) 4,256 children received psychosocial support; b) 74 children received legal assistance; c) 3546 parents/ caregivers received child protection awareness training; and d) 2863 children received child protection awareness training.

## **Mine-Risk Education**

In 2017 Mercy Hands worked in the mine action sector for the first time. In light of the continuous and growing threat of landmines and other explosives in Anbar, Mercy Hands conducted a large mine risks awareness campaign primarily targeting 25000 primary school children in 50 schools. The focus was on Fallujah and Ramadi, because they are the most populated liberated areas in Anbar. This project was implemented in partnership with the Iraqi Health and Social Care Organization and it was funded by UNICEF.

## **Health Programs**

Here is an excerpt of Mercy Hands' health programs in 2017:

### **Rahma (Mercy) Medical Clinic in Baghdad**

In mid October 2016, Mercy Hands opened Rahma (Mercy) Charity Clinic. The clinic is located at the heart of Baghdad. It is financially supported by Mercy Hands. The medical staff of the clinic consists of the Medical Director (Dr. Muthanna Al-Kaabi), a Nurse, and a Lab Director.

The clinic provides the following services: physician care, ECG, Ultrasound, minor surgeries, urgent procedures (IV fluid administration and nebulizer), and a wide variety of lab tests. The clinic is open to everyone, but a priority is given to underprivileged poor people. All services are provided free of charge for internally displaced persons, orphans, victims of war, unemployed, low income families, members of Iraqi military forces and their families, and anyone who cannot afford to pay. However, those who can pay are charged subsidized fees for the services provided. The collected fees will be used to cover the running cost of the clinic and to sustain its operations.



Figure 7 The clinic had fully functioning laboratory run by a full time biologist.

### **Rahma (Mercy) Charity Clinic in Babil**

The clinic opened in March 2017. The clinic is located in Hilla, the capital of Babil governorate. It is financially supported by Mercy Hands. While a full time physician runs the clinic in Baghdad, an administrator manages Rahma clinic in Babil and a group of volunteer physicians from different specialties see the patients according to a roster.

Like Rahma clinic in Baghdad, Rahma clinic in Babil provides the following services: physician care, ECG, Ultrasound, minor surgeries, urgent procedures (IV fluid administration and nebulizer), and a wide variety of lab tests. The clinic is open to everyone, but a priority is given to underprivileged poor people. All services are provided free of charge for internally displaced persons, orphans, victims of war, unemployed, low income families, members of Iraqi military forces and their families, and anyone who cannot afford to pay. However, those who can pay are charged subsidized fees for the services provided. The collected fees will be used to cover the running cost of the clinic and to sustain its operations.

### **Distributing Wheelchairs to the Needy in Babil Governorate**

Motivated by their willingness to help people in need, Mercy Hands' team in Babil decided to mobilize the local community to donate wheelchairs for the disabled stateless

people in Babil governorate. The response was thrilling and Mercy Hands managed to distribute a few wheelchairs.



**Figure 8** An IDP woman receiving a new wheelchair from Mercy Hands to replace her broken old wheelchair.

### **Health Promotion Campaign in Baghdad**

Funded by UNICEF, Mercy Hands implemented a health awareness campaign targeting primary schools in areas with relatively high incidence of cholera in Baghdad, Iraq. Mercy Hands' officers conducted in-class sessions to give information on the importance of washing hands and demonstrated to the children the proper way to wash hands. At the end of the session, there was a Q&A session and active children received an "activity bracelet" as a prize. Some students were selected to demonstrate and explain proper hand washing techniques to the other students for further reinforcement. Materials were distributed accordingly throughout the schools. Posters on how to properly clean your hands were placed on the walls of classrooms, bathrooms, and the entrances of the schools. Posters of weekly schedules were placed inside classrooms to be used as references. Finally, each student received a flyer, notebook, and crayons.

UNICEF was so impressed with the implementation of this activity that in November 2017 it approached Mercy Hands to implement a bigger health promotion campaign that

would target more schools in more areas in Baghdad. This new health promotion campaign is to be implemented in the first quarter of 2018.

### **Health Insurance Program for Low Income Families**

Health insurance is rudimentary in Iraq and almost all patients pay out of pocket for healthcare. The need for health insurance is more now than ever, especially since the Iraqi government decided to increase the fees of most public healthcare services. Mercy Hands responded to this need by launching a health insurance program in December 2016, named “Dhamani”, designed specifically for low-income families. Simply stated, for a small premium, the insured individual or family will have access to all services provided by Rahma Clinic either free of charge or for a very small co-pay.

### **Education Programs**

#### **Out of School Children Initiative**

Many children in Iraq drop out of school to work and support their families. The government offers different educational programs for dropouts but these programs are underfunded and are not designed to meet the needs of all dropouts, leaving majority of them uneducated.

Mercy Hands implemented a pilot project in Karbala, titled “Out of School Children Initiative”, to provide out of school children with catch up classes in convenient times that do not interfere with their livelihood. Mercy Hands obtained the approval of the educational authorities in Karbala to allow the beneficiaries of this initiative to sit for the final exam of primary (elementary) school diploma. The program was launched in February 2017 and ended in May 2017 with the graduation of the first group of beneficiaries. This initiative paved the way for Mercy Hands to become and for the first time UNICEF’s partner for education, through a program titled “Community Mobilization for School-Based Management (SBM) in Baghdad.

#### **Community mobilization for School-Based Management (SBM) in Baghdad**

This program started in beginning of October 2017, in partnership with UNICEF. The



project aims at promoting resilience and long-term and sustainable peace through full and inclusive participation of communities in building child friendly schools. Awareness-raising sessions and campaigns, service providers and community members will result in on going, applicable knowledge about child rights and peace education, as well as best practices.

By December 2017, the SBM team concluded the first major outcome of the program, which was the establishment of Parent Teacher Associations (PTAs) of the targeted 95 Schools in Baghdad.

### **Livelihood Programs**

Towards the end of 2017, and as the humanitarian context in Iraq started to transition from emergency to early recovery following the defeat of ISIS, Mercy Hands became more involved in post-conflict recovery and community development effort.

The following are the highlights of Mercy Hands' livelihood projects in 2017:

#### **The Greenhouses in Domiz Camp**

The greenhouses in Domiz Camp was Mercy Hands' first greenhouse project, and it was designed, funded, and implemented solely by Mercy Hands. The purpose of the project was to support food security and livelihood of Syrian refugees and other vulnerable groups within the community, as workers in these greenhouses were residents of the camp and the produce of the greenhouses will be used to feed residents of the camp. The produce surplus will be sold and the income will be used to cover the greenhouses' running cost, including the salaries of the workers.





Figure 9 In July 5, 2017, Mercy Hands' team in Duhok governorate, headed by Ms. Bethany Eigenfeld (3<sup>rd</sup> from the left), met with the staff of Lemon Tree Trust at Domiz Refugee Camp, to coordinate and arrange for the launch of the greenhouse project.

### **Vocational Training in Zummar**

In partnership with Danish Refugees Council (DRC), Mercy Hands began its Vocational Training Program in mid December 2017. The program consists of three training courses in the fields of Electrical Installation and Repair, Auto Mechanics, and Greenhouse Set up and Maintenance. The three courses are being implemented at the same time, with 25 participants in each course. The duration of the courses is 3 months, with 2 lectures per week.

### **Distribution of Household and Community Crisis Response Gardens in Syria**

In partnership with Lemon Tree Trust, Mercy Hands distributed household and community crisis response garden kits to vulnerable households in North East Syria. The project started in October 2017. 100 household crisis response garden kits and 3 community crisis response garden kits were prepared by Syrian Refugees living in Domiz Camp in Duhok north of Iraq - under the supervision of Lemon Tree Trust's team, and then Mercy Hands team transported these kits from Domiz camp all the way to Amuda in North East Syria. Prior to transportation, Mercy Hands' team in North East Syria

surveyed households and schools in the area to identify beneficiaries of the project. Following the delivery of the kits, Mercy Hands team trained the beneficiaries on how to start and manage the gardens then monitored and evaluated the outcomes of the project.

### **Human Rights and Democracy Programs**

Mercy Hands has extensive experience in human rights, democracy, and civil society programs. Although its work strategy for 2017 focused on emergency response and protection programs, Mercy Hands implemented programs and activities in human rights, democracy, and civil society sectors.

### **Partnership for the Rule of Law in Karbala**

UNDP was engaged with the Iraqi government to reform security sector and promote rule of law. To that end, UNDP contracted with Mercy Hands to experiment ways to build the partnership and trust between the community and security forces at the local level. Mercy Hands' area of responsibility was Karbala governorate and the implementation period extended from beginning of August to end of September 2017. In August, three workshops were conducted during which the participants, who were representatives of security forces and local community, learned about the concepts of good governance, law enforcement, communication, state and monitoring institutions, citizenship and police, monitoring role of the community, and how to design projects that promote partnership between police and the community in Karbala. In September, Mercy Hands successfully implemented the police community partnership initiatives that were designed during the workshops.

### **Workshop for "diversity protection and prevention of discrimination"**

As a recognition of Mercy Hands' effort to support institutional reform and good governance in Iraq, it received a direct invitation from UNDP-Iraq to participate as a representative of the Iraqi non-governmental organizations in a study tour and a workshop organized by UNDP-Iraq, which was held in Sofia, Bulgaria from 13 - 17 June 2017. The purpose of the study tour was to help Iraqi lawmakers and representatives of Iraqi NGOs to explore models of diversity protection and anti-discrimination legislations in Eastern Europe, as they work on developing the draft of the Iraqi state law on "diversity protection and prevention of discrimination".

UNDP organized this learning activity under its Strengthening Participatory and Accountable Governance (SPAG) Project.



Figure 10 a picture from the study tour (ref: UNDP Facebook page)\

### **Civil Society Broadcasting CSB**

Civil Society Broadcasting (CSB) is a multimedia broadcasting services, launched in June 2017. CSB is considered a subsidiary of Mercy Hands for Humanitarian Aid, i.e. legally and financially affiliated to Mercy Hands and the manager of CSB reports directly to Mercy Hands' Executive Director. CSB is registered at the Iraqi Journalist Syndicate, a governmental agency, as a media agency.

You can listen to CSB on: 1) Mixlr: <http://mixlr.com>; 2) Radio Garden: <http://radio.garden>; and 3) TuneIn: <https://tunein.com>

### **Community Development**

#### **Providing Leadership and Life Skills for Adolescents and Youth (PLLAY)**

PLLAY center works to catalyze and create great and safe place to play, learn, empower, and elevate public discourse around the importance of Peace building and social

engagement. It is designed to provide a beautiful experience for teens, youth and Adolescents to confidently visit the center to meet friends around their age and to have a good time and a place where everyone wants to be the last to leave.

The program was launched in August 2017, in Baghdad and Salah Al Din governorates. At first, Mercy Hands coordinated with the Iraqi Ministry of Youth and Sport to set up PLLAY center at one of its youth centers in Baghdad. PLLAY center in Baghdad was eventually put on hold in December 2017 because it took too long to get the final administrative approvals. On the other hand, PLLAY center in Salah Al Din was set up at a rented private property in Tikrit.

## **Social Cohesion**

### **Football Tournament for IDP Children in Mangesh Camp**

Football has been always a relevant sport for Iraqis to build social inclusion, conflict resolution and peace building in Iraq. Mercy Hands organized the “Social Cohesion Football Tournament” for children in Mangesh, a town in Duhok Governorate, from July 6th to July 12th, 2017.

Six teams participated in the tournament with ten players on each team. Each team had a combination of Yazidi, Muslim and Christian boys aged 10-14, both IDPs and from the host community. Mercy Hands provided uniforms, stadium usage, refreshments and support to the local children’s football league in order to enrich the local children and to bring together the multi-ethnic, multi-religious members of the community to share in a healthy, fun activity.

The local Mangesh authorities attended the tournament, including the Mayor and Mukhtar, and winners received either medals or trophies. Staff included five trainers and three referees.





**Figure 11 July 7, 2017: Kurdish, Arab and Yazidi boys training for the Tournament in Mangesh, Duhok. The teams were a mix of IDPs, refugees, and host community's children from different ethnicities and religions.**

## Public Relations and Communication

Mercy Hands Public Relations and Communication Department has successfully been able to engage the public and build a strong relationship with them.

Mercy Hands owns three websites:

- 1- The organization's main website: [www.mercyhands.org](http://www.mercyhands.org)
- 2- Lawyers for Women Center: [www.lawyersforwomen.org](http://www.lawyersforwomen.org)
- 3- Civil Society Broadcast: [www.csbiraq.com](http://www.csbiraq.com)

Mercy Hands is also on the following social media platforms:

- 1- Facebook: [www.facebook.com/MercyHands](http://www.facebook.com/MercyHands) and [www.facebook.com/mercyhandsarabic](http://www.facebook.com/mercyhandsarabic)
- 2- Instagram: [www.instagram.com/mercy\\_hands](http://www.instagram.com/mercy_hands)
- 3- Twitter: [www.twitter.com/MercyHands](http://www.twitter.com/MercyHands)
- 4- Youtube: [www.youtube.com/channel/UCA2\\_en3zb\\_d8nTsXo6BwTHg](http://www.youtube.com/channel/UCA2_en3zb_d8nTsXo6BwTHg)
- 5- LinkedIn: [www.linkedin.com/company/mercy-hands-for-humanitarian-aid](http://www.linkedin.com/company/mercy-hands-for-humanitarian-aid)
- 6- Google: <https://plus.google.com/112843464227330484234>
- 7- Flickr: [www.flickr.com/mercyhands](http://www.flickr.com/mercyhands)

## Achievements of Communication and Public Relations Department

In October 2017, Mercy Hands joined the "I Belong" global campaign, which was launched by UNHCR and aims at ending the devastating legal limbo of statelessness, which affects millions of people around the world and makes their lives difficult. Mercy

Hands effort in the “I Belong” campaign has been led by the Public Relations Department.



Figure 12 ‘I Belong’ brochure designed by Mercy Hands' Public Relations and Communication Dept.

Social Media Posting

First and last social media posts in 2017

On Instagram...

First post in 2017





Last post in 2017:



mercy\_hands

mercy\_hands Mercy Hands and @unfao rebuilding #Iraq, creating #jobs, and strengthening #food security, all through 1 project "Cash for Work". Pics: workers of local vulnerable families are rehabilitating irrigation canals and greenhouses in #Fallujah in #Anbar governorate. #FAO @worldfoodprogramme\_official #cashforwork #jobs #foodsecurity مع منظمة العراق، ## الأغذية والزراعة للأمم المتحدة، العمل على إعادة بناء خلق فرص عمل، و تقوية الأمن الغذائي من خلال مشروع "العمل مقابل العمل". هذه الصور: تأهيل قنوات الري و البزل في الانبار من قبل عمال محليين يعملون # الفلوجة # الصقلاوية##



38 likes

DECEMBER 26, 2017

Add a comment...

On Facebook.....

First post



**Mercy Hands for Humanitarian Aid**

Published by Khaldoon Al Moosawi [?] · January 1, 2017 · 🌐

Despite of their suffering, Mosul IDP families have not forgotten their traditions and the genuine Iraqi generosity. They served tea to our team members while taking a short break from aid distribution!

برغم معاناتهم، لم تنس عوائل الموصل عاداتهم وكرمهم العراقي الأصيل.. يقدمون الشاي لأعضاء فريقنا خلال أوقات الإستراحة من توزيع المساعدات



Last post





## Mercy Hands for Humanitarian Aid

Published by Khaldoon Al Moosawi [?] · December 30, 2017 ·

جمعية أيادي الرحمة أول منظمة إنسانية تصل الحدود العراقية السورية في الأنبار في سنة ٢٠١٧ سطرت فرق جمعية ايادي الرحمة الانسانية في كافة مناطق العمليات ملاحم إنسانية كان آخرها عملية واسعة لتوزيع المساعدات الغذائية على عوائل نازحة و مضيقة في مناطق غرب الأنبار. إستمرت هذه العملية لمدة شهرين (تشرين الثاني و كانون الأول) عمل فيها فريقنا في الأنبار بشكل يومي، حتى في العطل و بدون إجازة، و في الليل و النهار و في جو بارد جداً و خاصة في الليل. هذا إستعراض موجز لعملياتنا الإنسانية في الآن...

[Continue Reading](#)



On Twitter...

First post



**Mercy Hands** @MercyHands · 13 Jan 2017

funded by @OCHAIraq, we're distributing ready-to-eat #Food rations to new #Mosul IDP not otherwise helped [bit.ly/2iqhhTD](http://bit.ly/2iqhhTD) #Iraq



Last post



### Looking Forward

In 2018 Mercy Hands will focus on the following issues:

- Continue to improve governance and enhance the Board’s functionality.
- Continue to improving the internal control systems and developing organizational procedures and policies.
- Continue and promote the partnerships with current donors, while searching for new donors.
- Develop strategies for fundraising and search for sustainable sources of funding.
- Building expertise in post-conflict and development sectors.
- Turning Mercy Hands into an international organization by gaining international recognition and setting up missions abroad.

### Annexes

#### Annex -1- Externally Funded Projects in 2017

No.	Title	Donor	Governorate(s)	Sector	Start and End Dates
1	Hygiene Kit Distribution for IDPs fleeing Mosul	German Federal Foreign Office (via HELP)	Ninewa	Emergency Response	10/01/16 – 02/08/17
2	Pre-positioning	IHPF	Ninewa, Salah Al	Emergency	10/23/16 –

	of emergency ready-to-eat food rations in Central		Din	Response	01/23/17
3	Providing Mines Risk Education for Children in Schools in Anbar	UNICEF	Anbar	Protection	12/15/16 – 02/28/17
4	Emergency Winterization for IDPs and Returnees in Ninewa.	AFK	Ninewa	Emergency Response	01/02/17 – 02/28/17
5	UNICEF Multi-Sectorial Emergency kits Distribution in Mosul City	UNICEF	Ninewa	Emergency Response	01/01/17 – 04/30/17
6	Responding to the Child Protection needs of girls and boys in Khaldiya and Habaniya affected the IDPs crisis in the ongoing conflict from Anbar	UNICEF	Anbar	Protection	10/09/16 – 01/09/17
7	Responding to the Child Protection needs of girls and boys in Khaldiya and Habaniya affected the IDPs crisis in the ongoing conflict from Anbar	UNICEF	Anbar	Protection	03/01/17 – 01/31/18
8	Child Protection Services	TdH	Ninewa	Protection	03/01/17 – 12/31/17
9	PLLAY Center in Tikrit	Mercy Corps	Salah Al Din	Community Development	08/07/17 – 02/15/18
10	PLLAY Center in Baghdad	Mercy Corps	Baghdad	Community Development	08/07/17 – 12/31/17
11	Legal protection for non-Syrian refugees and	UNHCR (via LCN)	Central and Southern Governorates	Protection	02/01/17 – 12/15/17

	asylum seekers				
12	Prevention and Reduction of Statelessness in Central Iraq	UNHCR	Central Governorates	Protection	03/01/17 – 12/31/17
13	Legal Protection for IDPs and Returnees – Pillar 4	UNHCR (via LCN)	Ninewa	Protection	05/01/17 – 12/31/17
14	Reducing and mitigating protection risks enhancing prevention and access to services for newly displaced	UNHCR (via INTERSOS)	Ninewa	Protection	11/10/17 – 12/31/17
15	Partnership for the Rule of Law in Karbala	UNDP	Karbala	Human Rights and Democracy	07/01/17 – 09/30/17
16	Dignity Kits Distribution in Mosul City	UNFPA (via UNICEF)	Ninewa	Emergency Response	04/01/17 – 05/31/17
17	Household Assessment in Eastern Neighborhoods of Mosul City	UNICEF	Ninewa	Emergency Response	04/08/17 – 05/18/17
18	Household Assessment, Community Mobilization, and Raising Awareness in Mosul City	UNICEF	Ninewa	Emergency Response	07/01/17 – 08/31/17
19	Household Assessment, Community Mobilization, Raising Awareness, and Case Management Support in Anbar	UNICEF	Anbar	Emergency Response	09/01/17 – 05/31/18
20	Community mobilization for School-Based Management (SBM) in Baghdad	UNICEF	Baghdad	Education	10/01/17 – 03/31/18

21	Case management, Registration of beneficiaries and raising Awareness in relation to the Child Grant and Cash for Education projects	UNICEF	Ninewa	Emergency Response	10/01/17 – 02/28/18
22	Multi-Sectorial Emergency Package “MSEP”	UNICEF	Ninewa	Emergency Response	10/10/17 – 04/10/18
23	Provision of HLP legal support services in Mosul	UNDP/ UNHABITAT	Ninewa	Protection	10/10/17 – 01/31/18
24	Medical and Cash Support of conflict affected IDPs, host communities, returnees and vulnerable populations in the Governorate of Ninewa	Malteser International	Ninewa	Emergency Response	11/01/17 – 07/31/18
25	Supporting Crisis Affected Communities through Cash-for-Work Program in Fallujah District, Saqlawiyah Sub-District, Anbar governorate.	FAO	Anbar	Emergency Response	11/09/17 – 02/09/18
26	Warehouse Management – WH 901	WFP	Baghdad	Emergency Response	04/01/16 – 03/31/18
27	Warehouse Management – WH 1001	WFP	Baghdad	Emergency Response	04/01/16 – 03/31/18
28	Warehouse Management – WH 1002	WFP	Baghdad	Emergency Response	05/01/16 – 01/31/18
29	Warehouse Management – WH 1003 Bag	WFP	Baghdad, Karbala	Emergency Response	07/01/16 – 12/31/17

	& Kar				
30	Warehouse Management – WH 1005	WFP	Baghdad	Emergency Response	10/01/16 – 12/31/18
31	Warehouse Management – WH 1006	WFP	Baghdad	Emergency Response	12/01/16 – 03/31/18
32	Warehouse Management – Logistics Cluster – WH1	WFP (via Logistics Cluster)	Salah Al Din	Emergency Response	10/01/16 – 09/30/17
33	Warehouse Management – Logistics Cluster – WH2	WFP (via Logistics Cluster)	Salah Al Din	Emergency Response	10/01/16 – 12/31/17
34	Warehouse Management – Logistics Cluster – Qayyarah	WFP (via Logistics Cluster)	Ninewa	Emergency Response	11/01/16 – 12/31/17
35	Monthly Food Rations Distribution	WFP	Baghdad, Karbala, Ninewa (Qayyarah)	Emergency Response	01/01/17 – 06/30/17
36	Monthly Food Rations Distribution	WFP	Anbar, Karbala	Emergency Response	07/01/17 – 12/31/17
37	Monthly Food Rations Distribution	WFP	Anbar (Qa'em)	Emergency Response	11/01/17 – 12/31/17
38	Monthly Food Rations Distribution – Qayyarah 1	WFP	Ninewa (Qayyarah)	Emergency Response	07/01/17 – 12/31/17
39	Monthly Food Rations Distribution – Qayyarah 2	WFP	Ninewa (Qayyarah)	Emergency Response	07/01/17 – 12/31/17
40	Cash Based Transfer Monitoring	WFP	Baghdad	Emergency Response	07/01/17 – 12/31/17
41	Warehouse Management – Logistics Cluster – HAA & GOG 1	WFP (via Logistics Cluster)	Ninewa (Hamam Al Alil and Gogjali)	Emergency Response	03/01/17 – 08/31/17
42	Warehouse Management – Logistics Cluster – HAA & GOG 2	WFP (via Logistics Cluster)	Ninewa (Hamam Al Alil and Gogjali)	Emergency Response	09/01/17 – 12/31/17
43	Legal Aid for IDPs in Babil	DPK (via LCN)	Babil	Protection	01/10/16 – 08/31/17
44	Health Promotion	UNICEF	Baghdad	Health	10/01/17 – 10/31/17

	Campaign in Baghdad				
45	Vocational Training	DRC	Ninewa	Livelihood	12/01/17 -
46	Distribution of Crisis Response Gardens Kits	Lemon Tree Trust	Ninewa and North East Syria	Livelihood	10/01/17 – 12/31/17

## Annex -2- Self Funded Projects in 2017

No.	Title	Governorate(s)	Sector(s)	Start & End Dates
1	Out of school children initiative	Karbala	Education	02/18/17 – 05/01/17
2	Rahma1 (Mercy) Charity Clinic in Baghdad	Baghdad	Health	10/01/16 - Present
3	Rahma2 (Mercy) Charity Clinic in Babil	Babil	Health	03/01/17 - Present
4	Distributing Wheelchairs to the Needy in Babil Governorate	Babil	Health	04/01/17 – 04/30/17
4	Civil Society Broadcasting (CSB)	Baghdad	Human Rights and Democracy	06/15/17 - Present
5	Lawyers for Women Center	Baghdad, Babil, Ninewa, and Diyala	Protection	06/15/17 - Present
6	Greenhouses in Domiz Camp	Duhok	Livelihood	06/01/17 - Present
7	Social Cohesion Football Tournament for Children in Mangesh IDP Camp	Duhok	Social Cohesion, Peacebuilding	06/15/17 – 07/15/17
8	Distribution of Nutritional High-energy Biscuits to IDP children and families in Shahama camp.	Salah Al Din	Emergency Response	06/01/17 – 06/30/17
9	Distribution of 18,048 boxes of toothpastes to 3 refugee camps	Duhok	Emergency Response	06/01/17 – 06/30/17
10	Distribution of Household and Community Crisis Response Gardens	Ninewa and North East Syria	Livelihood	10/01/17 – 12/31/17
11	Women Gardens in Domiz Refugees Camp	Duhok	Livelihood	10/01/17 - Present



### Annex -3- Type and Amount of Aid Distributed in 2017, Divided by Month and Governorate.

GOVERNORATE						
Month	Duhok	Ninewa	Baghdad	Anbar	Salah Al Din	Karbala
January		- WFP FFR= 18620 (18620 families)  - UNICEF HK=19950 (19950 families)	- WFP FFR= 13551 (13551 families)		- OCHA RFR=6479 (6479 families)	- WFP FFR= 10254 (10254 families)
February		- WFP FFR= 9203 (9203 families) IRR= 12933 (9856 families)  - UNICEF HK= 23746 (23746 families)  -AKF EWK= 238 (238 families)	- WFP FFR= 13461 (13461 families)			- WFP FFR= 10365 (10365 families)
March		- WFP FFR= 18883 (18883 families) IRR= 8731 (8731 families)  - UNICEF HK= 18070 (18070 families)	- WFP FFR= 16192 (16192 families)			- WFP FFR= 10392 (10395 families)
April		- WFP FFR= 31543 (31543 families) IRR= 6500 (6500 families)  - UNICEF HK= 14750 (14750 families)	- WFP FFR= 13009 (13009 families)			- WFP FFR= 10430 (10430 families)
May		- WFP FFR= 39465 (36948 families)  - UNICEF HK= 9500 (9500 families)	- WFP FFR= 13942 (13942 families)			- WFP FFR= 10431 (10431 families)
June	- MH TB= 18048 (9024 Families)	- WFP FFR= 43897 (43897 families)  - UNICEF CFS= 13104 (13104 families) HK=4961 (4961 families)	- WFP FFR= 13551 (13551 families)		- MH HEB= 791 (791 families)	- WFP FFR= 10426 (10426 families)
July		- WFP FFR= 42658 (36018 families)  - UNICEF CFS= 21608 (21608 families) HK=4961 (4961 families)	PROGRAM ENDED	- WFP FFR=12593 (12593 families)		- WFP FFR= 1109 (1109 families)
August		- WFP FFR= 51510 (42216 families)		- WFP FFR=17142 (14742 families)		- WFP FFR= 1286 (1286 families)
September		- WFP FFR= 68138 (58557 families)		- WFP FFR=18672 (16217 families)		- WFP FFR= 1380 (1380 families)

October	- WFP FFR= 55062 (45017 families) - UNICEF HK=5000 (5000 families)	- WFP FFR=19940 (17253 families)	- WFP FFR= 1380 (1380 families)
November	- WFP FFR= 48295 (39325 families) IRR= 1417 (1417 families)	- WFP FFR=23854 (20777 families)	- WFP FFR= 1380 (1380 families)
December	- WFP FFR= 50087 (40435 families)  - UNICEF WCK= 21500 (21500 families)	- WFP FFR=23367 (20083 families)	- WFP FFR= 1436 (1436 families)

**Table 3 Type, Amount, and Location of Aid Distributed by Mercy Hands in 2017. RFR= Ready-to-eat Food Ration; FFR= Family Food Ration; IRR= Immediate Relief Ration; HK= Hygiene Kit; AKF= Al Khair Foundation; EWK= Emergency Winterization Kit; CFS= Children Food Supplement (Plumpy'sup); HEB= High Energy Biscuits; WCK= Winter Clothes Kit.**

### Annex -4- Logistics Cluster's warehouses managed by Mercy Hands

No.	Location	No. of Warehouses	Quantity Received (Metric Ton)	Quantity Released (Metric Ton)	Total (Metric Ton)	Customers	Notes
1	Baghdad	1	848.185	848.185	1696.37	Mercy Hands	Closed in March 2017
2	Salah Al Din	4	1542	1407	2949	DRC, RI, MSFCH, IRC, SCI, NRC, WFP, MoDM, SIF	
3	Ninewa - Hammam Al Alil (MoDM Camp)	4	1968	1914	3882	SCI, ACTED, ALM, ISHO, Mercy Hands, MoT	Opened in March 2017
4	Ninewa - Hammam Al Alil (UNHCR Camp)	7	1653	1599	3252	OXFAM, NRC, Mercy Hands, SI, IRC, ISHO	Opened in April 2017
5	Ninewa - Qayyarah	4	5189	5179	10368	ACTED, Mercy Hands, PIN, UIMS, UNICEF	
6	Ninewa - Jed'ah	1	123	123	246	Mercy Hands, OXFAM	Closed in March 2017
7	Ninewa – Haj Ali	2	3447	3447	6894	Mercy Hands	Opened in April 2017
8	Ninewa – Gogjali	1	1662	1662	3324	Mercy Hands,	Opened in July

