

Theory and practice of

Psycho-social
projects
under
war conditions

**in Bosnia-Herzegovina
and Croatia**

INGER AGGER

in collaboration with

Sanja Vuk & Jadranka Mimica

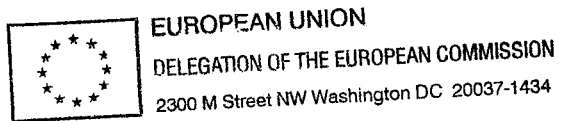


European Community
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PSYCHO-SOCIAL PROJECTS UNDER WAR CONDITIONS



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«The first victims of war are often women and children. Even they do not lose life or limbs, they are often deeply traumatised in ways not visible to the naked eye. Victims of violence and rape cannot just walk back into everyday life as if nothing happened. As we all know, in the former Yugoslavia, peace has yet to break out for many of the victims. That is why psycho-social work deserves to be a high priority in our emergency aid programmes»

Emma Bonino,

European Commissioner with Responsibility For Humanitarian Aid

Inger Agger
in collaboration with
Sanja Vuk and Jadranka Mimica

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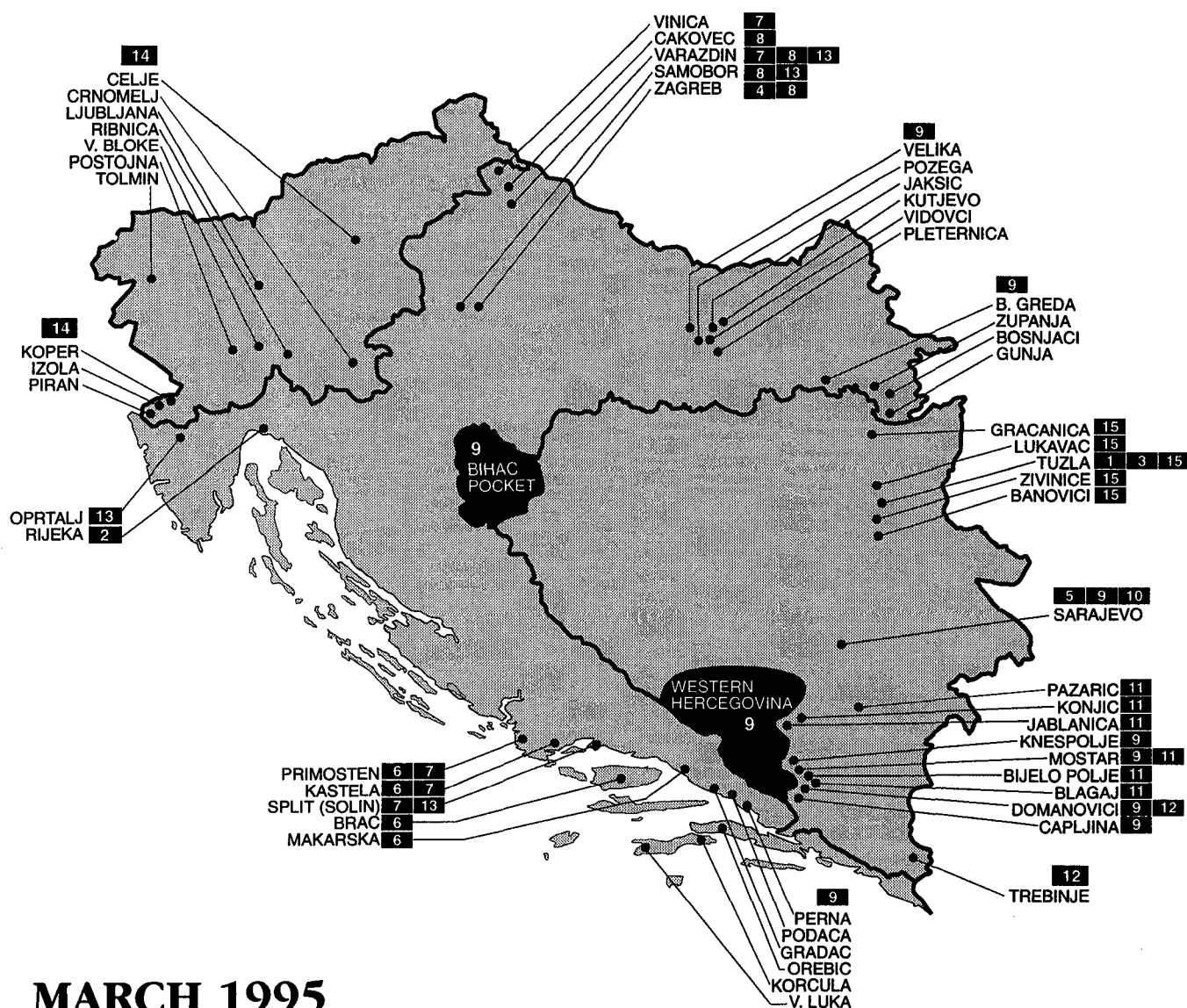
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Zagreb 1995

ECHO PSYCHO-SOCIAL NGO'S

(Full or partial funding)

1. Bosnia Aid
2. Centro Regionale d'Intervento per la Cooperazione (CRIC)
3. Comitato Internazionale per lo Sviluppo dei Popoli (CISP)
4. France Liberté/Suvag Center
5. France Liberté/House of Citizens
6. Handicap International (HI)
7. HelpAge International (HAI)
8. International Rehabilitation Council for torture Victims (IRCT)
9. Marie Stopes International (MSI)
10. Médecins du Monde France (MDM-F)
11. Medicos del Mundo (MDM)
12. Movimiento por la paz, el Desarme y la Libertad (MPDL)
13. Navarra "Nuevo Futuro"
14. Nuova Frontiera
15. Oxfam



MARCH 1995

PREFACE

I would like to take this opportunity to stress the importance of the work carried out by Dr. Inger Agger from ECTF's Psycho-Social Unit during the period February to December 1994. In carrying out this valuable work she was ably assisted by her Croatian team consisting of Dr. Sanja Vuk and Clinical Psychologist Jadranka Mimica.

This book represents ECHO's involvement in something new in Emergency Humanitarian Relief Operations: assistance to the victims of war trauma by psychologists and social workers. For the first time in this kind of humanitarian assistance, the European Union, through ECHO, the biggest donor in this conflict, funds NGOs to work in this difficult field. This is to help alleviate the suffering and pain of the most vulnerable people in this war - women, children and the elderly - and to take care of them. This is achieved with the invaluable support of professionals throughout Croatia and Bosnia-Herzegovina.

As you can read in this book, the greatest number of NGOs work in Croatia. This is because in Croatia there are better conditions for engendering a feeling of security among people who have fled to a place of safety and refuge. It is important to note that a great number of refugees and displaced people from Bosnia-Herzegovina have been hosted in Croatia for this reason.

Traditional humanitarian relief operations help people satisfy their physical needs...nutrition, sanitation, hygiene, shelter, clothing etc. In providing psycho-social assistance under war conditions, ECHO helps with something intangible which is of utmost importance for every human being - the soul.

14 November 1994

Francisco Martínez-Esparza
Head ECTF

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INTRODUCTION

This book is the second «map»¹ of the territory of psycho-social assistance to victims of war in Bosnia-Herzegovina and Croatia compiled by ECTF Psycho-Social Unit. It should be seen as an expanded and updated edition of «Theory and Practice of Psycho-Social Projects for Victims of War in Croatia and Bosnia-Herzegovina» which was published in January 1994.

The book contains a theoretical section (Part One) with three introductory articles addressing issues concerning psycho-social assistance to victims of war. The feature article, «Under War Conditions, What Defines a Psycho-Social Project», is an overview of emergency needs and interventions for victims of war, and it represents a collaborative effort of mental health professionals from three international agencies currently employed in Zagreb at UNHCR, WHO and ECHO/ECTF. The article is an attempt to conceptualize and convey experiences from more than one year of field work under war conditions.

The other section of the book (Part Two) contains a directory of the identified 185 psycho-social projects implemented by 117 organizations. In an annex, regional maps show the geographical distribution of projects and mental health services.

Information about the projects have been obtained by asking the organizations to complete a questionnaire. The information was collected from April to October 1994. Humanitarian aid workers are usually working under very stressful conditions with little time for such «paper work» as the filling out of questionnaires. This data collection, however, was met with a positive attitude. Most organizations find it valuable for their work to become visible. Moreover, they also find it essential to coordinate their activities with each other - an effort which should be facilitated by the directory.

The following phase in the production of the overview consisted in entering the information into a database. This process involved an interpretation of answers to the questionnaires. As mentioned above, this interpretation is **our** map of **their** reality and can certainly be augmented by other interpretations. Undoubtedly, some organizations have not been reached. Moreover, certain overlaps between projects have also been unavoidable.

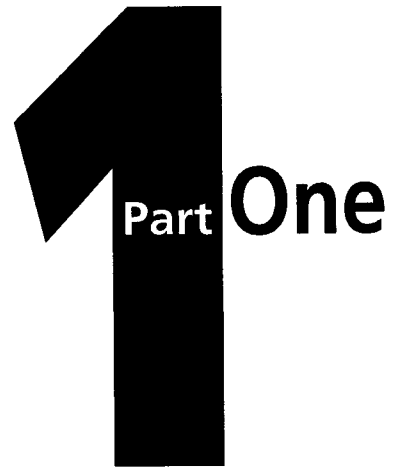
We emphasize that the needs for assistance to the traumatized populations in Bosnia-Herzegovina and Croatia are so enormous that even 185 psycho-social projects only cover the tip of the iceberg. An estimate shows that at about 700.000 people in the two countries have a severe trauma response condition and are in need of professional help. The consequences of lack of assistance will have a massive impact in the next generations, and can even ignite new wars. The data in this book should be used to point us to those in most urgent need of assistance.

¹ This is a quotation from the work of anthropologist Gregory Bateson which reminds us of the subjective nature of any theory and concept about the surrounding world: There are different ways of mapping this world depending on what we are looking for and what we are able to see. Our theories and methods define what we find and what will be on the «map» that is drawn.

European Community Humanitarian Office (ECHO) has increasingly responded to the need for psycho-social assistance to the victims of war. Presently (February 1995), ECHO is providing financial support to fifteen international psycho-social NGO's from six European Union member states. The NGOs are implementing eighteen projects either directly or through local NGOs.

ECHO's psycho-social emergency aid to Bosnia-Herzegovina and Croatia is, through ECTF, coordinated with other international agencies - especially UNHCR and WHO. A primary role of ECTF Psycho-Social Unit is to give professional support to UNHCR and WHO in matters concerning psycho-social assistance and mental health.

This book should be viewed as a further contribution to this coordination and collaboration.



1
Part One

I. UNDER WAR CONDITIONS: WHAT DEFINES A PSYCHO-SOCIAL PROJECT?

Emergency needs and interventions for victims of war

Inger Agger, Søren Buus Jensen and Marcia Jacobs ¹

It must be recognized that the war in former Yugoslavia is having an impact on the physical and mental health of the entire population, especially that of refugees and displaced persons. Psychosocial assistance to refugees must be recognized as a priority and launched during the emergency phase ².

INTRODUCTION

Mrs. D., age 46, recently arrived at a small refugee camp in a neighboring country to hers, with her son Amir, age 9, daughter Sanela, 13, and mother Indira who is 78. When enemy troops invaded her village, they took her husband and two older sons away at gunpoint. She has not seen or heard from them in seven weeks, and fears the worst. She and her husband were farmers, and owned a modern home, several outbuildings, a car and two tractors. Her mother has been totally blind for twenty years due to a degenerative eye condition. She needs some instruction and assistance to orient her to her new surroundings, a room in an old army barracks which the family shares with four other adults and two children. Amir has not attended school, as there is no room in the local school near the camp, and the special refugee school is five kilometers away, too far to walk. A month prior to being forced to flee their home, Sanela was diagnosed with leukemia, a potentially fatal disease with a good prognosis for cure with early detection and treatment.

In a war situation as experienced in the countries of former Yugoslavia, psychological trauma is widespread and accompanies physical, social and economic destruction of people and the environment. It is estimated that more than 700.000 people in Bosnia-Herzegovina and Croatia (including UNPAs) suffer from severe psychic trauma and need urgent and qualified assistance ³. In this emergency situation, the number of local professionals is only sufficient to cover less than 1% of the estimated needs for psycho-social assistance to the traumatized.

In response to this need, various types of psycho-social assistance are being offered to the war traumatized by international and local organizations. This effort is unprecedented in other war contexts. Although there seem to be quite a number of psycho-social projects for victims of war (185 projects implemented by 117 organizations in the ECTF investigation), this only covers a small percentage of the emergency needs.

In the refugee camp to which Mrs. D. arrived, an international organization supports the services of one social worker, Monday and Friday from 3 to 5 p.m. Mrs. D. has suffered the trauma of seeing her husband and sons abducted at gun point. She is living in fear about their situation. The social worker has neither the training nor the time to offer her therapeutic assistance. Moreover, the social worker is herself a refugee, and many of her resources are used in addressing her own trauma.

¹ Inger Agger, Ph.D., Coordinator for Psycho-Social Projects, ECTF; Søren Buus Jensen, M.D., Ph.D., Consultant on Mental Health, WHO; Marcia Jacobs, M.S.W., Regional Senior Social Services Officer, UNHCR. This article is the result of a truly collaborative effort.

² European consultation on care and rehabilitation of victims of rape, torture and other severe traumas of war in the Republics of Ex-Yugoslavia, Utrecht, The Netherlands, 17-19 June 1993. Consultation initiated and organized by UNHCR and the Pharos Foundation for Refugee Health Care, The Netherlands, in collaboration with the WHO/EURO

³ See Jensen, S.B. & Kosuta, M. (in press). *The present state of the mental health system in the countries of former Yugoslavia*. WHO.

Mrs. D. has lost her home and it is very doubtful if she will ever be able to return to her country. In the camp, she is living under circumstances which in themselves are acutely stressful. Her mother and daughter need specialized health care which is not available from the local health system which is overburdened by the number of refugees and displaced in the country. Likewise, the local school system is not geared to receive all the refugee children, and with no structured activity her son is difficult to keep busy, especially by a mother who is anxious and depressed.

This case story is an illustration of the scope and diversity of problems faced by refugees and displaced, and hence the social workers and mental health professionals addressing their needs under war conditions. In the following these issues will be discussed in more detail.

THE GENERAL IMPACT OF WAR

Based on recent information about refugees, displaced and social cases (UNHCR, November 1994), an estimate has been made of how many people with severe trauma reactions we can expect to be in need of urgent and qualified professional help in Bosnia-Herzegovina and Croatia (Jensen & Kosuta, in press). The estimate concludes:

About 700.000 people in Bosnia-Herzegovina and Croatia have a severe trauma response condition and are in need of professional assistance.

The number of local professionals trained for trauma interventions are only sufficient to attend to less than 1% of those in need.

Another 700.000 people are estimated to suffer from trauma responses of a severity which, under peace conditions, would also qualify for professional help. About 78% of these two groups are located in Bosnia-Herzegovina, about 18% in Croatia and about 4% in the UNPAS.

Research on trauma responses shows that lack of attendance to these problems can impact at least the next two generations - even if the war stopped now. The symptoms to be expected are, for example, a massive increase in alcohol and drug addiction, suicides, all kinds of violence (criminal and domestic) and psychiatric illness. Moreover, unresolved traumatic experiences are likely to ignite new hatred and new wars.

The consequences of lack of assistance will also have a significant impact on the next generations.

A problem of this size needs to be addressed with interventions on all levels from trauma experts, general psychiatry, primary health care, psycho-social projects and public health initiatives with focus on treatment, and especially on prevention. As a consequence:

There is an emergency need for training of professionals on all levels.

What defines a psycho-social project under war conditions?

The field of psycho-social assistance seems to be in rapid expansion and the projects which have already been implemented cover a wide range of interventions and strategies. A prerequisite for an understanding and overview of the various types of assistance is to arrive at a general agreement about how to define psycho-social interventions. It is therefore useful to have a working definition of «a psycho-social project». The following definition is proposed:

The overall purpose of psycho-social emergency assistance is to promote mental health and human rights by strategies that enhance the existing *psycho-social protective factors* and decrease the *psycho-social stressor factors* at different levels of intervention.

A list of general psycho-social stressors as well as protective factors in the lives of refugees and displaced people will be specified ⁴. Knowledge about these basic stressors and protective factors is significant for an understanding of the mental health needs of war victims.

General psycho-social *stressors*

- 1) Economic hardship
- 2) Social disruption (separation from family, disappearance of family members, downward change in social role)
- 3) Physical/psychological violence
- 4) Ethnic persecution
- 5) Loss of home/country/family/friends
- 6) Danger/abuse during flight
- 7) Reception at arrival after flight
- 8) Settlement in collective centers or private accommodation
- 9) Uncertainty about future.

General psycho-social *protective factors*

- 1) Individual coping abilities
- 2) Family strength and unity
- 3) Social network
- 4) Ideological/political/religious consciousness.

Traumatization from different perspectives

Traumatization can be described from different perspectives. One perspective describes trauma in relation to *distance* (physical, psychological, social) of the stressor from the object. The object can be: a person, a family, a group, a country. Another perspective describes trauma in relation to *frequency* of stressors experienced by the object. A third perspective sees trauma in relation to the *context* in which stressors are experienced.

⁴ See Ager, A. (1993). Mental health issues in refugee populations: A review. Harvard: Harvard Medical School, Department of Social Medicine. Working paper of the Harvard Center for the Study of Culture and Medicine.

Distance to stressors:

- In *primary traumatization* the victim is the direct target of aggression (e.g.: the murdered, the tortured, the raped, the expelled). In our case example, Mrs. D. and her family in the camp have suffered the primary traumatization of expulsion from home and country.
- In *secondary traumatization* the stressor event is the primary traumatization of another person, family, group or country to which the secondary traumatized has a close relationship (e.g.: family or close friends of the murdered, tortured, raped, missing, expelled). Here, Mrs. D. suffered the secondary traumatization of the abduction of her husband and sons.
- In *tertiary traumatization* the stressor event is the primary or secondary traumatization of others. The victim is not closely related to the target object but gets in contact with the primary or secondary traumatized for other reasons (e.g.: witnesses to atrocities, neighbors to the expelled, members of persecuted ethnic groups, humanitarian aid-workers or therapists helping victims of war). The social worker in Mrs. D.'s camp is a caregiver suffering the tertiary traumatization of dealing with the suffering of individuals as in the D. family.

Frequency and context:

This classification, however, tells us little about the *degree* of traumatization (apart from direct physical elimination of the victim). Impact of stressors must be understood in relation to frequency and context of stressors in the environment, as well as to cultural and individual *resources* of victims (e.g.: coping abilities, family unity and strength, social network, ideological/religious commitment).

Under war conditions, *frequency of stressor events* is characterized by a repetitive impact of stressors that are experienced by victims in a *context* of threat where fundamental human rights are violated systematically and deliberately. Under these conditions, the entire population experiences continuous psychological, social and political harassment. This generates a basic fear which becomes a permanent component of everyday personal and social life.

In order to elect priority groups for psycho-social interventions under war conditions, levels of traumatization must be considered. When nearly everyone is exposed to powerful stressors, an understanding of levels of traumatization is required so that emergency aid can be offered to the most vulnerable who may also be the least visible!

IMPACT ON INDIVIDUALS AND SOCIETY

In order to plan psycho-social strategies of interventions, there must be a clear picture of the target groups for these interventions: who are they, how many are there, and where are they located? At present, we can define «who they are», and we also have a rough estimate of their quantity and geographic location.

Target groups to be given priority in psycho-social emergency assistance are those people who are most vulnerable to war traumatization. These groups can be listed as follows:

People exposed to direct war trauma

People who have developed psychological problems due to war violence («direct war trauma»). This group includes all refugees and displaced people, among whom are groups that are especially vulnerable:

- *Children and adolescents* who are orphans or have been in concentration camps; children and adolescents whose families have disintegrated: (e.g.: fathers have been killed or have disappeared in the war or their parents have been divorced because they lived in «mixed marriages»); children and adolescents whose education has been disrupted after they became refugees and displaced.
- *Women* who have been tortured (e.g.: raped or abused in other ways), or whose families have disintegrated (e.g.: loss of husband, children, home); women living in «mixed marriages».
- *Men* who have been imprisoned in concentration camps, or who have witnessed or committed war atrocities; men living in «mixed marriages».
- *Elderly* who have been abused, raped and terrorized or who are without support from their family and/or from the social and medical welfare system.

People exposed to indirect war trauma

Another group which is especially vulnerable to war trauma is composed of those people who before the war had special needs for assistance from the social welfare system, the health system and the educational system («indirect war trauma»). This group is composed as follows:

- *Economically and socially marginalized populations* from before the war (e.g.: jobless mothers living alone with their children; people with alcohol and drug problems; the chronic jobless).
- *People with chronic somatic illnesses and physical handicaps* (e.g.: children who need special educational support; people who need specialized medical assistance).
- *Psychiatric patients and mentally retarded* whose health status has deteriorated due to the break down of the health system, damage to hospitals, lack of medicine, food, general care, and the dissolution of family and social network.

The deterioration of the economy and the physical destruction of schools, hospitals and other governmental buildings has a general impact on the social, educational and health structures. These institutions are no longer able to take care of directly and indirectly war traumatized people. As a consequence of the war there is, thus, a general breakdown of the social welfare, health and educational system.

Care of these vulnerable groups is also affected by the direct and indirect traumatization of the staff who prior to the war worked in these institutions - teachers, social workers, therapists, doctors. They may experience direct, or in some cases indirect trauma. It may be that their institution is destroyed and they no longer have a place to work. Because of the deterioration of the economy, many receive no salary, or only the barest minimum. Some may have to work in offices which are protected from shelling by sandbags and frequently have to take their patients, or the children in their classes, to the bomb shelter. Many become traumatized themselves, and they have no experience or training in how to deal with this new situation to which they belong as much as their patients, clients or students. Nobody is outside of the situation. This is an unusual and specific condition of a society under war conditions.

CONSEQUENCES OF THE WAR

Reactions of individuals to direct trauma

The result of direct trauma is often described under the label Post Traumatic Stress Disorder (PTSD). There is much debate on the part of mental health professionals on the use of this diagnosis in situations of war or organized violence. On the one hand, it is not reasonable to attach such diagnoses to whole populations, as they lose their value as working tools if applied indiscriminately. Moreover, refugees and displaced do not appreciate further stigmatization through such labeling. They are not insane, but are suffering from the war⁵. The careless use of diagnoses can lead to individualization of a problem which is basically political. On the other hand, under-diagnosing by not recognizing the symptoms or their significance may lead to overlooking the suffering of large numbers of people. This failure may support the development of long range chronic reactions.

The most direct and appropriate method of deepening one's understanding of PTSD, and trauma responses in general, is to talk with those who have experienced trauma. In this situation one should look for the existence of symptoms which intrude, unwanted, into one's consciousness (e.g. flashbacks, nightmares, preoccupation with thoughts about a traumatic event). Other signs to watch for are a numbness of reaction, or, at the other end of the continuum, extreme reactions to trauma-symbolic stimuli (e.g. a car backfiring). The above reactions lead people to fear that they are «going crazy.» A good practitioner can recognize both the symptoms and the fear, and reassure the victims that they are not losing their minds, but rather reacting in a normal and even adaptive way to extreme events.

Reactions of individuals to indirect war trauma

Under war conditions the people who needed special care before the war will now be on their own with minimal care. The physical and mental state of elderly, disabled people who live on the tenth floor in an apartment building without electricity and water will become seriously threatened. Mentally retarded and psychiatric patients in institutions that are bombed will wander about in the streets as targets for snipers.

The deterioration of the governmental system will have a wide range of consequences. On the *public health* level we can expect an increase in epidemic diseases (e.g. tuberculosis), of malnutrition related and stress related diseases. We can also expect a deterioration of health status of the chronically ill or handicapped people.

Moreover, there will be a massive increase in the number of patients suffering from war related wounds (sequelae from shootings, shelling, burns, etc.). These patients will need emergency treatment as well as long term rehabilitation and care.

In the local health care system adequate treatment of these patients is not always obtainable due to lack of medical supplies, lack of health care providers, destruction of hospitals. Patients cannot receive care outside of

⁵ Refugees and displaced are quoted as saying: «First we lose our home and family and have to live as foreigners here. Then they tell us that we are crazy».

hospitals due to the deterioration of social services and family network. Patients often end up without care, for example in refugee camps or private accommodation.

Make-shift schools are set up in cellars where teachers creatively teach students by candle light without heating. Refugee children have to adjust to another school system, and adolescents are stopped at the beginning of their adult life with no access to secondary education. They become bored, alienated and despairing about prospects for their future.

The professional helpers, social workers, health staff, teachers face such huge problems in the traumatized population that they may become helpless and overwhelmed.

THE HUMANITARIAN MISSION

International responses to the war trauma

The war in the countries of the former Yugoslavia is the first war in Europe since the Second World War. That this could happen is a shock for everyone, and almost from the beginning of the war there has been a significant response by humanitarian aid organizations from United Nations (UN), European Union (EU) and various other international organizations. A pioneering aspects of this response has included psycho-social assistance to the war traumatized.

In the ECTF investigation presented in this book, we have attempted to gain an overview of the psycho-social emergency assistance in Bosnia-Herzegovina and Croatia from UN agencies, the EU, international and local organizations.

Questionnaires have been sent out asking for information about the name of the organization, implementing partner(s), funding, title of project, area of fieldwork, activities, staff, beneficiaries and main goals of the project. The «Directory of Psycho-Social Projects» in this book presents a compilation of the answers we received. We do not claim that all organizations working in this field are covered, nor can self reporting of activities be relied upon as 100 percent correct. Thus, the results of the investigation must be viewed as a «rough» map of the field, based on available information under war conditions. Even with the maximum functioning of all projects presently in place, we are only addressing the tip of the iceberg of human needs. Hence:

Data should be used to point us to places where there is too little rather than too much coverage.

We have made a statistical analysis of the geographic distribution of psycho-social projects in Bosnia-Herzegovina compared to the number of potential beneficiaries. We have followed the UNHCR categories of beneficiaries, which consider the entire population of Bosnia-Herzegovina, and in the UNPAs, to be directly war affected beneficiaries. In Croatia, only refugees and displaced are considered to be directly war affected beneficiaries.

The analysis shows the following distribution of psycho-social projects in the two countries:

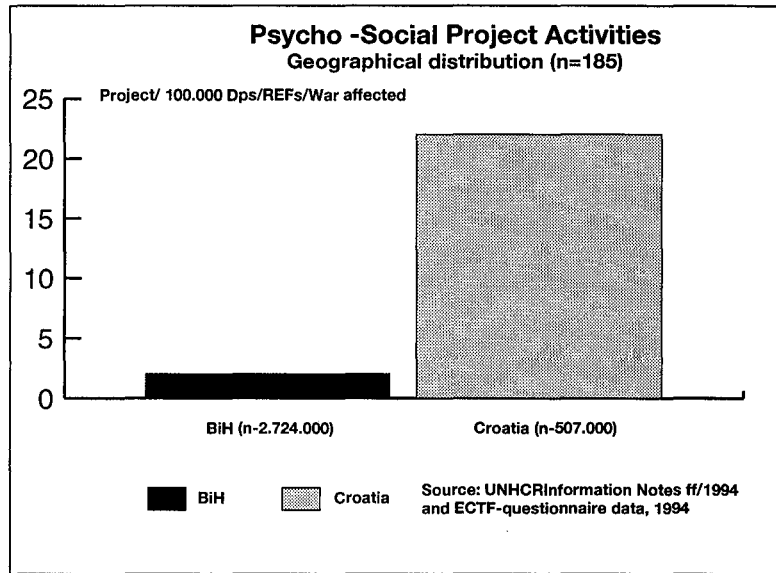


Figure 1. Psycho-social projects in Bosnia-Herzegovina and Croatia (including UNPAs) per 100.000 DPs/REFs/war affected.

It is not surprising that about ten times as many psycho-social projects are found in Croatia than in Bosnia-Herzegovina per 100.000 beneficiaries. Several reasons for this can be enumerated:

- It is more difficult to collect information in Bosnia-Herzegovina (e.g.: no telephones or faxes, war activities etc). This means that there probably are a number of projects in Bosnia-Herzegovina about which we have no information.
- In Bosnia-Herzegovina, the physical emergency needs (food, shelter, medicine etc) are so overwhelming that psycho-social assistance does not have a priority.
- In a context of threat to physical survival, psychotherapy on an intensive level is not possible nor recommendable.
- International staff encounter serious logistic and security problems working in Bosnia-Herzegovina.
- Similar arguments pertain to the UNPAs.

However, even if we include these reservations, there seems to be a need of expanding psycho-social assistance in Bosnia-Herzegovina and in the UNPAs. Although there is no absolute safety in a war zone, it would be inhumane to fail to respond to the emotional suffering of those living in such situations.

An analysis has also been made of the regional distribution of psycho-social project activities in Croatia compared to the number of refugees and displaced in the different regions. The analysis shows the following distribution of activities:

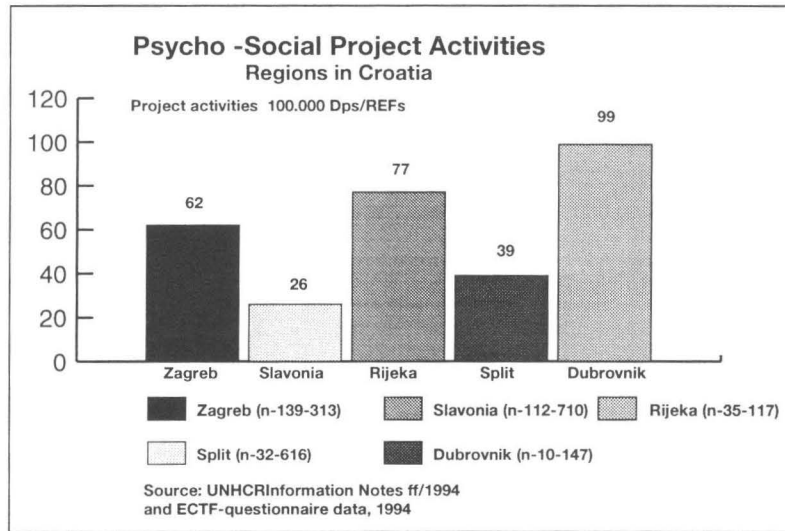


Figure 2. Psycho-social project activities in Croatia according to regions. One project can implement activities in several regions. Regional division according to maps in Annexes.

The analysis indicates that the Slavonia and Split regions should be given priority for new projects. However, as noted previously, we do not consider the activities in other regions sufficient as compared to the huge needs. The activities here must rather be seen as providing a «basic» level which other regions should also, as a minimum, reach. This analysis should be interpreted as a guideline for directing emergency aid to the regions in most need.

An analysis has been made of the beneficiary groups which the various organizations report that they are targeting in Bosnia-Herzegovina and Croatia. The analysis shows the following distribution of target groups:

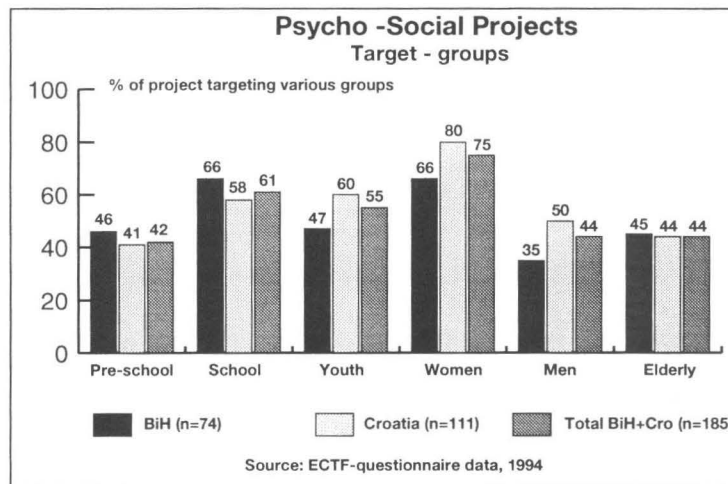


Figure 3. Target-groups of psycho-social projects in Bosnia-Herzegovina and Croatia. The percentage of the total number of projects targeting the respective groups is presented.

The analysis shows a difference between the percentage of projects targeting women and men (75 % of projects in both countries target women, while only 44 % target men). This is understandable given the conditions of war where many of the men are mobilized, and refugee and displaced women far outnumber men. However, as men come back from the frontline and into the communities, their traumatic experiences will influence both their well being and the lives of their families. It is likely not too early to begin conceiving and preparing more projects which address men specifically. The analysis also indicates that more projects should be directed towards the whole family, including preschool children, youth and elderly.

In the following we will explore how two major UN agencies, UNHCR and WHO, conceptualize their contribution to community services, psycho-social and mental health assistance as part of «the humanitarian mission».

UNHCR Community Services and Psycho-Social Assistance

UNHCR, as the lead agency for humanitarian assistance in the republics of the former Yugoslavia, responds in a variety of ways to the psycho-social task of promoting mental health and human rights. Staff in all sectors (e.g. water, shelter) prioritize, in addition to technical assistance, refugee participation in decision making and follow through. In addition, Social Service staff works with Protection and Programme staff to identify vulnerable groups and individuals, and assess needs and resources for the delivery of humanitarian and legal assistance. In the former Yugoslavia, social service activities may be most visible in their support of psycho-social projects, as UNHCR is wholly or partially funding nearly 40 such projects in the five republics, and coordinating and providing logistical support for many others.

All refugees and displaced persons in the former Yugoslavia are beneficiaries of UNHCR, and we can assume all in this category have suffered direct trauma. Because of oppression or violence they have been forced to leave their homes, countries, material possessions, witnessed loved ones injured or killed, been tortured or raped themselves. UNHCR supported psycho-social projects primarily target such individuals with interventions in all levels of the pyramidal model (see below). These include such diverse programs as kindergartens, vocational classes for adolescents, women's activity and self-help groups, and psychiatric counselling in collective centers.

UNHCR staff prioritize the on-going identification and assessment of vulnerable groups and extremely vulnerable individuals. For example, in Bosnia all persons in institutions (e.g. psychiatric patients, isolated elderly, the disabled) became the victims of indirect trauma. They were in vulnerable situations prior to the war, and the result of the war has been to increase that vulnerability dramatically. Psychiatric patients no longer have medications to control their symptoms. The elderly may have no access to water. The UNHCR actively supports NGO projects, with funds, logistics, etc., which target such vulnerable groups, with such programs as home visitors bringing social and medical care to the isolated elderly, and food distribution to institutional residents. Whenever possible com-

munity center projects for refugees and displaced are also made available to local residents. For example, English classes at a youth recreation center may be available to local youth as well. These local teens may be indirect trauma victims, suffering as a result of the financial strain to educational and social institutions in their country caused by the war conditions.

Local caretaking staff in the education, health, and psycho-social sectors (psychiatrists, psychologists, social workers, teachers, doctors and nurses), are likely victims of direct or indirect war trauma themselves. Over and above this, they may be working in conditions which could not previously have been imagined. Their pre-war training most often did not prepare them for the enormity of numbers, or depth of suffering, experienced by those in need of their services. The UNHCR supports, in its psycho-social projects, NGOs who are training local staff to respond to these huge traumatized populations.

The UNHCR prioritizes the strengthening of local authorities and social institutions in responding to the needs of their own populations whenever possible. When, due to the nature of a war emergency, this is impossible, NGOs become implementing partners. This is always seen as a bridge, and projects are encouraged to be planned in ways which are sustainable and can in time be handed over to local institutions.

WHO interventions for psycho-social rehabilitation and mental health in the countries of Former Yugoslavia

Since April 1994 the activities of WHO in the field of psycho-social rehabilitation and mental health in the countries of Former Yugoslavia are organized by the Mental Health Unit within the «WHO Project for Rehabilitation of War Victims» based in the WHO, Zagreb Area Office.

The strategy of the Mental Health Unit is to work through and in accordance with governmental health authorities and the existing health care facilities. Activities are organized bearing in mind the responsibility of the local community, the local health care providers and the local health care system.

The main objectives of the Mental Health Unit are the following:

- to assist in developing comprehensive needs assessments and monitoring systems as the basis for the most appropriate intervention strategies under the present conditions;
- to assist in developing rehabilitation plans based on needs assessments, available resources and current WHO international standards of optimal care, treatment and prevention;
- to assist in coordination of rehabilitation activities of NGOs, intergovernmental organizations (IGOs) and the public health system;
- to assist in developing and setting up specific models of comprehensive interventions in accordance with the overall plans for rehabilitation;
- to assist in strengthening knowledge and skills among health care providers on all levels through comprehensive programmes of training, supervision and taking care of the care-takers;
- to assist in developing relevant methods of evaluation, quality assurance and monitoring of cost implications in rehabilitation work;
- to liaise with the media (public and scientific) and provide information on WHO's humanitarian activities within mental health care.

The activities of the Mental Health Unit are targeting the following four main issues. For each of them examples are mentioned. Details about the projects are presented in the «Directory of Psycho-Social Projects» in this book.

- *Individuals and families, who have suffered direct war trauma.* WHO is supporting a project for «Psycho-social rehabilitation of sexually violated men».
- *Individuals and families who have suffered indirect war trauma.* WHO is distributing mental health kits (psychopharmacological drugs) and providing expert evaluation of needs to mental health institutions.
- *Health care providers who due to war conditions are at special risk for work related traumatization.* WHO is providing training to local professionals such as seminars in the «Treatment of the Families of the Disappeared and Killed», and a programme for «Taking Care of the Care-Takers».
- *Health care services which have been severely damaged* either directly through physical destruction of institutions or indirectly due to lack of available resources. WHO is doing epidemiology/needs assessments of mental health care projects, and is establishing an «International Advisory Boards on Mental Health».

This «*WHO Regional Model for Mental Health*» addresses a population of 3-400.000 inhabitants and is the cornerstone in the activities of the Mental Health Unit. The activities are targeting all four issues mentioned above. The strategy is to implement a number of coordinated initiatives within the same region. In 1994 regional models have been set up in Sarajevo, Split and in Montenegro. For 1995, additional projects are planned in Bosnia-Herzegovina.

LEVELS OF PSYCHO-SOCIAL INTERVENTION

Having described intervention approaches by two UN agencies, we will now address this topic more generally. The concept «levels of intervention» is an attempt to describe *the methods* employed in order to achieve psychological and social change in a given target population. Interventions can be carried out on different levels, as illustrated below:

A man has had his leg amputated after being shot by a sniper.

- On the *biological* level, he needs emergency surgery, antibiotics, and later a preliminary prosthesis. He also needs some training in the use of the prosthesis. An immediate biological intervention is appropriate and important.
- On the *social* level, he can lose his job as a consequence of the handicap, resulting in economic hardship and a downward move in social status. Maybe his wife will not accept a handicapped man, and his marriage and family life will be threatened. Thus, interventions with focus on his social well-being would likewise be appropriate and important.
- On the *psychological* level, he is probably severely traumatized from the experience of being shot. Moreover, he is probably also traumatized by the reality of his new life conditions as a handicapped man without a leg and with a prosthesis. Therefore, psychologically oriented interventions with focus on this situation are also appropriate and important.
- Finally, we must consider the *time perspective* as his needs differ in the emergency situation and in the long run. Therefore, it is important to plan emergency interventions so that they are also first steps of a long-term process.

The previous case-example illustrates how interventions on different levels often are required to meet the needs of war victims.

The ECTF investigation

In order to ascertain the varieties of projects and levels of intervention in the field, the ECTF Psycho-Social Unit conducted an investigation in which data were collected from April to October 1994. Organizations were asked to indicate the activities they offered in the following areas: community development/social services; education; psychologically oriented group work; psychological services; psychiatric services and training. The following analysis was extrapolated from the data received:

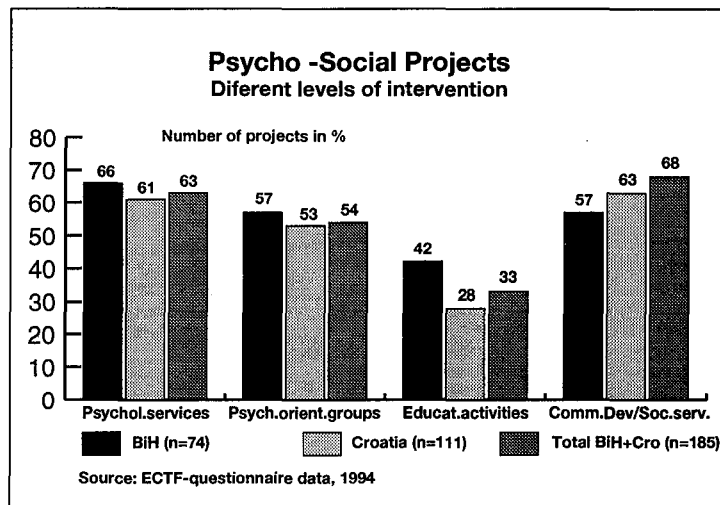


Figure 4. Levels of interventions in 185 psycho-social projects in BiH and Croatia.

It appears that more than half of all projects report that they are offering community development/social services (68 %). What is more striking is that more than half are offering psychological services (63 %), and more than half are offering psychologically oriented group work (mostly self help groups) (54 %).

33 % of the projects also offered psychiatric services, and 63 % had training programmes for their staff as part of the projects.

These activities, thus, addresses themselves to all levels of intervention.

The pyramidal model for psycho-social interventions⁶

In this model, psycho-social interventions are differentiated from two other major levels of intervention:

- *Political interventions*, e.g.: efforts to stop the war, peace-making, peace-keeping, human rights appeals and other political and military interventions.
- *Physical survival interventions*, e.g.: food, water, shelter, fuel, medical care.
- *Psycho-social levels of intervention* follow these basic levels of intervention. We have arbitrarily divided psycho-social interventions into five levels.

The purpose of this stratification is to create a model which enables us to define the most appropriate intervention strategies for a certain target group with specific needs, given available resources (economically and professionally).

⁶ See Agger, I. & Jensen, S.B. (1994). Under war conditions: What is a psycho-social project? Definitions, levels of intervention and strategies of psycho-social projects for victims of war. In I. Agger, *Theory and practice of psycho-social projects for victims of war in Croatia and Bosnia-Herzegovina*. Zagreb: ECTF in collaboration with University of Zagreb.

An example:

Intensive psycho-therapy with daily sessions offered by a highly educated professional may be the ideal assistance to a severely traumatized individual. However, the presence of thousands of people in need of such treatment calls for more appropriate interventions on other levels. These interventions can, nevertheless, be based on optimal professional knowledge and practice. Consequently, it is meaningless to rank the different levels of interventions according to «quality». Furthermore, it must be recognized that a psycho-social project can encompass different levels of intervention, and consequently the possibility of acting on more than one level.

The pyramidal model contains the following five levels of psycho-social intervention:

- *Emotional and social survival interventions*

Examples: Concrete services as practical help with child care, tracing of missing family members, translation by interpreter, scholarships. This level encompasses community development/social services activities.

- *Task-oriented group interventions*

Examples: Educational activities, knitting groups for women, income-generating activities, training of staff, recreational activities.

- *Psychologically oriented group interventions*

Examples: Self-help groups, trauma-survivor groups, testimony groups.

- *Counselling interventions*

Examples: Individual, family or group-emotional and social survival interventions

- *Counselling interventions*

Examples: Individual, family or group counselling (with focus on the present and the problems which the client is already aware of). This level encompasses psychological and psychiatric services in the ECTF investigation.

- *Intensive psycho-therapy interventions*

Examples: Individual, family or group therapy (with focus on underlying psychological dynamics). This level is also encompassed by psychological and psychiatric services in the ECTF investigation.

Strategies for enhancing protective factors and diminishing stressor factors can be combined with each level of psycho-social intervention.

Professional resources needed vary according to levels of intervention. Intensive psychotherapy interventions require trained psychotherapists, while counselling interventions require trained counsellors. Interventions on the levels of psychologically oriented group activities, task oriented activities and emotional/social survival activities can be implemented by staff without specific mental health training.

On all levels it is important to involve local professionals and aid workers as much as possible. Interventions from international organizations should mainly offer funding and support for the reestablishment of local mental health structures as well as training and supervision of staff.

In the following we will use an example of how training may serve as a trauma intervention. This example shows how training programmes can reach several levels of interventions simultaneously, serving as both a means of professional training, as well as psychotherapy for the traumatized trainee.

Training as a Trauma Intervention

- Serifa, a 28 year old, has been a refugee for 3 months. Being in a mixed marriage, her family stayed in their home as long as they could, feeling they would avoid separating if at all possible. Finally her husband felt that things were getting too dangerous for his wife and 3 year old son, and plans were made for them to leave without him. The day before the scheduled departure, her son was killed by a grenade which hit the balcony of their flat. The next day, in shock, she left. She was a social worker before the war, and when she arrived in the country of refuge, she sought volunteer work in a women's organization of refugees helping other refugees. She states to the group, after telling her story in the first day of a training session, that the only thing keeping her from losing her mind is the thought that, «maybe I can help someone who has suffered even more than I have».
- Alida is a 27 year old psychology student. Three years ago, at the beginning of the war, her fiance was killed on the front lines. She quit school and has spent all of her time, since that incident, organizing services for injured combat vetrans and their families.
- In the second day of a 5 day training for staff of counselling centers for traumatized war victims, one member of the group, a psychiatric resident, arrives 2 hours late, visibly shaken. Just as he was about to leave to come to the session, his street was shelled by the enemy. His neighbors, an elderly couple, were seriously injured, and he administered first aid until they arrived at the hospital. The hospital was filled with casualties, and he doesn't know if his neighbors will survive.

In the former Yugoslavia many mental health professionals have lived, or are still living, in war conditions. They are all the targets of direct, and often also indirect trauma. These traumatized individuals are a huge resource in their country, needed to do the primary emergency work for their fellow citizens who have been emotionally devastated by war. Experientially based training programs, which give them the space to work directly with their fear, anger, grief and mourning, and use this work to form the basis for intervening with those suffering similarly, can be extremely valuable. In the training, the participants are given the support and nurturing needed to integrate their own traumatic experiences, and to move toward helping others. At the same time they are gaining practical know-how, as well as theoretical knowledge in such areas as trauma psychology, which their pre-war training probably did not provide.

Experiential training as an intervention has many advantages. Personnel who have an experiential model for intervention, as opposed to theory only, will know what works and what doesn't. This will increase their confidence in working with others. This confidence will be greatly needed to face the severe situations they will meet. Also, each person trained to function as a mental health service provider will touch the lives of many more people, so the time and money spent on training is extremely cost effective. Finally, training local personnel strengthens local structures and institutions, and the ability to «take care of one's own» is not only necessary, but also fosters integrity for the society as a whole.

SUMMARY AND CONCLUSION

From a psycho-social perspective, under war conditions the number and severity of stressor events increase significantly. This leads to traumatization in the general population, and more particularly in vulnerable groups, such as elderly, women, children, and those who had special needs for assistance from the social, health and educational institutions before the war. Some might suffer from direct war events, and others from the indirect effect of the deterioration of societal institutions. In the first case we might expect more traumatic stress reactions, in the second a more general deterioration of health or social conditions.

The magnitude of the problem is such that we can estimate that 700.000 people in Bosnia-Herzegovina and Croatia have a severe trauma response condition and are in need of professional assistance. At the same time, the number of local professionals trained for trauma interventions are only sufficient to attend to less than 1% of those in need. We should be aware that the consequences of lack of assistance to these populations will also have a massive impact on the next generations.

Humanitarian bodies, such as UN agencies (e.g. UNHCR, WHO), European Community Humanitarian Office (ECHO), local and international NGOs, and local structures and institutions have responded to this discouraging imbalance between needs and resources in a number of ways.

Projects have been developed which provide psycho-social emergency assistance for the promotion of mental health and human rights. The needs of the beneficiaries are so varied as to require projects which address a number of levels of intervention, from social to educational to psychotherapeutic.

A «Directory of Psycho-Social Projects,» describing 185 projects from 117 organizations, has been compiled by the ECTF. In an analysis of data from this investigation, it has been concluded that although a large number of projects are in operation, we are far from responding adequately to the quantity of needs. In fact, data should be used to point us to places where there is too little coverage, and it would be a mistake to think there are places where there is too much.

In addition to developing direct services for war victims, humanitarian organizations are addressing the lack of resources by initiating and supporting training programs to strengthen the ability of local professionals and institutions to respond to the enormous number of traumatized persons.

It must be emphasized that psycho-social assistance does not solve fundamental problems arising from war and organized political violence. Psycho-social interventions and mental health assistance can reduce the suffering of victims and strengthen their means for self protection and healing. Interventions at the social and psychological levels can also play an important role in peace-making and reconciliation after the war has stopped. However, a basic precondition for the success of this assistance is interventions on political levels towards ending the war.

II. A LONGING FOR SARAJEVO

*Understanding the Trauma of Humanitarian Aid Workers*⁷

Inger Agger

The title of these reflections is inspired by a debriefing session I had with a young ex-patriate humanitarian aid worker. He had worked for several months in the war-zone in Bosnia and had just returned from a long mission in Sarajevo. On his return to headquarters, located at a distance from the war-zone, he suddenly asked to be released from his contract. He was obviously an idealistic person who had been shocked by the destruction and horrors he had witnessed in the war-zone. However, he had also met an atmosphere of great human compassion and warmth in Sarajevo.

People in this encircled city were united and dedicated to the struggle for common survival, he said. He told me about this besieged group who had welcomed him with much warmth, in contrast to the reception he had received in other places where humanitarian aid workers were often looked on with scorn. There was something special about Sarajevo, he told me.

One of the reasons he gave for quitting was, that he did not want to become «one of those who always had to return to Sarajevo». He did not want to fall under the spell of the city. He wanted to go back to his home country, get married and live a normal life. Maybe he wanted to create «his own Sarajevo». His faith in human mankind had been shaken in some ways, but he had also felt an intense closeness and sharing of experiences with the victims of war.

To me, his «longing for Sarajevo» expressed something deeply human: a longing for unity, closeness and warmth; a longing for a safe space in which men, women and children protected each other against evil and death. The paradox, and his dilemma was that this safe haven was created here at the expense of enormous human suffering. The cost of returning to Sarajevo was mortal danger. However, in confrontation with the terror of war, this young aid worker had also met layers in himself - until then hidden - but now brought forth to awareness: a longing for peace and harmony - all that which in «normal» life is taken for granted and, therefore, not fully appreciated.

The story of this young humanitarian aid worker is not unique. In fact, it was one of my first «astonishments» when I arrived in the former Yugoslavia. Why were so many people who worked for international aid-organizations willing to risk their lives to go into the war-zone? Some of the aid workers were distributing vital supplies for mere, biological survival of the victims of war. Others were working in psycho-social projects for the victims. This distinction did not seem important. When asked about the threat to their own lives both groups tended to answer that they did not

⁷ This article is an elaboration of a lecture given at the seminar «Psychotherapeutic Interventions With Victims of Organized Violence», 9-14 August 1993, Refugee Studies Programme, University of Oxford in collaboration with Psychosocial Center for Refugees, University of Oslo. Pamela Elizabeth, D.Ed. is gratefully acknowledged for editing this text.

think it was dangerous. Maybe there were a few snipers or some shelling, but this did not seem to be of any concern to them. They seemed - consciously or unconsciously - to deny that this could imply any risk to themselves. Many even expressed a longing for getting into the war-zone, and especially into Sarajevo.

This initial, and to me quite surprising, experience, gave way to some questions: Does this denial of danger allow us to understand certain dynamics in the world of humanitarian aid workers? Naturally, the war and the close contact with its victims will also impact on the aid workers, but how?

The trauma

In the field of post-traumatic stress research and practice, it is widely recognized that the trauma of victims also has an impact on therapists and other helpers. The helpers need help, as well. Different concepts have been used to describe the situation of the helpers: «vicarious traumatization» (McCann & Pearlman, 1990), «traumatic countertransference» (Herman, 1992), «secondary victimization» (Eränen & Liebkind, 1993), «tertiary traumatization» (Agger & Jensen, in press) or «wounded healers» (Comas-Diaz & Padilla, 1990; Agger & Jensen, 1994). Moreover, this type of traumatization can lead to powerful countertransference reactions⁸ which must be duly recognized in order to avoid burn-out and other negative effects (Wilson & Lindy, 1994).

As observed by Judith Herman (1992, p. 140), trauma is contagious. Therapists listening to trauma stories, and humanitarian aid workers in a war-zone or a disaster become witnesses to atrocities, and easily become emotionally overwhelmed. They identify with the victims, and experience some of the same emotions of rage, powerlessness, despair and terror.

Moreover, the context in which emergency humanitarian aid-workers operate has another aspect: They are «on the spot» witnesses to the traumatic events or their immediate sequels, and they cannot leave their office and go home «to normality» when the work-day is over.

As noted by Eränen & Liebkind (1993, p. 961): «In a disaster, the demand-capability ratio is out of balance and in many cases the demands exceed resources». Moreover, «disaster workers often set high expectations for themselves at this task; consequently, failure or inability in helping to reduce the trauma of the situation may lead to feelings of personal failure» (ibid., p. 961).

However, there is also another aspect of relief work. «One of the inspiring sides of disaster work is the satisfaction that saving human life brings. The atmosphere is typically intense, and sharing experiences creates a feeling of closeness and common purpose...the relationship between workers and victims is often much closer emotionally than in normal working life (ibid., p. 961). This type of work is very gratifying and adventurous for aid workers in comparison with the jobs they could obtain under more ordinary circumstances.

⁸ The terms transference and countertransference traditionally refer to the reciprocal impact that the patient and the therapist have on each other during the course of psychotherapy» (Wilson & Lindy, 1994). Thus, countertransference can be defined as «all those reactions of the analyst to the patient that may help or hinder treatment» (Slatker, 1987, p. 3, quoted in Wilson & Lindy, 1994).

Frequently, aid workers are «idealistic humanitarians, hoping to make a difference...(but) the experience can yield more disillusionment than reward» (Stearns, 1992). In fact, as Sarah Stearns points out in her paper, they can sometimes do more harm than good. She cites de Waal (1988, p. 204) for the concept «willful harmdoing» which is exemplified by a situation where the aid worker is eating lunch while malnourished children are looking on.

Thus, it is common that aid workers experience feelings of guilt when they have all that which the victims do not have - including, money. Also, they can have strong experiences of «survivor guilt» when they have been confronted with the suffering of victims and felt a (forbidden) relief that this did not happen to themselves or their families.

These reactions of aid-workers fit well into the concept of countertransference. In the following, I will briefly outline some general countertransference reactions experienced by therapists and other helpers who work with victims of violence. These victims have undergone severely stressful experiences - they have suffered - and are maybe still suffering from «traumatic stress»⁹.

Countertransference

When working with victims of violence, helpers often experience an array of countertransference reaction which can be divided into two main categories: 1) avoidance-reactions characterized by distancing, denial, detachment and withdrawal, and 2) intrusive-reactions characterized by over-identification, guilt reactions, and over-idealization and enmeshment with victims (Wilson & Lindy, 1994). The helper can experience both main types of reactions at different stages. Probably, idealistic humanitarian aid workers will be most likely to experience intrusive reactions at the beginning of their field experience and maybe later move towards avoidance reactions as a way of protecting themselves against the overwhelming feelings of guilt and despair. The young man I mentioned in the beginning could be seen as an example of this process.

Intrusive countertransference reactions can be experienced by aid-workers as devastating moral conflicts. As a representative from one organization told me:

Our people in the war-zone find themselves in severe moral dilemmas. Often victims beg them for help to leave the area, but the organization cannot provide this help because that would be to aid ethnic cleansing which is against its mandate. This is a very stressful situation for the aid-workers, even though they are prepared to work in a war-zone. After a while they get «a bit tired». The pressure is constant. Not one week passes without something terrible happening. There is never a moment of rest.

Aid workers feel personally responsible for the policy of their organization and get «a bit tired» when they cannot solve the problem on the individual level.

⁹ The scope of this article does not allow for a discussion of post-traumatic stress disorder (PTSD). For a comprehensive overview of this field, see, for example, Wilson (1989) or Herman (1992).

A representative from another organization told me about the dilemma of having witnessed horrible crimes and not being able to do anything:

There is a great problem about the connection between theory and practice. What we stand for and what we do is very different. The situation is extremely difficult. Even the most basic things are impossible to do. The task of the organization is very hard. One person has to do 10 person's job, and they have to carry on, until they break down. It has been very traumatic to watch all this going on. It has been necessary to sacrifice your own convictions - a real moral conflict.

These feelings of guilt, despair and powerlessness can maybe give us one clue to «a longing for Sarajevo». If the aid worker ventures into dangerous areas in the war-zone she is at least doing something for the victims. By risking her own life she might alleviate moral conflict and guilt. It can also be seen as an attempt to give meaning to a meaningless world of mutual human destruction. An extreme solution to despair can be found in the role of aid workers as immortal heroes who defy all warnings and go off into the war-zone on their own. Another variation is the role of aid workers as «gods or goddesses» who imagine that their project is the most important of all. In psycho-analytical language both of these reactions can be seen as grandiose solutions to powerlessness. These narcissistic reactions can manifest themselves as an oscillation between the two poles: feelings of being an especially gifted aid worker at certain times, and feelings of utter despair at other times.

In the midst of these emotional storms, aid workers are supposed to implement psycho-social projects of assistance for the real victims of war - the millions of refugees and displaced people who cannot quit the job and go home.

Therefore, if she chooses to stay, the aid worker must find a way to cope with the unbearable inner conflicts, the confusion, the guilt, the grandiosity and powerlessness. In other words, she must find a way of dealing with her own countertransference reactions in order to go on with the task of providing assistance to the refugees. She needs an answer to the question which all victims of trauma ask, namely: Why did this happen to me? Why am I feeling and reacting like this?

One way to answer this question is for her to understand the dynamics of countertransference. However, this understanding is not only an intellectual process. Often, countertransference reactions are not recognized as such by aid workers and other helpers. Therefore, supervision groups should be a natural part of her working environment. In such groups, she would be able to de-privatize her own reactions when she recognizes similar processes among her peers. Moreover, during supervision she could also become aware of the un-conscious dynamics of her reactions to disaster and tragedy.

Unfortunately, it is often impossible to establish regular supervision during an emergency aid operation. Also, many aid organizations do not recognize the need for supervision. In this situation, aid workers should create their own peer-groups: self-help groups in which they together with other helpers can ventilate and share their experiences and feelings. The establishment of on-going self-help groups is often one of the important goals of psycho-social projects for victims. However, such groups are also important for the helpers.

In acute cases - for example, after the killing of a fellow aid worker de-briefing groups should be established as soon as possible for the rest of the staff. This need for de-briefing is now being recognized by many organizations. As of yet, regular supervision is still rather seldom, but, hopefully, a change of policy in the aid organizations is underway in this respect.

Countertransference is, however, not the only important aspect of the aid-worker's experience. If we focus exclusively on inner-psychological dynamics we lose an important social dimension which must also be understood in order to analyze the trauma of humanitarian aid workers. In addition, we must look at some of the organizational factors influencing working conditions of helpers. Some of these factors have already been hinted at in the quotes I gave from interviews with aid workers. For example: «What we stand for and what we do is very different»; «One person has to do 10 person's job, and they have to carry on, until they break down»; «there is never a moment of rest».

Institutional factors

In general, «institutions may be supportive or oppositional to the efforts made by mental health care providers; flexible or rigid to innovation, change and improvement of services; self-contained or collaborative in efforts at networking with allied agencies for the benefit of the client with PTSD; nurturing or indifferent in providing adequate mechanisms of support for the service providers themselves» (Wilson & Lindy, 1994).

How are most humanitarian organizations characterized along these dimensions? How do they support the professional efforts of aid workers? How do they respond to aid workers' proposals of innovation? How do they support aid workers' collaboration with aid workers from other organizations? How do they meet aid workers' needs for emotional support? In the following I will briefly look at these questions. The relationship between the aid worker and her organization is a determinant factor for how she can cope with countertransference reactions. These questions, therefore, need to be examined and discussed thoroughly. Here, however, I will just touch upon a few important points.

How do humanitarian organizations support the professional efforts of aid workers?

In general, top levels of international humanitarian organizations want to profile their particular organization. This is an important way of gaining political influence and funding.

The humanitarian aid worker in the field represents the organization. As mentioned before, the aid worker is often a committed, maybe idealistic, professional who wants to help the victims. This professional must, however, also deliver another product to the organization: visibility. Often quantity seems to be more important for visibility than quality. The number of beneficiaries reached is a factor which is easier to measure than changes in social or psychological dynamics.

In the field, the aid worker must be both engaged and professional in her relationship to the victims. This engagement and professionalism requires time and energy. Often, these requirements are not compatible with the demands for quantity and visibility of the organization.

After some time, the aid worker may find herself in an un bearable conflict between the demands of her organization and her professionalism. She usually works on a short-term contract, and if she protests too vehemently, her organization will maybe find a new committed field worker - and the process starts all over again.

How do humanitarian organizations respond to aid workers' proposals of innovation?

It is not easy to change huge international aid organizations. Politics and economic interests are developed far away, at the top-level. Individual aid worker in the field have little information about the on-going processes at headquarters. Mostly, aid workers will have to adopt an attitude to their jobs of «take it or leave it». It will, therefore, be rather difficult for the individual aid worker to influence the organization towards innovation, change and improvement of services.

How do humanitarian organizations support aid workers' collaboration with other organizations?

As many aid organizations compete with each other for funding and influence they will also have a tendency of being self-contained instead of collaborative. The aid worker who becomes an employee of one organization might experience distrust or anger from aid workers employed by other organizations if she «moves into their territory». In the beginning, when the aid worker has not identified closely with her organization this experience can be very confusing. This type of competition between organizations can limit aid workers' possibility for peer-group support from colleagues in the field.

How do humanitarian organizations meet aid workers needs for emotional support?

Needs for emotional support can best be met through regular supervision of aid workers. However, as pointed out earlier, these needs are rarely met during emergency operations. Some organizations do recognize needs for de-briefing of field staff after major security incidents, and needs for supervision are also beginning to be acknowledged by some organizations. As many aid workers are operating in rather isolated conditions in the field, it is not easy for them to form peer-support groups or self-help groups. A safe haven is, therefore, not easily found anywhere.

Conclusion

By reflecting on «a longing for Sarajevo», I have attempted to understand some of the stressors of emergency humanitarian aid work. Regrettably, aid workers seldom have time to reflect on their experiences during field work. The dual vision of both research and practice is, in fact, a useful transformative attitude to bring with you into the field.

The trauma of humanitarian aid workers and their countertransference reactions should be recognized, because they are important determinant factors for the quality of the emergency assistance to victims. Likewise, the humanitarian organizations should have prominent roles as flexible and collaborative supporters of the aid workers. Hopefully, this perspective will gain further acceptance at both the individual and organizational levels.

Aid workers' «longing for Sarajevo» - longing for closeness and warmth, longing for a safe haven - can thus be interpreted as a deeply human search for a «holding» environment, for nurturing and support - in the midst of isolation, power struggles and destruction. In reality, both victims and helpers have common interests: a recognition of fundamental human rights and a safe space which allows for excursions into the disturbing and distressing aspects of human life.

Literature

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III. TRAUMA, TESTIMONY AND SOCIAL MEMORY¹⁰

Inger Agger

In the following, I am going to touch on some issues connected with therapy for women victims of war. Especially, I want to discuss the issues of human rights, ritual space, testimony, gender and social memory. I base these reflections both upon a book I have recently published, «The Blue Room. Trauma and Testimony among Refugee Women: a psycho-social exploration», and upon experiences from working in a context of war violence for more than one year.

The book grew out of a research-project conducted in Denmark some years ago on sexual violence against refugee women. However, my present experience here in the countries of the former Yugoslavia, as Coordinator of psycho-social projects for war-traumatized women and children, has confirmed the use of sexuality as a repressive tool against women to a saddening degree. The rapes of women here are also one of the weapons of war - both directed at the women themselves, but also at their families and their people (Stiglmayer, 1994).

First I will shortly introduce the ritual space, I attempted to create during interviews with 40 traumatized refugee women. Next, I will describe some therapeutic uses of testimony within «ritual space» - a space which was created during the interview-process. Thereafter, I will comment on gender specific abuse of women within the topic of human rights violations of women. Lastly, I will focus on issues connected with social memory to especially address the apparent contradiction between testimony and peace-building.

HUMAN RIGHTS

I use the concept of human rights as my point of departure. By employing this concept which is based on the United Nations World Declaration about universal human rights, I take an ethical non-neutral stand. This perspective focuses on universal cross-cultural rights, and in the case of refugee women, it directs attention towards universal aspects instead of different cultural contexts. Moreover, the ethical dimension of this concept of universal human rights also has implications for therapy: it places the blame outside of the victim, and also forces the therapist to take a moral stand. I find that the concept of human rights can be an eye-opener for both patient and therapist. For many refugees it will be a surprise that they have any rights at all. It will be a surprise that the international community has agreed on their right to a dignified life. This may be a first step in a consciousness-raising process, or a process of trauma therapy. An awareness of the ethical dimensions of the human rights concept may also be the beginning of a consciousness-raising process for the therapist (Herman, 1992).

There is a growing awareness in the field of trauma therapy of the need to

¹⁰ This article is an elaboration of a paper presented at the workshop «Psychiatric disorders induced by war and other psycho-traumatic events», 34th International Gerald Grinschgl Pula Symposium, South-East-European Society for Neurology and Psychiatry, June 2-4, 1994, Croatia. Pamela Elizabeth, D.Ed. is gratefully acknowledged for editing this text.

discuss how we - as therapists and researchers - react to the confrontation with horrifying trauma-stories about deliberate, man-made human rights violations. How do we - who are supposed to be the victims' helpers and containers, manage our own pain?

At the same time, human rights violations are a world-wide problem. Of special concern are the wide-spread violations of women's rights. Instead of diminishing, it is a growing problem which is encountered both in the industrialized societies of the West, and in the developing countries. As therapists who work with victims of trauma, we will therefore meet women and girls who have experienced gender specific human rights violations - be it refugee women who have been sexually abused in camps, in their homes or during flight, or victims of domestic violence. We -as therapists and researchers - are, therefore, confronted with the problem of how to create a space which becomes healing for both the victims and for ourselves. A space which will allow the victim to become a survivor, and allows the therapist or researcher to reframe her own pain.

RITUAL SPACE

After I had worked for five years as a therapist for torture-victims, I decided that I needed to process some of the experiences I had had through returning to theory and research. The research project I planned was directly connected with my previous work. It was governed by an attempt to understand some of the strange and terrifying experiences some of my female patients had told me about: more specifically, the use of sexuality in political prisons as part of torture. It was an attempt to both give meaning to the unbelievable stories I had heard - that is, to reframe them - and to give my own testimony of how it is to meet with deliberate human evil. I wanted to add my testimony to the social memory about female oppression.

The research-project involved interviews with 40 refugee women. I was again unavoidably placed back again into the therapist's problem of containing the trauma story as the women told me their life-story. I was now in the position of a researcher, however this did not make the task easier. For one thing, I could not forget my clinical background - so I was there - in the room - The Blue Room, as I called it - both as a therapist and as a researcher. Secondly, my clinical background was very valuable for the interview-process because it gave me courage to go into parts of the trauma-story which were important to document - from a theoretical and human rights point of view.

So what did I do? I tried to create a ritual space, which I called «The Blue Room». The walls of the room in which I carried out the interviews were painted blue. But I also use «The Blue Room» as a metaphor for the space in which the interviews took place. In this space I met the women who came from 10 different countries, and in this space they told their trauma-story. In this room the woman and I together created a space which I have called «the third culture». We came from different cultures, but in The Blue Room we created something new and different - a third culture - to which we both contributed. It was in this context of something third that the story was told by her and heard by me.

At the beginning of our meeting in The Blue Room I explained the purpose of my research project - namely to gain more knowledge of the special conditions of refugee women, and to publish this information, so that people in asylum countries would know more about the human rights violations which take place against women. I also spoke about my own background: that I had worked for several years as a therapist with torture victims, and that I was not «neutral» as a researcher. I shared my belief that it was important that what happens to women becomes part of social memory. I tried to establish an atmosphere of compassion and solidarity.

An important remedy for creating the ritual space of The Blue Room was also the tape-recorder. I started my interview by testing the tape-recorder. For this test, I had the woman tell her name, her age and her country. I stopped the tape-recorder and played the tape back. Together we listened to and confirmed that the woman's voice was recorded, and that it could be heard in The Blue Room. From then on we started recording the interview. She then knew, that *her* voice and *her* name could be heard. We were ready to start her testimony - her contribution to social memory.

TESTIMONY

In the meeting with the refugee women in The Blue Room, I, used *testimony as a research method*. Through this method, I attempted to unite my experience from the use of testimony in the consciousness-raising groups of the women's movement with experiences from my therapeutic training and my work with testimony as a trans-cultural therapeutic method. This method implies that the research process and therapeutic process are not separable. For victims of human rights violations, testimony has a special significance, because it becomes a documented accusation and a piece of evidence against the perpetrators. 'Testimony' as a concept has a special, double connotation: it contains objective, judicial, public and political aspects, *and* subjective, spiritual, cathartic and private aspects. Testimony thus contains the quality of uniting within its structure the private and the political levels. In this way testimony is both «psycho» and «social» - and, therefore, is also a «social remembrance» - a process of creating social memory.

During the interview-process, not one woman refused to give testimony. On the contrary, each seemed to find it important to give this «confession» against their oppressors.

All the women had suffered human rights violations. Some had been in prison and had been tortured, others had close relatives who had been tortured or murdered, still others had been forced to leave small children with their family in their homelands in order to save their own lives. Some had lived clandestinely for long periods in their own countries before they could get out. After arrival in Denmark, many had lived for months in refugee camps, anxiously waiting for asylum to be granted. 20 of these women were from the Middle East, and 20 were from Latin America.

Nearly all the women had made themselves «visible» through their political activity. They were well-educated and very motivated to talk about the conditions in their homelands. In this way, they could express and explain, in a very vivid and differentiated way, the circumstances of their own lives and

also of the lives of their silent sisters in poorer conditions.

Through their testimonies, I tried to understand how sexual abuse of women who belong to a certain «dangerous» group, is connected with the surrounding sexual and political power-structure and with the historically transmitted definitions of «the shameful», and «the unclean» (Douglas, 1966; Heller, 1985). This could, I thought, add to the understanding of the *problem of complicity*: the paradoxical feeling of complicity which can arise in a person who has submitted to sexual - but also to other forms of - abuse.

It was my hypothesis that understanding the social and psychological dynamics of this problem would give us better premises for therapeutic work with women who have suffered human rights violations. It would also give us better premises for understanding the dynamics of other forms of sexual trauma - e.g.: rape, incest and women battering.

GENDER

The testimonies of the refugee women expressed a nearly universal pattern of female oppression which, of course, had local variations. This universal pattern expresses itself in a wide range of human rights violations of females: as in rape, wife battering, incest and prostitution. The common characteristic of all these forms of gender specific abuse is the violations of the women's right to their own bodies - to physical and psychological integrity - ultimately, to a life in dignity. The gender-specific human rights violations of women all evolve around sexuality; sexuality used as a means to control, exploit and punish women.

In most parts of the world, the significant defining spaces in women's lives are those which are connected with sexuality and reproduction. It is, therefore, also within those defining spaces that the social and political control of women is exercised (Goddard, 1987). *Those* dangerous women who do not live according to social expectations, those who do not want to be silent and invisible are disciplined. These mechanisms of social control of dangerous women are clear-cut examples of the social control that also governs the lives of their more silent and invisible sisters.

Silent and invisible people are easier to manipulate and dominate. Testimony is one way to insure that the silent victims are given a voice. Testimony documents social memory. However, testimony can also become an important part of a reconciliation process.

There seems to be a major contradiction between the psychological processes involved in reconciliation and those involved in social memory. Reconciliation involves re-creating trust between people who are divided by hatred and fear of each other; social remembrance and testimony require keeping all that happened - both the good and the evil - in the collective memory of these same people - in our memory.

Is it so that we must forget old grievances in order to build peace? Or, is it necessary to remember the evil which happened in order to insure that it not happens again?

Here, I argue for the necessity of combining the processes of reconciliation with the construction of social memory. More specifically, I want to suggest these issues for discussion in the search for new methods and aims in trauma therapy. How can the divergent perspectives of reconciliation and social memory be integrated into therapy for victims of war?

RECONCILIATION

- Reconciliation involves identification and support to those groups in the local communities who are striving for peace.
- Reconciliation is the creation of peace from below, involving work on the grass-roots, community level with the specific aim of re-creating trust between members of the warring factions.
- Reconciliation works at establishing a dialogue between the divided groups -overcoming the «spiritual division» between the groups and creating new hope for a peaceful future.
- Reconciliation works at changing local power-structures so that those factions that advocate war and violent solutions become marginal.
- Reconciliation works at changing *the demonic/satanic image* of the enemy towards a more realistic conception: not everyone belonging to the enemy-group are bad, although some are.
- Reconciliation, therefore, also involves getting to know the feelings and the thoughts of ordinary people belonging to «the other» side. Ordinary people on all sides are victims of the war, victims of human rights violations.
- Reconciliation, however, also implies a search for justice and truth.

Reconciliation is, thus, a process which follows two paths: changing the demonic image of «the others», getting acquainted with *their* suffering, their feelings and thoughts, as well as remembering the truth about what some of those others have done.

SOCIAL MEMORY

History exists as an un-avoidable fact. The individual woman, man, child, family have lived through this history. Before the violence began there was also a history of having lived together with «the others», having married them, having had children with them, having been good neighbors with them. Social memory also contains this good and positive aspect.

There is also the evil part of social memory. The local community has suffered this experience, have become up-rooted, destroyed, traumatized, divided and betrayed in every imaginable way. It has happened and there are thousands of stories that need to be told about those bad times. The violence is part of the social memory of the war, they are events that cannot be denied or forgotten. They will continue to live in the social memory of the community and the individual people who suffered them. They will also continue to live in the memory of those who witnessed them - and those who perpetrated them.

So social memory contains these two aspects: the stories of both the good and the evil experiences. As often happens when people are under severe stress: the image of the other is split into a good and a bad part:

either they are completely bad or completely good. Under war-conditions, the enemy group will usually be perceived as completely bad, while members of our own group are completely good. It becomes threatening to remember the positive part of history, the times when it was possible to live together with members of the other groups. If peace is restored only by directives from the leadership level, we might see a reversal of this picture: Now the bad part of history must be «forgotten» - it must be denied, repressed or silenced.

What happens if this social memory is repressed, or cut-off and dissociated? What happens if this unresolved past is preserved in the icebox of history? What happens if it is not integrated into the collective consciousness of the people? What happens if the survivors of violence and abuse are silenced? What happens if the rapes become a shameful secret that lives on in the victims as their individual problem, their dark past?

As therapists we know very well what can happen if individuals carry a heavy burden of past traumatic experiences which have not been integrated and worked-through. From dictatorships we have also learned that destruction of social memory is an important means of domination.

In the social memory of a group, an experience which has been hidden for a long time, has been cut-off, repressed, dissociated - but never fully forgotten, supplies constant fuel for further conflicts, if ignited by a new traumatizing experience.

The shame and anger coming from the narcissistic wound will supply more fuel. The low self-esteem will enforce a strong need for identity. Easily, a culture is created which takes on the same shape as the aggressor's (Stiglmayer, 1994).

Again and again during my stay in the countries of the former Yugoslavia, I have been confronted with the social memory of the Second World War. Old, evil memories from this war have surfaced and are being re-lived. Some of the older people also have painful memories from the First World War. In the collective unconsciousness, wars from even earlier times are surfacing and supply fuel for new and continued violence.

We have seen how this war has revealed hidden memories of the Second World War in other countries. In Germany, thousands of women who were raped by the invading troops after the fall of the Nazi-regime are beginning to speak-out, after having kept the abuse as a shameful secret for nearly fifty years. For many of us working here as humanitarian aid-workers, this war has confronted us with what happened in our own countries during the Second World War, and it has shaken our sense of security and trust.

The efforts at reconciliation and constructing social memory here will touch all of us, all the people who have witnessed the disaster here. In the individual and collective healing of the trauma of war, how do we create ritual spaces where testimony can be given, and where the truth can become an established part of social memory?

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2

Part TWO

I. DIRECTORY OF PSYCHO-SOCIAL PROJECTS

Title: Extra Vulnerable Individuals - EVI

Source of funding: UNHCR

Project period: April 1994 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Sanja Mandic-Halilovic, FO Sarajevo, Phone:+387 71/444-282

Activities: **Psychologically oriented group-work:**
Home-contacts, visits, talks

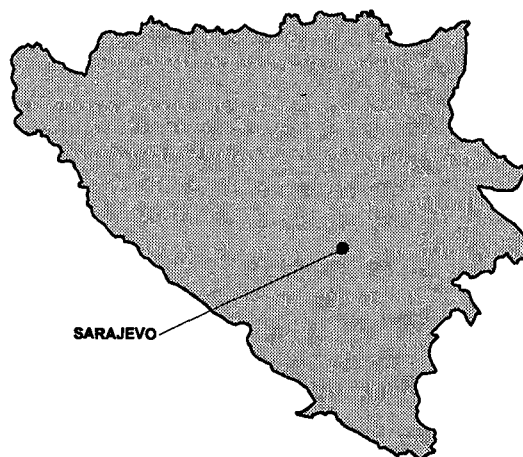
Training programme:
For volunteers: screening and counselling

Beneficiaries: Displaced, refugee and local war-traumatized women, men and elderly **App.** 104

Staff Members: Local 13, International 0

Main goals of project: To visit elderly (over 60) who are living alone or with family members that cannot take care of them; to give them a food-parcel and a hygienic-parcel; to maintain a stable relationship with the elderly as "neighbors" would do it. In the future, to refer those in need for psychological treatment.

Geographic distribution:



Title: Community Development Programmes in Public and Mental Health**Source of funding:** Soros**Implementing partner(s):** Collaboration with UNHCR**Project period:** March 1993 - December 1994**Area of field work:** Split Area (Split: Kastel Kambelovac, Hidroelektra, Podstrana) Ciovo, Vis, Obonjan
B&H Area (Tuzla, Mostar)**Contact:** Michael Allen, HO Split, Phone/Fax:+385 58/651-772
Sarah Hill, HO Split, Phone/Fax:+385 58/651-772**Activities: Community Development/Social Services:**

Knitting, toy making, craft production, jewelry making, candle making, letter writing for fund raising, production of postcards and calendars, as well as wooden products and sticks; art, music, sports, games, excursions to puppet theatre/beach, art exhibition; kindergarten

Needs: more services in all types of psycho-social support; more supplies for activities especially on Ciovo**Education:**

Lessons in language and typing; English classes at school on Obonjan as part of curriculum; help with school-work

Psychologically oriented group-work:

Self-help groups for women, adolescents, various support groups as needed

Psychological services:

Group supervision of field staff by trained psychologist every 15 days; assessment of refugees and displaced as necessary; counselling for children, youth, adults, older people, rape victims, ex-detainees, juvenile delinquents and unaccompanied minors; intensive psychotherapy for a small number of people with critical need;

Needs: more services for refugees and displaced, especially on Ciovo**Psychiatric services:**

Psychiatrist employed by ARC on "as needed" basis for assessment, counselling and individual psychotherapy

Training programme:

For professional care-givers: counselling skills, therapeutic relationship, PTSD, burnout; for volunteers: all topics covered regarding psycho-social skills

Needs: more training in Tuzla region for volunteers**Beneficiaries:** Displaced and refugee war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App.** 5000**Staff Members:** Local 0, International 4

Main goals of project: The ARC programme provides direct public, mental and environmental health care with the ultimate goal of promoting integration and reconciliation.

Geographic distribution:



Antiwar Campaign Croatia - Center for Peace, Nonviolence and Human Rights (AWCCRO)

National NGO

Title: Education for Nonviolent Conflict Resolution

Source of funding: SwissAid, European Peace Organizations

Implementing partner(s): Education Schools

Project period: September 1991 - unknown

Area of field work: Zagreb Area, (Zagreb)
Slavonia Area (Osijek)
Rijeka Area (Rijeka)

Contact: Vesna Terselic, HO Zagreb, Phone:+385 41/422-495, Fax:+385 41/271-143

Activities: Community Development/Social Services:
Workshops for nonviolent conflict resolution in hospitals and schools

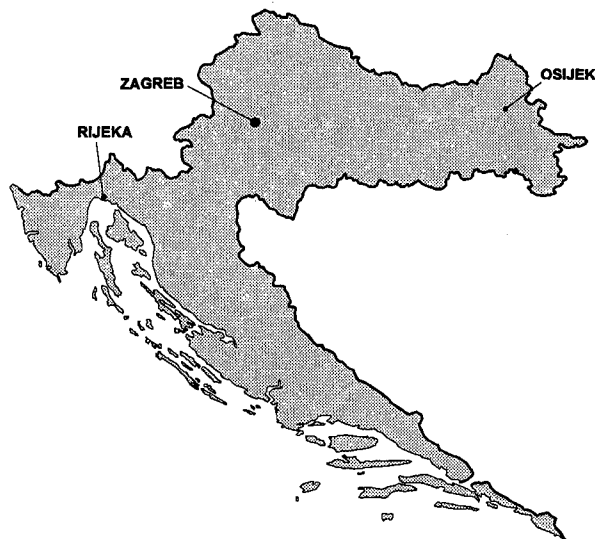
Training programme:
For counsellors and field-workers: nonviolent conflict resolution

Beneficiaries: Displaced, refugee and local war-traumatized women, men and elderly

Staff Members: Local 5, International 2

Main goals of project: To provide educational workshops in "nonviolent conflict resolution" methods for professionals, refugees and displaced as well as the implementation of such methods in hospitals, elementary and secondary schools.

Geographic distribution:



Antiwar Campaign Croatia - Center for Peace, Nonviolence and Human Rights (AWCCRO)

National NGO

**Title: Pakrac Social Reconstruction Project/International Volunteers
Camp**

Source of funding: SwissAid, Quakers Peace and Service, HEKS, UNOV, Komitee fur Grundrechte und Demokratie

Project period: July 1993 - unknown

Area of field work: Slavonia Area (Pakrac, Lipik)

Contact: Goran Bozicevic, FO Pakrac, Phone/Fax:+385 46/83-435

Activities: Community Development/Social Services:
Reconstruction of the city, cleaning of ruins; recreational and cultural activities

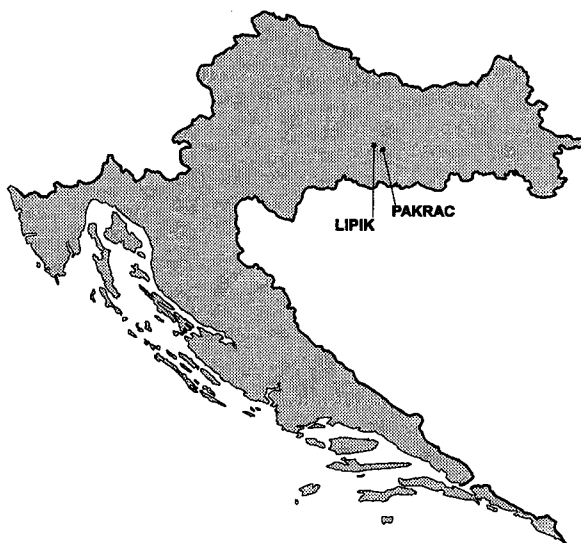
Training programme:
For teachers, students and others: workshops in nonviolent conflict resolution

Beneficiaries: Displaced and local war-traumatized children, youth, women, men and elderly

Staff Members: Local 3, International 8

Main goals of project: To organize the reconstruction of the city of Pakrac; to involve international volunteers in rebuilding links in the local community; to work towards establishment of communication with Serbian controlled parts of UNPAs and the reestablishment of communication between Serbs and Croats; to provide workshops in "nonviolent conflict resolutions" for teachers, pupils and others as well as organizing the free time of children.

Geographic distribution:



Title: The Impact on Service Providers of Working with War Victims

Source of funding: IRC - Umbrella Grant

Umbrella project: IRC

Project period: December 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Vesna Terselic, HO Zagreb, Phone:+385 41/422-495, Fax:+385 41/271-143

Activities: **Training programme:**

For humanitarian aid workers (counsellors, field-workers): burn-out and secondary trauma

Beneficiaries: Refugees and displaced men, women and children

Staff Members: Local 5, International 0

Main goals of project: In collaboration with Center for Psychology and Social Change, USA, to provide workshops and offer support for overcoming the problems of working with traumatized people and victims of violence.

Geographic distribution:



Title: Students for Sarajevo**Source of funding:** French Government, Olof Palme Foundation**Implementing partner(s):** Students association, different high-schools, University of Sarajevo**Project period:** August 1993 - Unknown**Area of field work:** B&H Area (Sarajevo)**Contact:** Eric Anglade, HO Lyon, Phone:+ (33) 78 23 22 63, Fax:+ (33) 78 29 59 48
Ivan N`Diaye, FO Sarajevo, Phone:+387 71/650-247, Fax:+387 71/440-035**Activities: Community Development/Social Services:**

Summer clubs in secondary schools, youth clubs, "European Club"

Needs: educational and social activities for adolescents**Education:**

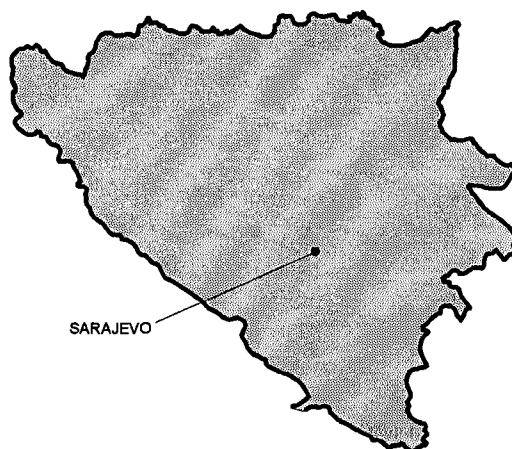
Assistance to secondary schools and university

Needs: teachers and professors**Psychologically oriented group-work:**

Youth group for theater activities; journalism activities, Student Radio

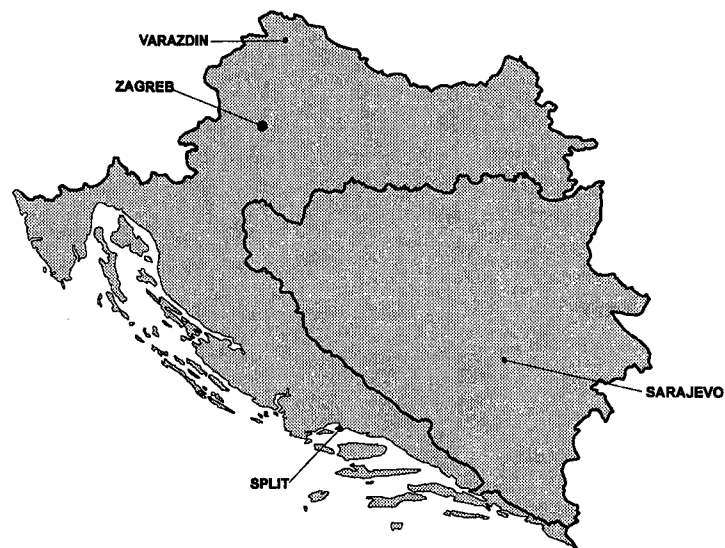
Needs: more activities for adolescents who are getting bored and are losing their hope for the future**Training programme:**

For teachers: training programme

Beneficiaries: Displaced, refugee and local war-traumatized youth**Staff Members:** Local 4, International 6**Main goals of project:** To help young people stay alive inside of themselves, so that they can take part in the construction of a new society, democratic and free. A major objective is to give young people the possibility of a normal development of their personality and to maintain links with the international community. The education-oriented programme is providing Sarajevo secondary schools and universities with food and school equipment; it is organizing and circulating both general and specialized information; it is supporting secondary schools and the university in general.**Geographic distribution:**

Title: Let us Rebuild from the Children**Source of funding:** Donations**Implementing partner(s):** Biser, Foundation Ivana Brlic Mazuranic**Project period:** November 1993 - November 1996**Area of field work:** All Croatia (Zagreb, Varazdin, Split)
B&H Area (Sarajevo)**Contact:** Marco Griffini, M.D., HO Milano, Phone:+39 2 98/232-102,
Fax:+39 2 98/232-611
Branka Hajdin Rocchi, FO Zagreb, Phone/Fax:+385 41/176-351**Activities: Community Development/Social Services:**
Economical support for physical, moral and social growth of children;
correspondence with Italian foster-families*Needs:* more assistance**Psychological services:**

Emotional and spiritual support from Italian families

Beneficiaries: Displaced and refugee children **App.** 920**Staff Members:** Local 3, International 10**Main goals of project:** To help raped women financially so that they can keep their children with them if they wish; to offer psychological support to the children through Italian sponsor families; to help children victims of war by financial support to foster-families. "Let us rebuild from the children" has the over-all objective to lay the foundations of a new society.**Geographic distribution:**

Title: Shelter for Abused Women and Their Children

Source of funding: Austrian Ministry of Women (through Caritas Austria), Landeshauptstadt Wiesbaden, Goldrausch-Berlin

Project period: December 1990 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Neva Tolle, HO Zagreb, c/o Phone:+385 41/434-189, c/o Fax:+385 41/433-416
Nela Pamukovic, HO Zagreb, c/o Phone:+385 41/434-189

Activities: Community Development/Social Services:

Cultural activities and educational play for children

Needs: a full time employed person to work with the children

Psychologically oriented group-work:

Trauma-survivor groups for abused women, women's rights groups

Psychological services:

Weekly group supervision, individual supervision; individual and group counselling for abused women; intensive individual psychotherapy for children and women by two women psychologists;

Needs: intensive feminist psychotherapy

Training programme:

For professional care-givers: crisis intervention, emotional and social survival interventions, work in shelter for abused women; for volunteers: hot line work for abused women; crisis intervention

Needs: more training in conflict resolution, counselling, sexual violence, mother-child relationship

Beneficiaries: Displaced, refugee and local children, youth and women **App. 25**

Staff Members: Local 10, International 0

Main goals of project: To provide a shelter for women and children who are being abused in their own home by males (husbands, partners or fathers). It is a place where their lives are protected and where they can protect their children from further abuse and suffering; a place where they can get emotional and also material support. Workshops and self-help groups for the women are organized, as well as counselling services and discussion groups. Special care is given to the children. In the shelter women with similar problems can exchange experiences and support each other. Information on legal practices and rights is provided. This is the first women's shelter in Eastern Europe.

Geographic distribution: See page 56.

Title: **Publishing and Educational Project About Violence Against Women**

Source of funding: Frauen Anstiftung, seeking funding

Project period: December 1992 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Biljana Kasic, HO Zagreb, c/o Phone:+385 41/434-189, c/o Fax:+385 41/433-416

Activities: Community Development/Social Services:

Publishing books, booklets and leaflets about violence against women, women's legal rights and the work of the women's shelter

Needs: translation of books on feminist approaches toward violence against women

Education:

Educational workshops for women residents of the shelter on women's issues

Needs: women studies

Psychologically oriented group-work:

Women's human rights groups

Training programme:

For workers in women's projects: crisis intervention, mental health, psycho-drama, women's rights; for professional care-givers: crisis intervention, mental health, psycho-drama, women's rights

Needs: more training

Beneficiaries: Displaced, refugee and local children, youth and women

Staff Members: Local 5, International 0

Main goals of project: Public education, workshops, seminars and specific educational programs, counselling, advice and information for abused women both on an individual and group basis. The public information program provides a campaign against violence against women, media information concerning medical care, psychological support to abused women and women's legal rights. Research work and information gathering is done to promote women's rights, especially those relating to violence against women. Statistical and informational analysis is carried out, and data on the 3,5 years experiences of the women's shelter is disseminated.

Geographic distribution:



Title: **Project for Wounded People, Invalids and Victims of Civil War**

Source of funding: UNOV, Aktion "Kriegsopfer: Vergewaltigte Frauen"

Project period: July 1993 - unknown

Area of field work: Zagreb Area (Zagreb, Stubicke toplice, Krapinske toplice, Varazdinske toplice)

Contact: Nada Dugandzic, HO Zagreb, Phone: +385 41/448-976

Zinka Halilovic, HO Zagreb, Phone: +385 41/448-976

Activities: **Psychologically oriented group-work:**

Self-help groups for wounded and disabled, victims of civil war, children, youth, adults and elderly

Psychiatric services:

Weekly group supervision; assessments; psychiatric examination of a wounded or disabled people and their families; psychiatric treatment; individual counselling for the wounded or disabled

Training programme:

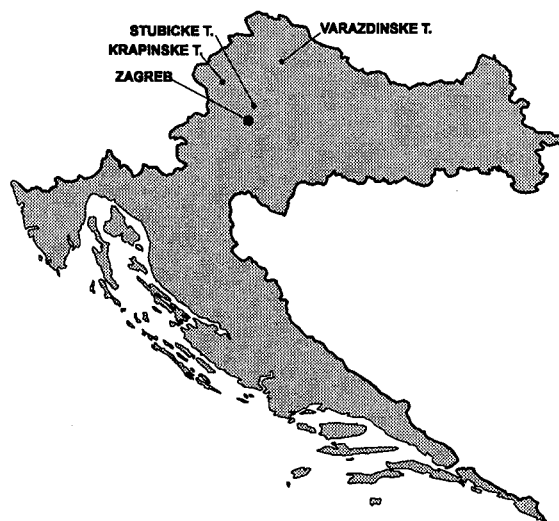
For team members: Crisis intervention, mental health, psychological consequences of war trauma (with Balint group techniques)

Beneficiaries: Refugee war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped

Staff Members: Local 6, International 0

Main goals of project: To provide assistance to wounded and disabled from the war in B&H, civilian victims of war and refugees suffering from somatic disorders. These clients are either in hospitals or rehabilitation centers in Croatia, or in private accommodation. Team members visit the clients and take care of some of their financial and material needs. By including a psychiatrist-psychotherapist-group analyst in the team, members receive weekly supervision to help them provide mental health assistance. The team members who have themselves suffered traumatic experiences have initially participated in therapeutic group sessions in order to overcome their own problems. A psychiatrist also provides treatment for individuals who require it.

Geographic distribution:



Title: Help Woman to Woman**Source of funding:** Austrian Caritas, UNOV, Aktion "Kriegsopfer: Vergewaltigte Frauen"**Project period:** September 1993 - unknown**Area of field work:** Zagreb Area (Zagreb, Varazdin)**Contact:** Emsuda Mujagic, HO Zagreb, Phone: +385 41/176-223,
Esma Fitozovic, HO Zagreb, Phone: +385 41/176-223**Activities: Community Development/Social Services:**

Knitting, hair-dresser workshops; income generation from knitting and sewing

Needs: more material support and coordination with similar projects**Psychologically oriented group-work:**

Trauma survivor group for adults and rape victims

Psychiatric services:

Group counselling and individual psychotherapy for adults and rape victims

Needs: supervision, staff**Training programme:**

For the staff: Occasional training sessions

Beneficiaries: Refugee war-traumatized (physically and psychologically) women **App. 80****Staff Members:** Local 7, International 0**Main goals of project:** Assistance to women war victims from B&H through income generating activities.**Geographic distribution:**

Title: Accommodation for Women and Children, Refugees from B&H

Source of funding: Austrian Caritas, Christlicher Friedenside (CFD) - Bern, Aktion "Kriegsopfer: Vergewaltigte Frauen"

Project period: July 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Emsuda Mujagic, HO Zagreb, Phone: +385 41/176-223,
Veronika Kemenc, HO Zagreb, Phone: +385 41/448-976, +385 41/332-336

Activities: Community Development/Social Services:
Visits to cultural and sports events, parks and Zagreb surroundings; income generation by knitting

Psychologically oriented group-work:
Trauma survivor groups for children and women

Psychiatric services:
Individual, group and family psychotherapy

Needs: medicine

Training programme:
For care-givers: occasional training sessions

Beneficiaries: Refugee children and women

Staff Members: Local 9, International 0

Main goals of project: To provide accommodation for women and children; to give information about how to get required documents and medical assistance while the women are in Zagreb on their way to a third country, or while they are looking for adequate accommodation.

Geographic distribution:



Title: Care for the Elderly**Source of funding:** UNOV Vienna, Helpage International**Area of field work:** Zagreb Area (Zagreb)**Contact:** Mujesira Djonlagic, HO Zagreb, Phone 385 41/448-796, Fax: 385 41/530-481**Activities: Community Development/Social Services:**

Home-visits to elderly providing them with food, clothes and various services

Psychological services:

Assessments by psychiatrist and general practitioner; home visits and psycho-social support for the elderly

Needs: more professionals**Beneficiaries:** Refugee war-traumatized elderly people **App. 200****Staff Members:** Local 6, International 0**Main goals of project:** To provide care for the elderly refugees who are privately accommodated. Within the project they receive psycho-social assistance and minimum support for improvement of life and health conditions. Besides geriatric diseases, these refugees suffer from various symptoms and diseases resulting from war stress such as: depression, insomnia, tuberculosis, cancer, diabetes and hypertension.**Geographic distribution:**

Title: **Psycho-Social Assistance to Children War Victims**

Source of funding: Seeking funding

Project period: May 1994 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Serifa Halilovic, HO Zagreb, Phone/Fax:+385 41/530-481
Aida Smajic, FO Sarajevo, Phone:+387 71/643-361

Activities: **Community Development/Social Services:**

Music, painting, excursions, sports; foreign languages for pre-school children

Needs: more professionals and financial help

Psychologically oriented group-work:

Play groups for children

Needs: to spread the programme to other kindergartens in Sarajevo

Psychological services:

Supervision of staff once a week by clinical psychologist; individual, group and family counselling; psychotherapy for children

Training programme:

For professional care-givers: counselling, trauma recognition and group work;
for mothers: training sessions

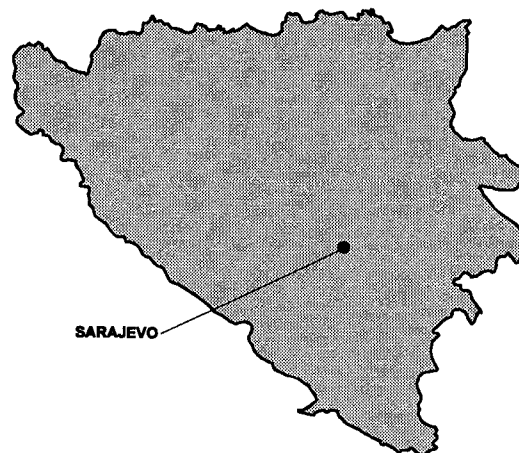
Needs: more training in trauma recognition and how to organize different activities

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) pre-school children **App. 60**

Staff Members: Local 10, International 0

Main goals of project: To offer psychological support to children and their families, especially to mothers; to organize training and supervision of professionals and non-professionals; to provide recreational activities.

Geographic distribution:

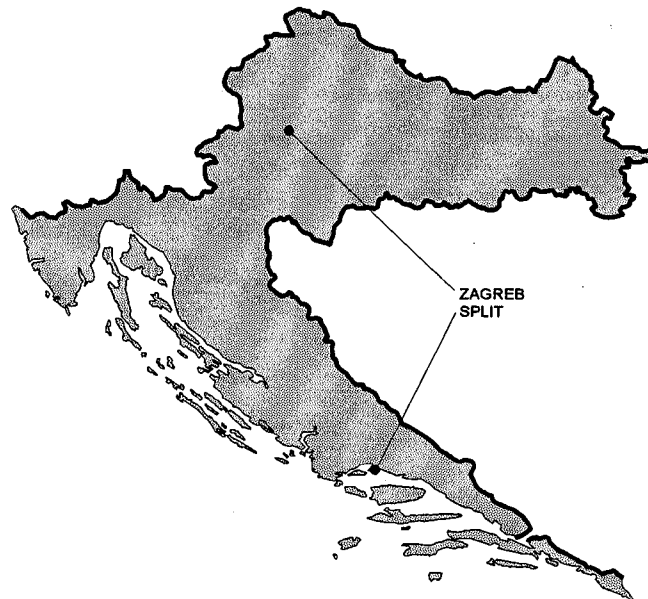


Title: Torture Trauma Therapy, Networking, Therapists Training**Project period:** May 1994 - May 1995**Area of field work:** Zagreb Area (Zagreb)
Split Area (Split)**Contact:** Sybille Roskothen, M.D., HO Bonn, Phone: +49 0228/432-338,
Fax: +49 0228/432-340
Ulrich Gotzen, HO Bonn, Phone: +49 0228/432-338, Fax: +49 0228/432-340**Activities: Psychological services:**

Evaluation of project according to criteria-checklist; individual, group and family counselling; torture trauma therapy

Needs: additional networking training and supervision**Training programme:**

For professional care-givers: treatment of war trauma, resource oriented treatment of PTSD, crisis intervention, networking, institutional building; for non professionals: torture trauma therapist's training

Needs: more intensive therapist's training especially with regard to requirements in Bosnia and Herzegovina to meet the number of traumatized**Beneficiaries:** Displaced and refugee war-traumatized children, youth, women, men and elderly **App.** 250**Staff Members:** Local 14, International 4**Main goals of project:** To recover from trauma symptoms (PTSD); to implement personal stability and vision for the future so that the individual has the opportunity to structure her/his life towards an attractive future living and be a contributing member of the family as well as the social system.**Geographic distribution:**

Title: Rape Crisis Intervention Seminars; Women's Empowerment Work Group**Source of funding:** Private donations**Project period:** March 1993 - unknown**Area of field work:** Zagreb Area (Zagreb)
Split Area (Makarska)
B&H Area (Tuzla)**Contact:** Meghan Kennedy, HO Chicago, Phone:+312 337 2931, Fax:+312 649 1088**Activities: Psychologically oriented group-work:**
Trauma/rape survivor groups*Needs:* more similar activities**Psychological services:**

Individual, group and family counselling for children, youth, adults, older people, rape victims and ex-detainees

Needs: more doctors and counsellors**Training programme:**

For teachers: trauma recognition, awareness; for professional care-givers, volunteers working in women's groups, religious groups, community and youth groups: crisis intervention, mental health, PTSD

Needs: more training for all groups of care-givers**Beneficiaries:** Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped**Main goals of project:** To provide comprehensive crisis intervention training programs; to bring humanitarian aid; to provide technical assistance in the establishment of women's resources centers; to inform the American public and foreign policy-makers about atrocities against women globally, and in particular in the Balkans, and about the need to bring an end to such atrocities and to punish those responsible; to conduct and disseminate research on issues related to women's human rights globally, and in particular in the Balkans.**Geographic distribution:**

Biser-International Initiative of Women for Help to Women Victims of the War

National NGO

Title: Psychosocial Help to Refugee Women

Source of funding: Evangelische Frauenarbeit in Deutschland (EFD)

Implementing partner(s): B&H Women, Zagreb Help

Project period: July 1993 - March 1995

Area of field work: Zagreb Area (collective centers and private accommodation in Zagreb)

Contact: Emira Biscevic, HO Zagreb, Phone/Fax: +385 41/570-518
Biba Mujacic, HO Zagreb, Phone/Fax: +385 41/570-518

Activities: **Community Development/Social Services:**

Work therapy, sewing courses; foreign languages courses, computer training

Psychologically oriented group-work:

Trauma-survivor groups for children, youth and rape victims

Psychological services:

Supervision of staff by psychologist; individual and group counselling and psychotherapy

Psychiatric services:

Supervision of staff by psychiatrist; general psychiatric treatment for patients with psychosis due to war trauma; individual, group and family counselling for children, adults, rape victims and ex-detainees; individual, group and family psychotherapy for children, adults and rape victims

Needs: medicine, supervision, facilities

Training programme:

For teachers: counselling, trauma recognition, group work; for nonprofessional care-givers: crisis intervention, mental health, PTSD

Beneficiaries: Refugee war-traumatized (physically and psychologically) children, youth and women **App.** 1500

Staff Members: Local 25, International 2

Main goals of project: To reach Bosnian women and their families, to assess their needs and offer them support; to help women victims of torture and survivors of all types of war horror; to help women regain their lost self-esteem, self-confidence and dignity; to help them feel useful again and not isolated and lonely; to offer an opportunity for working with something useful and learn some skills.

Geographic distribution: See map on page 62.

Biser-International Initiative of Women for Help to Women Victims of the War

National NGO

Title: Multiservice Center

Source of funding: Christliche-Frauen - Zurich, Evangelische Frauenarbeit in Deutschland (EFD)

Project period: December 1993 - unknown

Area of field work: Zagreb Area (Zagreb)
B&H Area (Sarajevo)

Contact: Biba Mujacic, HO Zagreb, Phone/Fax: +385 41/570-518
Drina Karahasanovic, FO Sarajevo, Phone: +387 71/444-294

Activities: **Community Development/Social Services:**

Sewing; kindergarten, play-groups for children, language courses (English, German), computer training

Needs: more space and financial support

Psychologically oriented group-work:

Self-help groups for women

Psychiatric services:

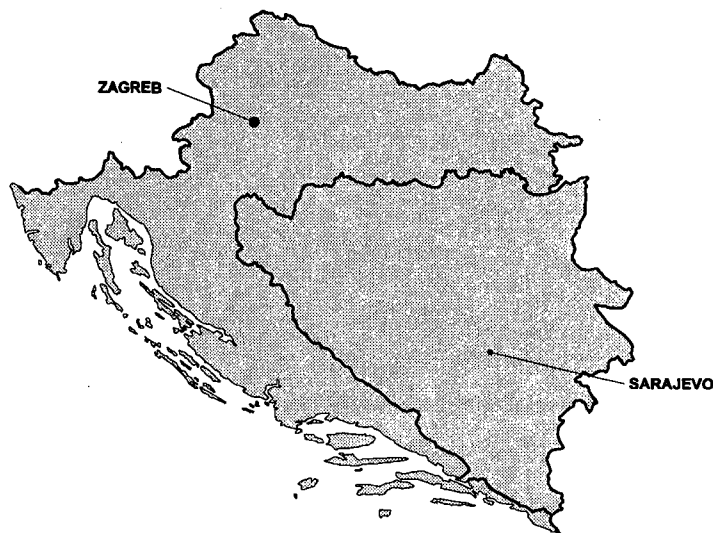
Supervision of staff by psychiatrist; individual and group counselling; individual psychotherapy

Beneficiaries: Refugee war-traumatized children, youth and women **App.** 450

Staff Members: Local 7, International 0

Main goals of project: To create a home for women and children, a space which belongs to them where they can go freely whenever they like and as much as they like. The center consists of five main rooms: The living room (for gathering, talking, exchanging information...), the quiet room (for individual conversation and, possibly, individual therapy), the workroom (for sewing, etc.), the children's and music).

Geographic distribution:



Title: Establishment of Center for Protection of Women and Children in Tuzla - Project "AMICA" - in its own Premises

Source of funding: ECHO, Donations

Project period: July 1993 - unknown

Area of field work: B&H Area (Tuzla)

Contact: Elke Oeheme, HO Freiburg, Phone: +49 761/55 57 44, Fax: +49 761/5 21 73
Maria Finke, FO Tuzla, Phone: +387 75/230 073
Rainer Rothweiler, FO Tuzla, Phone: +387 75/320 33

Activities: **Community Development/Social Services:**

Arts and crafts workshops; child care; provision of food, medical assistance and hygienic articles

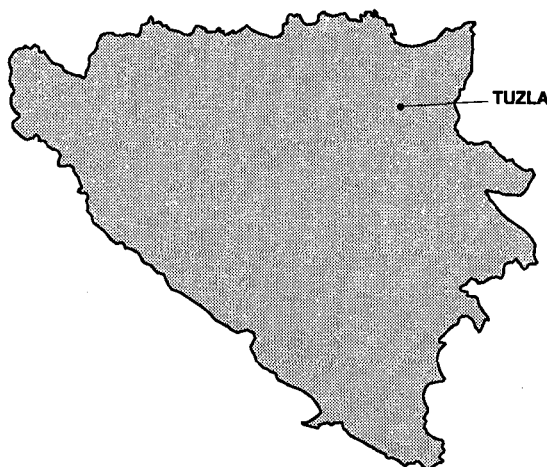
Psychological services:

Counselling and psycho-therapy for women and children

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) women and children **App.** 1500

Main goals of project: To increase public awareness of the position of women in former Yugoslavia and to provide them with help; to help all affected women and children, regardless of race or religion, in order to encourage peaceful coexistence of peoples; by these means, to encourage and strengthen the peaceful forces within the warring country.

Geographic distribution:



Cap Anamur (German Committee Emergency Doctors)

International NGO

Title: Cap Anamur Project for Traumatized and Raped Women and Children

Source of funding: Donations

Project period: February 1993 - unknown

Area of field work: Rijeka Area (Pag)

Contact: Angelika Mattke, HO Cologne, Phone:+49 221 122166, Fax:+49 221 121668
Hans Scheu, FO Pag, Phone/Fax:+385 53/261-1324

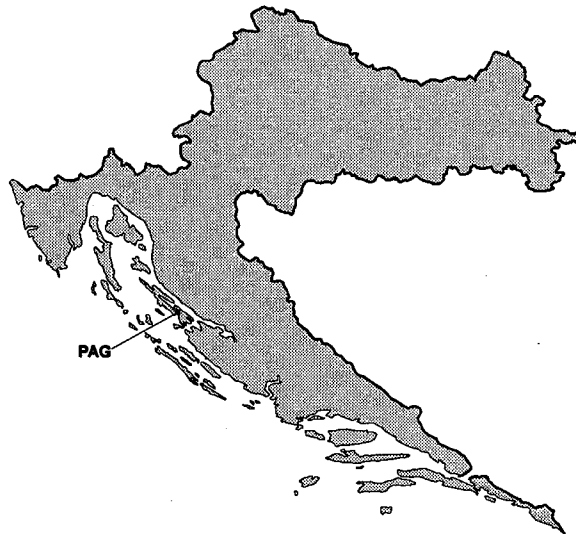
Activities: **Psychological services:**
Individual counselling

Beneficiaries: Refugee children, youth, women and men **App. 180**

Staff Members: Local 2, International 2

Main goals of project: To give shelter, accommodation, food and medical care, as well as the possibility of psychological treatment for traumatized and raped women and their children.

Geographic distribution:



Cap Anamur (German Committee Emergency Doctors)

International NGO

Title: Cap Anamur Project for Traumatized Women and Their Children

Source of funding: Donations

Project period: December 1992 - December 1994

Area of field work: Slavonia Area (Zupanja, Vinkovci, Ivankovo)
B&H Area (Tuzla, Zenica, Mostar, Sarajevo)

Contact: Reiner Stollwahlig, FO Zupanja, Phone:+385 56/831-390

Activities: **Community Development/Social Services:**
Knitting groups; self-organized sports and music groups

Education:
Support of children with their school work

Beneficiaries: Displaced and refugee children, youth, women and men; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 317**

Staff Members: Local 2, International 1

Main goals of project: To give people the most necessary aid; to provide food and hygienic supplies and to help organize groups in which people do everything themselves concerning food (cooking, distributing food, etc) and hygienics. Other activities include a kindergarten, knitting groups, music and folklore groups, and assistance to children with school problems.

Geographic distribution:



Title: Reach Programme

Source of funding: UNHCR, Care Canada, other sources

Implementing partners: In collaboration with national governments, Centers for Social Work and national NGOs

Project period: February 1994 - unknown

Area of field work: B&H Area (Sarajevo, Zenica, Bihac)

Contact: Brenda Cupper, FO Zagreb, Phone:+385 41/428-896, Fax:+385 41/427-717
 Vukica Kurspahic, FO Sarajevo, Phone:+387 71/664-195

Activities: Education:

Support to local schools in dealing with traumatized children

Psychological services:

Supervision of staff; medical, psychological and social assessments; individual and family counselling and psychotherapy for family, children, youth and elderly

Needs: expansion of activities

Training programme:

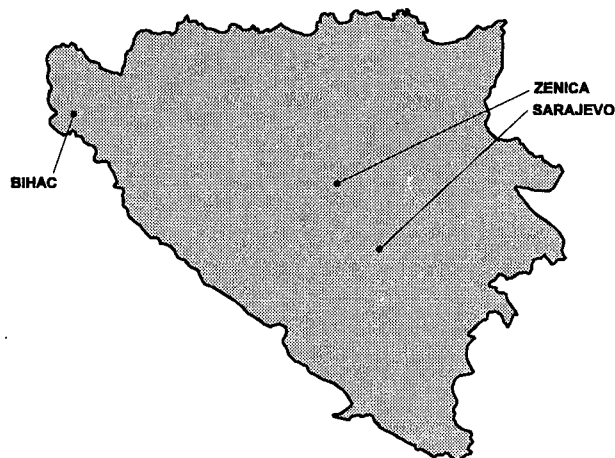
For teachers: trauma recognition; for professional care-givers: crisis intervention, mental health; for physiologists, physiotherapists, nurses: different subjects related to trauma; for parents: care for disabled children

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically): children, youth, women, men and elderly **App. 800**

Staff Members: Local 40, International 3

Main goals of project: To improve the quality of life for the elderly, as well as for war-disabled children and vulnerable families by providing psycho-social support, medical diagnosis, nutrition, physio-therapy and other assistance from a holistic approach.

Geographic distribution:



Title: Dalcorap Programme**Source of funding:** UNHCR, Care Canada, other sources**Implementing partners:** National NGOs and national government**Project period:** April 1994 - unknown**Area of field work:** Split Area (Vodice, Prvic Luka)**Contact:** Brenda Cupper, FO Zagreb, Phone:+385 41/428-896, Fax:+385 41/427-717**Activities: Community Development/Social Services:**

Recreational activities: art/music, sports; life-skills training;

Education:

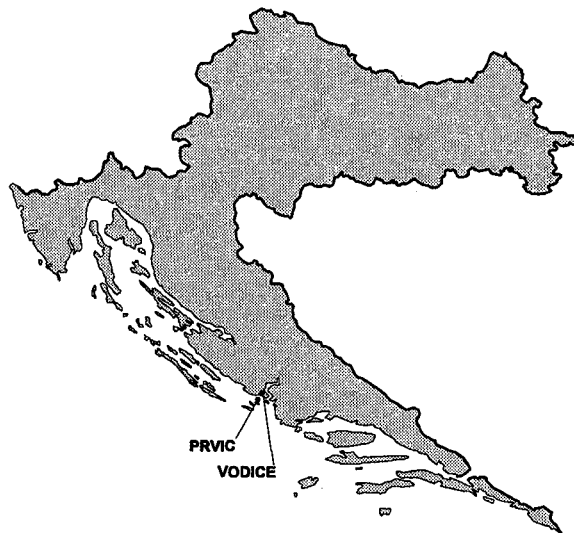
Help with school-work

Psychologically oriented group-work:

Informal talking groups

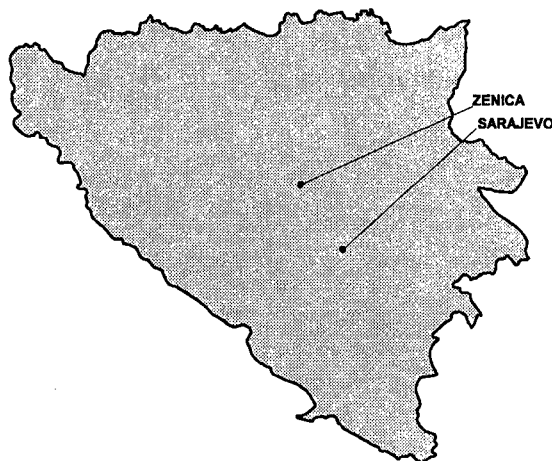
Psychological services:

Supervision of staff; medical and psychological assessments; individual and family counselling for children and older people

Beneficiaries: Displaced and refugee children, youth, women, men and elderly **App. 112****Staff Members:** Local 18, International 2**Main goals of project:** Psycho-social support and shelter for children, youth and their families who are traumatized and in difficult circumstances caused by the war. The purpose is also to improve the quality of life for the elderly through shelter, medical diagnosis and treatment, nutrition, physio-therapy and psycho-social support. All beneficiaries live in a home provided by the programme.**Geographic distribution:**

Title: Home Visiting Multi-Service Programme for the Elderly Refugees and Citizens in the Besieged Cities of B&H**Source of funding:** UNHCR**Implementing partners:** Ministry of Refugees and Social Welfare**Project period:** April 1994 - December 1994**Area of field work:** B&H Area (Sarajevo, Zenica)**Contact:** Brenda Cupper, FO Zagreb, Phone:+385 41/428-896, Fax:+385 41/427-717
Vukica Kurspahic, FO Sarajevo, Phone:+387 71/664-195**Activities: Psychologically oriented group-work:**
Self-help groups for students**Psychological services:**

Supervision of staff; psychological assistance to the elderly

Beneficiaries: Displaced elderly women and men **App.** 100**Staff Members:** Local 10, International 0**Main goals of project:** To improve the quality of life for the elderly through better and timely medical diagnosis, treatment and nutrition; to offer psychotherapy, psycho-social counselling and geriatric medication for special emergency cases, as well as more practical and simple assistance to improve the elderly's home and their home equipment. This social rehabilitation programme is seen as a pilot project in a war zone that is totally under siege. It is hoped that it can be replicated in many neighborhoods of Sarajevo and other cities of Bosnia.**Geographic distribution:**

Title: Women in Need and Mobile Services**Source of funding:** Donations**Implementing partners:** Caritas Zagreb, Caritas Rijeka, Caritas Split, Caritas Djakovo**Project period:** December 1992 - December 1995**Area of field work:** Zagreb Area (Zagreb)
Slavonia Area (Osijek)
Rijeka Area (Rijeka)
Split Area (Split)
B&H Area (Sarajevo, Mostar)**Contact:** Peter Quendler, FO Klagenfurt, Phone:+04 63 55 5 60-16, Fax:+04 63 55 5 60-30
Sr. Ilijana; Saint Vinko-Sarajevo, Phone:+387 71/659-940**Activities: Community Development/Social Services:**
Cooking, sewing, knitting; excursions, art/music, sport**Psychologically oriented group-work:**

Trauma-survivor groups, human rights groups, religious groups for women and children

Psychological services:

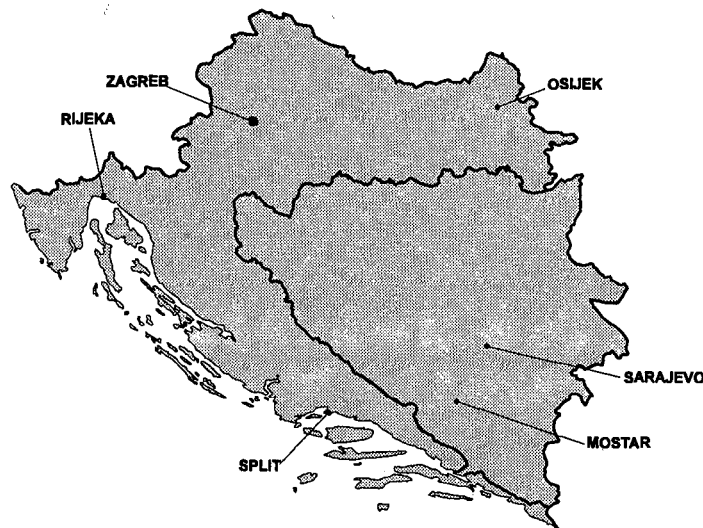
Supervision of staff; counselling service and psychotherapy

Psychiatric services:

Supervision of staff; general psychiatric treatment for war traumatized people; counselling and psychotherapy

Training programme:

For teachers and professional care-givers: counselling, trauma recognition, group work

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) children, youth and women; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 150****Staff Members:** Local 60, International 0**Geographic distribution:**

Title: Counselling**Source of funding:** Donations**Project period:** October 1991 - unknown**Area of field work:** Rijeka Area (Rijeka)**Contact:** Ivan Host, M.D., FO Rijeka, Phone:+385 51/33-216**Activities: Community Development/Social Services:**

Excursions for handicapped

Needs: more social workers**Education:**

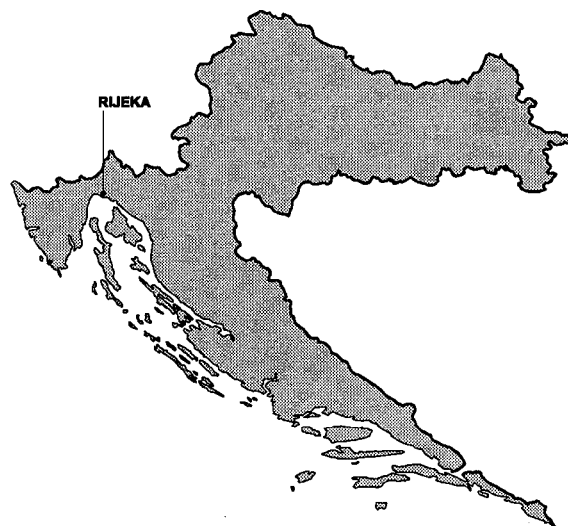
Help with school-work for children

Needs: more similar activities**Psychological services:**

Individual and family counselling

Needs: more similar activities**Training programme:**

For volunteers: crisis intervention, mental health

Needs: more training in crisis intervention**Beneficiaries:** Displaced, refugee and local war-traumatized children, youth, women, men and elderly; physically handicapped/disabled **App.** 750**Staff Members:** Local 22, International 0**Main goals of project:** To provide counselling, especially in the field of social, psychological, legal, medical and educational problems. 40% of the beneficiaries are refugees and war-victims. The Project is carried out by volunteers who are students or university graduates.**Geographic distribution:**

Title: Women in Distress - Help to Women Victims of War

Source of funding: German Caritas, Government of Baden-Wurtttemberg, Caritas Wien, Ministry of Social Welfare of Austria

Project period: April 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Andreja Brajsa-Zganec, CZ, Phone:+385 41/277-314,+385 41/277-267,
Phone/Fax:+385 41/278-008

Activities: Community Development/Social Services:

Toy-making, knitting, sewing courses

Psychologically oriented group-work:

Trauma-survivor groups for women in distress and their children

Psychological services:

Supervision of staff; individual, group and family counselling for children and women

Training programme:

For teachers: counselling, trauma recognition, group work; for professional care-givers: crisis intervention, mental health, treatment for victims of war-trauma

Needs: more training in PTSD

Beneficiaries: Displaced, refugee and local children and women **App. 200**

Staff Members: Local 10, International 0

Main goals of project: To find and accommodate women victims of war and their children; to provide continual psycho-social treatment, medical care and intensive psychotherapy; to facilitate psycho-social adaptation to new life conditions and to war-traumas; to help children have a normal development.

Geographic distribution:

Title: The Children's Center Brezovica

Source of funding: Donations

Project period: December 1993 - unknown

Area of field work: Zagreb Area (Zagreb, Brezovica)

Contact: Mladen Brajsa, M.D., Ph.D., CZ, Phone: +385 41/277-314, +385 41/277-267,
Phone/Fax: +385 41/278-008,

Activities: **Community Development/Social Services:**
Provided but not specified

Education:
Provided but not specified

Psychologically oriented group-work:
Provided but not specified

Psychological services:
Provided but not specified

Psychiatric services:
Provided but not specified

Training programme:
Provided but not specified

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children and youth **App.** 120

Main goals of project: Accommodation of children victims of war.

Geographic distribution:



Title: Mobile Teams for Providing Medical and Psycho-Social Help

Source of funding: Caritas Germany, Caritas Austria

Project period: February 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Dubravka Lipovac, M.D., CZ, Phone:+385 41/277-314, +385 41/277-267,
Phone/Fax:+385 41/278-008

Activities: Psychologically oriented group-work:
Trauma-survivor groups for children, youth and women

Psychological services:
Supervision of staff; individual and family counselling for children, youth and women

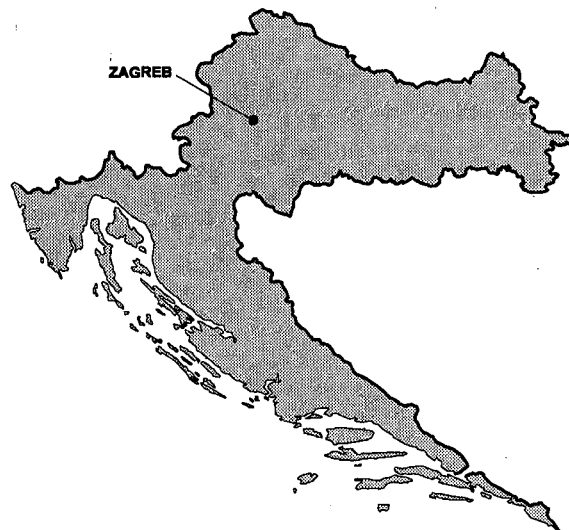
Training programme:
For teachers: counselling; for professional care-givers: crisis intervention, treatment of war-trauma

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women, men and elderly **App.** 6000

Staff Members: Local 19, International 0

Main goals of project: To provide teams that give medical and psycho-social help to beneficiaries; to detect new beneficiaries that need help; to prevent medical, psychological and (mental) health problems.

Geographic distribution:



Title: **Psycho-Social Rehabilitation for Children Victims of War**

Source of funding: Caritas Austria, donations

Project period: June 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Nino Zganec, CZ, Phone:+385 41/277-314, +385 41/277-267,
Phone/Fax:+385 41/278-008,

Activities: Education:

Assistance with primary school subjects

Psychologically oriented group-work:

Trauma survivor groups for children and youth

Psychological services:

Supervision of staff; individual and group counselling for children and youth

Training programme:

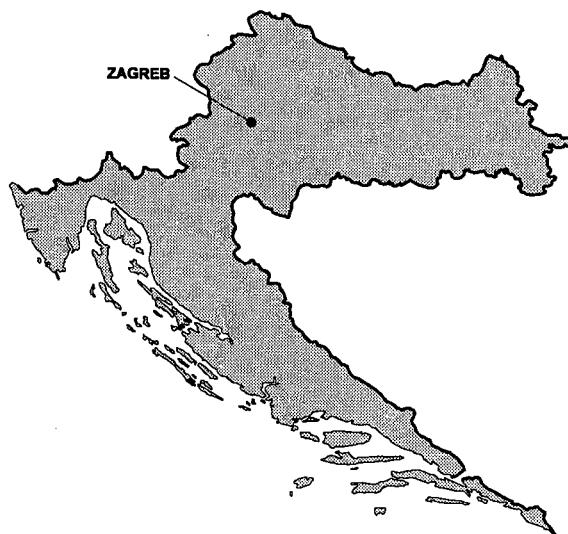
For teachers: trauma recognition, group work, counselling

Beneficiaries: Displaced and refugee war-traumatized children and youth **App. 500**

Staff Members: Local 6, International 20

Main goals of project: Psycho-social programmes for children and youth providing daily contact with programme leaders.

Geographic distribution:



Title: Development of Family Counselling**Source of funding:** Donations**Project period:** February 1991 - unknown**Area of field work:** Zagreb Area (Zagreb)**Contact:** Dubravka Jedjut-Roca, CZ, Phone:+385 41/233-486
Marija Jurkovic, CZ, Phone:+385 41/233-486**Activities: Psychologically oriented group-work:**
Trauma-survivor groups for children, youth and families**Psychological services:**
Supervision of staff, counselling**Training programme:**
For teachers: counselling, trauma recognition, group work; for professional care-givers: crisis intervention, mental health, treatment of war-trauma**Beneficiaries:** Displaced, refugee and local war-traumatized (physically and psychologically) youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App.** 4000**Staff Members:** Local 10, International 0**Main goals of project:** Organization and development of counselling centers for individual and family counselling. Special focus is on counselling of families with three and more children, families of displaced and refugees.**Geographic distribution:**

Title: Psycho-Social Support Services**Source of funding:** IRC - Umbrella Grant, seeking funding**Implementing partner:** In collaboration with California Center for Attitudinal Healing**Project period:** December 1993 - unknown**Area of field work:** Zagreb Area (Zagreb, Sisak, Ogulin, Josipdol, Bjelolasica)**Contact:** Maja Mihic, HO Zagreb, Phone:+385 41/230-148, Phone:+385 41/212-773,
Fax:+385 41/566-900
Branka Jakelic, HO Zagreb, Phone/Fax:+385 41/566-900**Activities: Community Development/Social Services:***Needs:* recreation and work activities**Psychologically oriented group-work:**

Trauma-survivor groups for children, youth, adults and older people; loss and bereavement groups, peer support groups, critically ill groups

Psychological services:

Emotional and spiritual support and counselling for people suffering from loss, grief, stress and burnout; individual, group and family counselling for children, youth, adults and older people

Needs: financial support to publish information on mental health issues (preventive medicine and self regulatory techniques) in Croatia and B&H**Training programme:**

For teachers: group work, international exchange of skills and information, ethnic healing facilitation; for professional care-givers and international humanitarian aid workers: stress and burnout, facilitation of reconciliation after the war

Needs: more training in volunteering and facilitating**Beneficiaries:** Displaced, refugee and local war-traumatized children, youth, women, men and elderly; physically handicapped/disabled **App.** 850**Staff Members:** Local 4, International 0**Main goals of project:** To address the emotional aspect of serious illness, trauma, stress and secondary stress; to develop a peer support group process as a supplement to medical treatment; to create an intensive training program designed to give hospitals, camps and voluntary organizations the skills to provide emotional support services; to create a network of hospitals in Croatia and B&H that can provide such support; to serve as a model agency; to provide emotional support services for mental health care workers; to facilitate a process of reconciliation after the war; to contribute to peacemaking efforts by providing assistance to peace negotiating workers in order to strengthen the means for self protection and ethnic healing.**Geographic distribution:** See map on next page.



Title: **Workshop for Dealing with "Stress and Burnout" for Humanitarian Aid Workers**

Source of funding: Seeking funding

Implementing partner: In collaboration with California Center for Attitudinal Healing

Project period: September 1994 - unknown

Area of field work: Zagreb Area (Zagreb, Ogulin)
Slavonia Area (Osijek)
Rijeka Area (Istria)

Contact: Maja Mihic, HO Zagreb, Phone:+385 41/230-148, Phone:+385 41/212-773,
Fax:+385 41/566-900
Melita Reiner, HO Zagreb, Phone:+385 41/221-935

Activities: **Training programme:**

For professionals working with trauma victims: "Stress and burnout"; for home care-providers: emotional support services; for field volunteers: counselling

Needs: more training in attitudinal healing methods

Beneficiaries: Displaced, refugee and local women, men and elderly; physically handicapped/disabled **App.** 250

Staff Members: Local 3, International 2

Main goals of project: To help strengthen protective factors; to offer emotional and spiritual support for staff members who have been exposed to secondary trauma (professionals and volunteers working with trauma victims and ex-detainees).

Geographic distribution:



Title: Children's Creative Action "Happy Island"

Source of funding: Donations, Ecumenical Woman's Solidarity Fund, BLLV, Husic Krouzberger Action

Project period: October 1993 - unknown

Area of field work: Zagreb Area (Zagreb, Kutina, Sisak)
Slavonia Area (Lipik)
Split Area (Makarska)

Contact: Gordan Hosni, HO Zagreb, Phone/Fax: +385 41/413-348

Activities: Community development/Social Service

Souvenirs making, theatre, music, dancing, acrobatics, helping children with school-work

Needs: more space for activities.

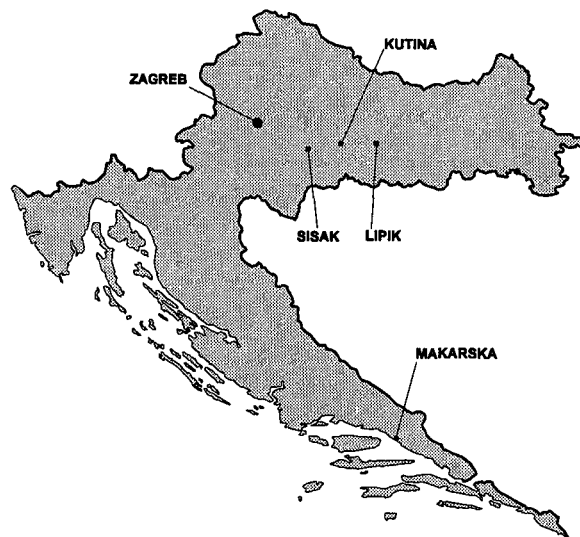
Psychologically oriented group-work:

Self-help groups for juvenile delinquents

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth and women; physically handicapped/disabled **App. 180**

Staff Members: Local 15, International 0

Main goals of project: The children's show "Happy Island" is performed by our project to help children and young resolve social and psychological problems. In the show participate 30 children from Croatia and B&H, refugees, displaced and social cases.

Geographic distribution:

Title: Building Crisis Community Response**Source of funding:** Seeking funding**Implementing partners:** All institutions dealing with social problems of psycho-traumatized persons (Centers for Social Work, Primary Health Care Centers, HVIDRA, Military Care Services, etc.)**Project period:** December 1994 - unknown**Area of field work:** Rijeka Area (Rijeka)**Contact:** Ljiljana Moro, Ph.D., KBC Rijeka, Phone/Fax: +385 51/33-323**Activities: Psychologically oriented group-work:**
Trauma-survivor groups, human rights groups for youth, adults and rape victims**Training programme:**

For teachers: counselling, trauma recognition, group work; for staff of implementing partners: crisis intervention, treatment of war-trauma and PTSD

Beneficiaries: War-traumatized women and men **App. 300****Staff Members:** Local 25, International 0**Main goals of project:** To implement the team work model at the community level; to organize social support to traumatized people; to train social and military services employees.**Geographic distribution:**

Title: PTSD Treatment of Victims of War**Source of funding:** Seeking funding**Implementing partners:** Psychiatric Clinic, Clinical Center Rijeka, Local Social Services, Primary Health Care Services**Project period:** September 1992 - unknown**Area of field work:** Rijeka Area (Rijeka, Pula, Savudrija, Losinj, Crikvenica, Lovran)**Contact:** Ljiljana Moro, Ph.D., KBC Rijeka, Phone/Fax: +385 51/33-323**Activities: Psychological services:**

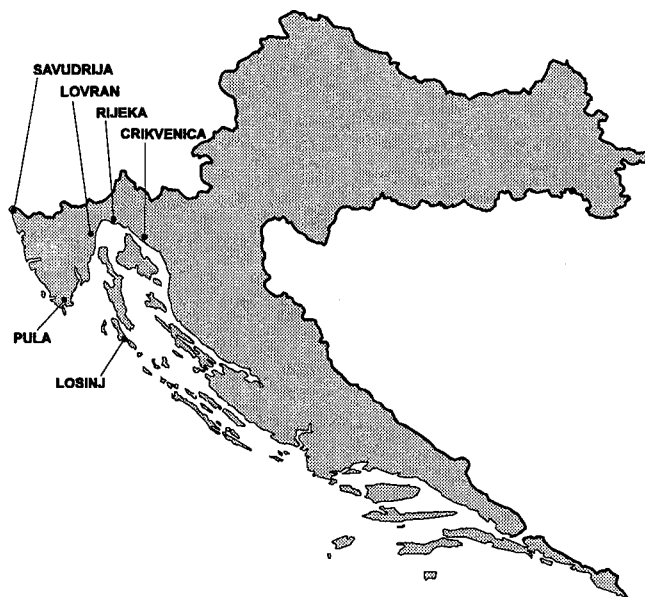
Supervision of staff; individual and group counselling; psychotherapy for children, youth, adults and rape victims

Needs: more teams because of "burn-out" phenomena**Psychiatric services:**

Supervision of staff; assessments; individual and group counselling; psychotherapy for psychiatric patients with psychosis due to war trauma as well as for children, youth, adults, rape victims from a therapeutic community approach

Needs: more medicine, supervision, facilities, staff**Training programme:**

For teachers, professional care-givers, students of medical schools, social workers, and primary health care volunteers: counselling, trauma recognition, group work, crisis intervention, treatment of war-trauma, PTSD

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women and men **App. 600****Staff Members:** Local 14, International 0**Main goals of project:** Detection of psycho-traumatized persons; development of a program for treatment and evaluation of each risk group (children, war-veterans, prisoners of war, raped women).**Geographic distribution:**

Title: **Psycho-Social Support to Victims and Witnesses of War-Crimes**

Source of funding: Donations, seeking funding

Project period: May 1993 - unknown

Area of field work: B&H Area (Vitez, Tomislavgrad, Siroki Brijeg, Medjugorje, Capljina, Neum, Mostar, Citluk)

Contact: Zanina Vidovic, HO Medjugorje, Phone/Fax:+387 88/642-395

Activities: **Psychologically oriented group-work:**
Trauma-survivor groups for children, youth, adults and rape victims

Needs: more professionals and financial support

Psychological services:

Supervision of staff by doctors; individual, group and family counselling for children, youth and rape victims

Needs: more professionals, facilities

Psychiatric services:

Supervision of staff; individual, group and family counselling for children, youth and rape victims; individual and group psychotherapy for victims of sexual abuse

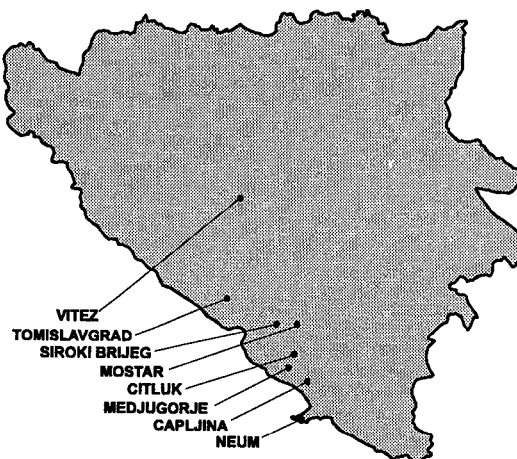
Needs: more medicine, supervision, facilities, staff

Beneficiaries: Displaced and local war-traumatized (physically and psychologically) children, youth, women, men and elderly **App. 100**

Staff Members: Local 8, International 2

Main goals of project: To provide psychological and psychiatric help to displaced people, ex-detainees, victims and witnesses of physical and psychological violence (especially victims of sexual abuse); to offer medical aid; to obtain information about missing family members; to take testimonies; to organize workshops and educational activities.

Geographic distribution:



Title: Psychological Assistance to War-Traumatized People

Implementing partners: Civil Defense Dept.

Area of field work: B&H Area (Zenica and surroundings)

Contact: Fuad Hegic, HO Zenica,
Predrag Tuce, HO Zenica

Activities: **Community Development/Social Services:**
Weekly Broadcast on war-trauma

Psychologically oriented group-work:
Self-help groups for teenagers

Psychological services:

Assessments of traumatized refugees and soldiers (on request of the Neuropsychiatry Center or the Army); counselling for individuals, families, war-wounded people (primarily amputees)

Training programme:

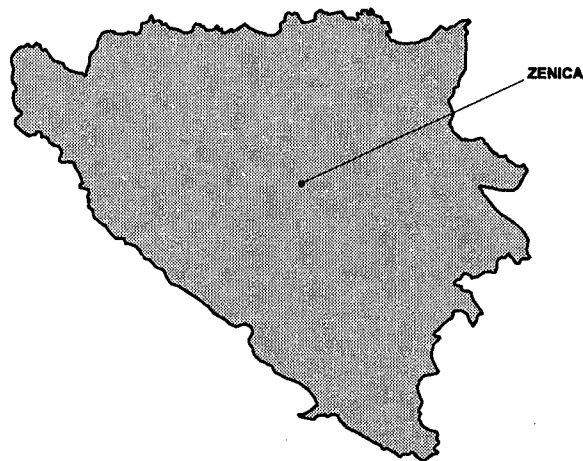
For social workers, physicians and paraprofessionals: post-trauma and psychological issues

Beneficiaries: Displaced and local war-traumatized (physically and psychologically) youth, women, men and elderly; physically handicapped/disabled

Staff Members: Local 2, International 0

Main goals of project: To support the Mental Health Center established in Zenica; to conduct extensive training for service providers.

Geographic distribution:



Title: Center for Psycho-Trauma**Source of funding:** Soros Humanitarian Foundation**Project period:** April 1994 - unknown**Area of field work:** Zagreb Area (Zagreb)**Contact:** Radojka Kraljevic, HO Zagreb, Phone/Fax: +385 41/429-639**Activities: Psychiatric services:**

Supervision of field workers: GPs, nurses, students of medicine, psychologists by professionals; screening of traumatized people in camps and private accommodation; triage of suspect cases and referrals to CPT; examination by a professional and recommendation of treatment; general psychiatric treatment for patients with psychoses due to war-trauma; counselling service for war-traumatized people; individual and group psychotherapy for risk groups due to war-trauma

Training programme:

For professional care-givers: crises intervention, mental health, treatment of war-trauma, PTSD

Beneficiaries: Displaced, refugee and local (physically and psychologically) war-traumatized children, youth, women, men and elderly; physically handicapped/disabled, psychiatric patients/mentally handicapped **App.** 10750

Staff Members: Local 26, International 0

Main goals of project: Psychological and psychiatric/psychotherapeutic help to refugees and displaced with symptoms of post-traumatic stress disorder and anxious-depressive and psychosomatic reactions. Education of professionals and non-professionals in providing psychosocial help to high-risk groups. Applied scientific research related to improvement and rationalization of treatment and assistance.

Geographic distribution:

Title: **Psycho-Social Assistance**

Source of funding: Municipal government

Implementing partners: Primary Health Center, local NGOs

Project period: April 1994 - unknown

Area of field work: B&H Area (Zenica)

Contact: Bedrija Hromic, HO Zenica, Phone:+387 72/24-948

Activities: **Community Development/Social Services:**

Data collection

Education:

Vocational education for mentally and physically handicapped

Psychological services:

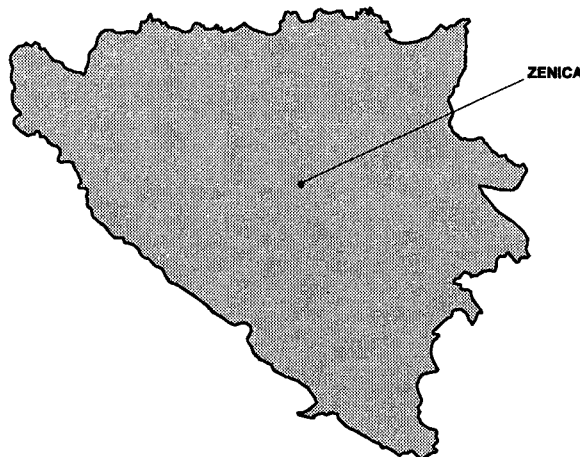
Assessment of ability to work and mental development; individual and group counselling

Beneficiaries: Displaced and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped

Staff Members: Local 35, International 0

Main goals of project: To offer protection and welfare to socially vulnerable people; to collect data on demographics of the population; to offer accommodation for homeless people; to facilitate adoptions.

Geographic distribution:



Title: Individual Counselling, Counselling in Self-Help Groups and Provision of Referrals**Source of funding:** IRC - Umbrella Grant, Frauen Hilfen Vergewaltigten Frauen c/o AWO, different women's groups & organizations**Project period:** December 1992 - unknown**Area of field work:** Zagreb Area (Zagreb, Samobor)**Contact:** Martina Belic, HO Zagreb, Phone:+385 41/434-189, Fax:+385 41/433-416
Nela Pamukovic, HO Zagreb, Phone:+385 41/434-189, Fax:+385 41/433-416**Activities: Psychologically oriented group-work:**

Self-help groups for women

Needs: more mediators of groups and more groups**Psychological services:**

Supervision for all mediators of self-help groups, group or individual supervision; intensive psychotherapy by psychologist; individual psychotherapy for children and women

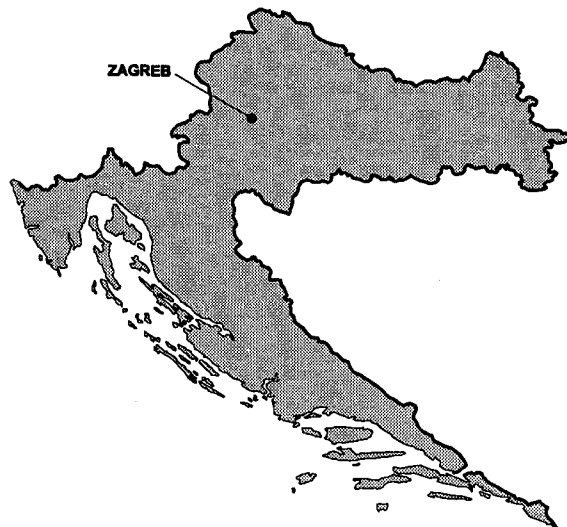
Training programme:

For organizers and mediators of self-help groups: group dynamics, counselling, crisis intervention, PTSD, loss, sexual violence

Needs: more training in working with children**Beneficiaries:** Displaced and refugee war-traumatized women **App.** 500**Staff Members:** Local 38, International 2**Main goals of project:** To help women refugees and displaced survive and begin to take control of their lives. The work is carried out within women's communities, helping women to exchange experiences, to become more self-aware, to give support to each other in self-help groups. Field workers provide referrals for health care, for legal and immigration problems and for schooling problems. Regular financial assistance and additional money to meet emergency needs is provided.**Geographic distribution:**

Title: Income Generating Project**Source of funding:** Donations, seeking funding**Project period:** April 1994 - unknown**Area of field work:** Zagreb Area (Zagreb)**Contact:** Lada Ocvirk, HO Zagreb, Phone:+385 41/434-189, Fax:+385 41/433-416
Nela Pamukovic, HO Zagreb, Phone:+385 41/434-189, Fax:+385 41/433-416
Martina Belic, HO Zagreb, Phone:+385 41/434-189, Fax:+385 41/433-416**Activities: Community Development/Social Services:**

Income generation by production of carpets and knitted products

Needs: more such activities**Beneficiaries:** Displaced and refugee women **App. 15****Staff Members:** Local 2, International 0**Main goals of project:** To empower women by creating opportunities for them to earn their own money. Also, to use already existing skills or to improve them.**Geographic distribution:**

Title: House "Rosa": Residential Accommodation for Women Refugees and Displaced and Their Children

Source of funding: Donations

Project period: June 1994 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Sarah Woodhouse, HO Zagreb, Phone:+385 41/434-189, Fax:+385 41/433-416

Activities: Community Development/Social Services:

Producing handicrafts and gardening/farming on small scale; organizing excursions, art, leisure activities; selling of handicrafts; supporting women who want to attend vocational education

Psychologically oriented group-work:

Self-help groups for women residents in the House and for their children

Psychological services:

Counselling for women residents in the House

Training programme:

For women support workers: residential work, facilitation of groups, counselling

Beneficiaries: Displaced and refugee war-traumatized children, youth and women **App. 40**

Staff Members: Local 6, International 1

Main goals of project: To provide women who are refugees and displaced and their children with a secure place to live, where they can heal from the trauma of war. The project will create opportunities to engage in income generating schemes and will support women who want to enrol in educational courses. It will provide psychological support groups and individual counselling.

Geographic distribution:



25A

Chain of Love (Bedem Ljubavi) - Mothers for Peace

National NGO

Title: Programme for Helping Women (Displaced and Refugees) to Get Periodical Employment

Source of funding: Donations

Project period: January 1994 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Ana Lisak, HO Zagreb, Phone:+385 41/451-056, Fax:+385 41/451-861
Marija Lacko, HO Zagreb, Phone:+385 41/451-056, Fax:+385 41/451-861

Activities: Community Development/Social Services:
A profitless "employment agency" for women who want a temporary job

Beneficiaries: Displaced and refugee women **App.** 500

Staff Members: Local 2, International 0

Main goals of project: To give women in private accommodation a possibility of finding employment at least part time; to find employers, i.e.: people who need different services for which they will pay. Besides this financial help, the project also helps women feel useful and begin to regain their self-esteem.

Geographic distribution:



Chain of Love (Bedem Ljubavi) -

25B

Mothers for Peace

National NGO

Title: Playroom for Children Aged 5-7 Who are Bosnian Refugees and Parallel Work with Their Mothers

Source of funding: Donations

Project period: October 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Ana Lisak, HO Zagreb, Phone:+385 41/451-056, Fax:+385 41/451-861
Marija Lacko, HO Zagreb, Phone:+385 41/451-056, Fax:+385 41/451-861

Activities: **Psychologically oriented group-work:**
Trauma-survivor groups for women, groups for preschool children
Needs: more groups

Psychological services:
Counselling groups for women war-survivors and their children

Beneficiaries: Displaced and refugee traumatized children and women **App. 75**

Staff Members: Local 5, International 0

Main goals of project: To help women and children by: a) giving children a possibility to play under expert supervision, and b) showing their mothers how to adjust to their new life far from friends, homes and family. With this, we also hope to unburden the "hosts", i.e.: people with whom the women and children are accommodated.

Geographic distribution:



25C

Chain of Love (Bedem Ljubavi) - Mothers for Peace

National NGO

Title: Sewing Workshops

Source of funding: Donations

Project period: February 1994 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Ana Lisak, HO Zagreb, Phone:+385 41/451-056, Fax:+385 41/451-861

Activities: **Community Development/Social Services:**

Remaking of clothes, cutting and sewing of new clothes; sewing classes

Beneficiaries: Displaced and refugee women **App.** 30

Staff Members: Local 3, International 0

Main goals of project: To give women refugees a chance to spend their spare time doing some useful work. Women produce, in a communal spirit, new pieces of clothing or remake old ones. By doing that they feel useful to themselves and to their families.

Geographic distribution:



25D

Chain of Love (Bedem Ljubavi) - Mothers for Peace

National NGO

Title: Free Tutoring in Primary School Subjects and Teaching of Foreign Languages

Source of funding: Donations

Project period: February 1994 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Ana Lisak, HO Zagreb, Phone:+385 41/451-056, Fax:+385 41/451-861

Activities: **Education:**

Help with school work and lessons in English and German

Needs: more groups

Beneficiaries: Displaced and refugee children **App.** 400

Staff Members: Local 8, International 0

Main goals of project: To help children surmount difficulties in learning as well as to teach them foreign languages (the majority of them learned Russian). This tutoring is for the children who live in private accommodation.

Geographic distribution:



Title: Psycho-Social Support to Children and Their Families**Source of funding:** Rädda Barnen Sweden**Project period:** October 1994 - unknown**Area of field work:** Zagreb Area (Zagreb)**Contact:** Blanka Segovic, HO Zagreb, Phone/Fax:+385 41/435-841**Activities: Psychologically oriented group-work:**

Self-help groups for women, play-groups for children, groups for teenagers

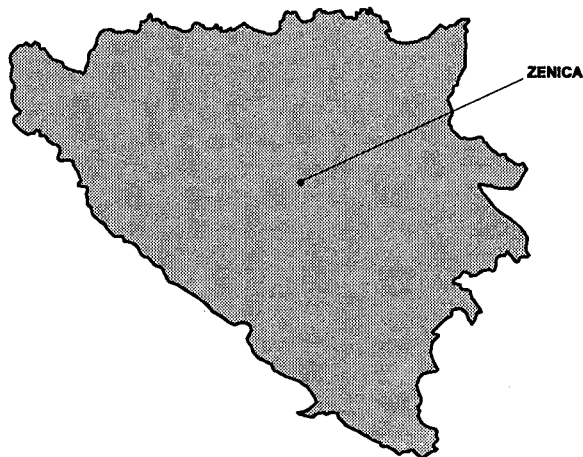
Needs: more self-help groups, particularly for elderly**Psychological services:**

Supervision of staff by clinical psychologist; regular assessments; individual and group counselling for children, youth, women, trauma survivors; intensive psychotherapy for rape victims, trauma survivors

Needs: more services**Beneficiaries:** Displaced and refugee war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App.** 1000**Staff Members:** Local 35, International 0**Main goals of project:** To facilitate social integration of families through activities for children and women; to reduce after-effects of traumatic experiences and improve psychological health of families through a multi-disciplinary approach (psychologists, pedagogues, social workers, medical doctors); to initiate and lead play groups for children; to initiate and lead self-help groups for women; to identify unaccompanied children and any other group for whom special care is needed; to follow up and document the special needs of children living in a war situation.**Geographic distribution:**

Title: Assistance to Children**Source of funding:** Merhamet, donations**Implementing partners:** Primary Schools**Project period:** January 1993 - unknown**Area of field work:** B&H Area (Zenica)**Contact:** Samir Maglajlic, HO Zenica, Phone:+387 72/418-835**Activities: Community Development/Social Services:**
Knitting, toy making; music, art, sport; language courses**Education:**

Foreign languages courses; history courses

Needs: financial support to expand educational activities**Beneficiaries:** Displaced and local children and youth**Staff Members:** Local 14, International 0**Main goals of project:** To support the development of a national identity; to assist trauma victims in recovering through psycho-social activities.**Geographic distribution:**

Title: No Child Without a Smile

Source of funding: Donations from Catalan people

Project period: February 1993 - unknown

Area of field work: All Regions Croatia and B&H

Contact: Robert Casals, HO Barcelona, Phone: 99 343 4125544, Fax: 99 343 4120818,
Angel Sanroman, FO Split, Phone/Fax:+385 58/585-201

Activities: **Community Development/Social Services:**

Workshops; shows and performances

Needs: more social support

Psychologically oriented group-work:

Self help groups for all people, especially children and youth

Needs: more clowns

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped

Staff Members: Local 2, International 2

Main goals of project: CWF is an international humanitarian organization, formed by clowns and by performers of other artistic fields which seeks to protect and improve the position of refugees, especially children in camps around the world.

CWF wants to improve the psychological, educational and, where possible, the health situation in the camps. CWF endorses its presence in the camps by collaborating closely with other humanitarian organizations working with the refugees. Performances or workshops can be set up on request. CWF is conscious of the positive influence that clowns are able to bring to the world. Apart from the immediate value of bringing some joy and fun to refugee children, CWF also wants to bring the plight of such children to the public eye with informative bulletins, films of performances in the camps, and regular articles in magazines and newspapers.

Title: Mental Health Protection Program

Source of funding: UNHCR, IRC, Soros Foundation

Project period: October 1993 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Jim Carlson, FO Sarajevo, Phone:+387 71/440-030, Phone:+387 71/472-541

Activities: Community Development/Social Services:

Printing of mental health magazine, printing of mental health posters; radio and TV mental health program

Needs: services for disabled, military people

Psychologically oriented group-work:

Self-help groups for children, youth and adults

Psychological services:

Supervision of staff done by local supervisor; counselling services for the population of Sarajevo on war-traumas and PTSD, family problems; groups for children women and individuals; home visits

Needs: more counselling centers

Training programme:

For teachers: counselling, trauma recognition, group work, secondary trauma, practical techniques; for professional care-givers: treatment of war-trauma, PTSD, secondary trauma

Needs: more training in practical psychotherapeutic techniques, increased access to psychological literature

Beneficiaries: Displaced and war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled **App.** 3500

Staff Members: Local 32, International 1

Main goals of project: To open counselling centers; to train new community mental health workers; to increase access to mass media that include increased mental health related programming. Combatting the increasing social isolation and conflict among groups within Sarajevo is a primary objective of this project. The widespread despair and abandonment people feel can have serious psychological and physical consequences. Counselling centers target women and their children, but services are available to all citizens who can reach the centers. In addition, outreach programs are organized to provide services for people who do not leave their homes due to fear of the fighting, and people who are disabled or who have other special needs. Cultural and diversion activities are organized in order to improve people's spirits, to encourage interaction, to give people something to look forward to.

Geographic distribution: See map on page 47.

Title: Assistance and Counselling for War-Invalids and Their Families

Source of funding: Occasional company donations, seeking funding

Project period: January 1991 - unknown

Area of field work: Zagreb Area (Zagreb, Stubicke Toplice, Krapinske Toplice, Ivanic Grad)
Slavonia Area (Daruvarske Toplice)

Contact: Slavica Adam, HO Zagreb, Phone: +385 41/413-075

Activities: **Psychologically oriented group-work:**

Club for war-invalids

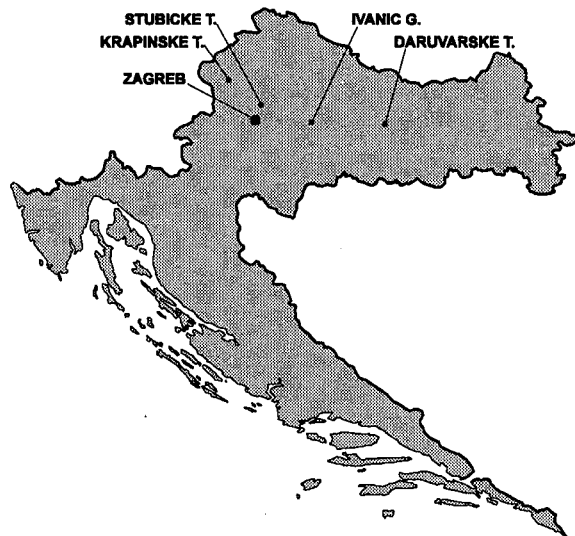
Needs: more space and more money

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) women and men; physically handicapped/disabled **App.** 1000

Staff Members: Local 30, International 0

Main goals of project: To provide counselling in a club for war-invalids open once a week; distribution of humanitarian relief.

Geographic distribution:



Title: Computer Training for War-Invalids

Source of funding: Company donations, seeking funding

Project period: December 1993 - unknown

Area of field work: Zagreb Area (Krapinske Toplice)

Contact: Ljerka Raic, HO Zagreb, Phone:+385 41/413-075, Phone:+385 41/317-719

Activities: Community Development/Social Services:

Computer training for war-invalids

Needs: more computers and more facilities for computer courses

Beneficiaries: War-traumatized (physically and psychologically) women and men; physically handicapped/disabled **App.** 100

Staff Members: Local 1, International 0

Main goals of project: To offer practical help to war-invalids; to reduce their social isolation and improve their quality of life so that they can adapt socially and psychologically to their handicap.

Geographic distribution:



Title: **Documentation of War-Atrocities in Croatia and in the Republic of B&H**

Source of funding: Donations, seeking funding

Project period: October 1992 - unknown

Area of field work: All Regions, Croatia and B&H

Contact: Simun Penava, HO Zagreb, Phone:+385 41/662-868, Fax:+385 41/450-715

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App.** 1000

Staff Members: Local 15, International 0

Main goals of project: To collect and process data and documentation on crimes, victims and perpetrators of war-crimes and genocide; to process and analyze data according to types of crimes, victims, perpetrators, degree of damage, places, consequences; to provide interested institutions and commissions with these data; to inform the public about the crimes by publishing part of these reports; to help victims of aggression become aware of their rights.

Title: Psychiatric Assessment and Treatment-Integration Into Local Community**Source of funding:** UNHCR**Project period:** March 1993 - unknown**Area of field work:** Zagreb Area (Zagreb)
Slavonia Area (Cepin, Rokovci, Gasinci)
Rijeka Area (Rijeka, Opatija, Crikvenica, Pula, Mali Losinj, Savudrija, Uv. Skot)
Split Area (Split, Trogir, Kastela, Basko Polje, Baska Voda, Podgora, Makarska, Tucepi)**Contact:** Vlasta Stalekar, M.D., Ph. D., Phone:+385 41/233-233/269
Ljiljana Moro, Ph.D., KBC Rijeka, Phone/Fax: +385 51/33-323**Activities: Community Development/Social Services:**
Knitting, painting; foreign languages, sewing classes*Needs:* money for material**Education:**

Help with school-work

Needs: better contact with schools**Psychologically oriented group-work:***Needs:* self-help groups (it is very difficult to organize them because group leaders' burn out very fast)**Psychological services:**

Supervision; assessments; individual, family and group counselling; individual and family psychotherapy (referral to hospital if necessary)

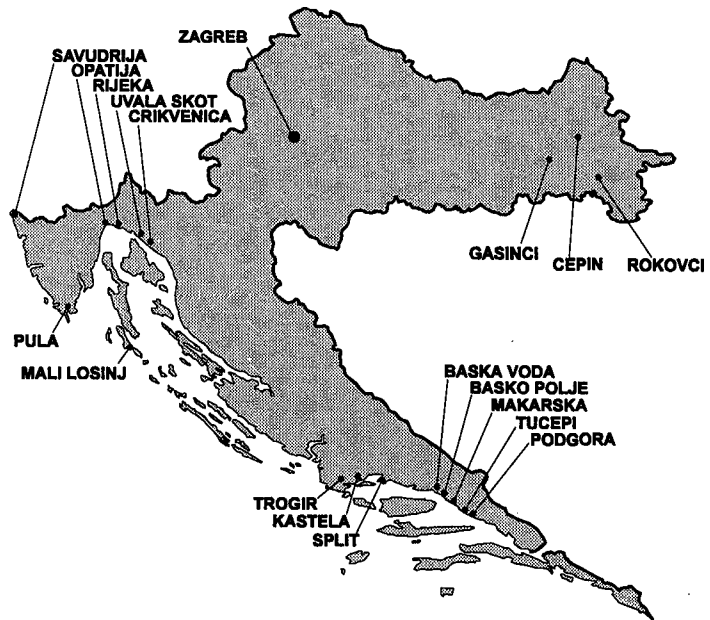
Needs: more intensive therapy and more staff**Psychiatric services:**

Staff consultation every day, staff supervision once a week, assessments of psychiatric patients; general psychiatric treatment: controls, medication for "traditional" psychiatric patients with psychosis and patients with psychosis due to war-trauma; counselling for soldiers and ex-detainees

Needs: medicine**Training programme:**

For professional care-givers: crisis intervention, mental health, treatment of war-trauma, PTSD

Needs: more training in trauma, prevention of burn-out**Beneficiaries:** Displaced and refugee war-traumatized, children, youth, women, men and elderly; psychiatric patients/mentally handicapped**Staff Members:** Local 113, International 0**Main goals of project:** To provide research, legal assistance, contacts to local authorities, special assistance to school children, family and individual therapy, group therapy for children and adults as well as supervision.**Geographic distribution:** See map on next page.



Title: SOS Telephone**Source of funding:** Donations, seeking funding**Project period:** September 1991 - unknown**Area of field work:** Zagreb Area (Zagreb)
Slavonia Area (Osijek)
Rijeka Area (Rijeka)
Split Area (Split)**Contact:** Goranka Lugomer-Armano, HO Zagreb, Phone:+385 41/414-811,
Phone:+385 41/620-089(work), Phone:+385 41/612-675 (home)**Activities: Psychological services:**
Telephone and personal counselling**Beneficiaries:** Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped**Staff Members:** Local 96, International 0**Main goals of project:** To provide a telephone and personal counselling service for victims of war and others in order to obtain a maximum level of accessibility for those who require assistance. The service is staffed by a crew of professionals and is available daily. Individual counselling by appointment.**Geographic distribution:**

Title: Activities for Privately Accommodated People**Source of funding:** UNHCR**Project period:** April 1994 - unknown**Area of field work:** Zagreb Area (Zagreb, Varazdin, Vrbovec, Cakovec, Ivanec, Duga Resa, Ozalj, Koprivnica, Garesnica, Zabok, D. Stubica, Karlovac, Pregrada, Otocac, Ivanic-grad, Dugo Selo, Zlatar Bistrica)
Slavonia Area (Osijek, Djakovo, Djurdjevac, Donji Miholjac, Nasice, Novska, Nova Gradiska, Virovitica, Vinkovci)
Rijeka Area (Rijeka, Pazin, Pula, Porec, Labin)**Contact:** Elvira Bazler, HO Zagreb, Phone:+385 41/415-458, Fax:+385 41/450-0720
Vesna Krivosic, HO Zagreb, Phone:+385 41/416-244, Fax:+385 41/450-072**Activities: Community Development/Social Services:**

Apiculture, sewing, handicrafts; children's play groups, movies, TV, visits to cultural events, sports (swimming, mountain climbing, potholing, art workshops); courses in: first aid, foreign languages, cooking, sewing, handicrafts, photo; lectures in different topics like health, legal rights

Education:

Help with school work

Psychologically oriented group-work:

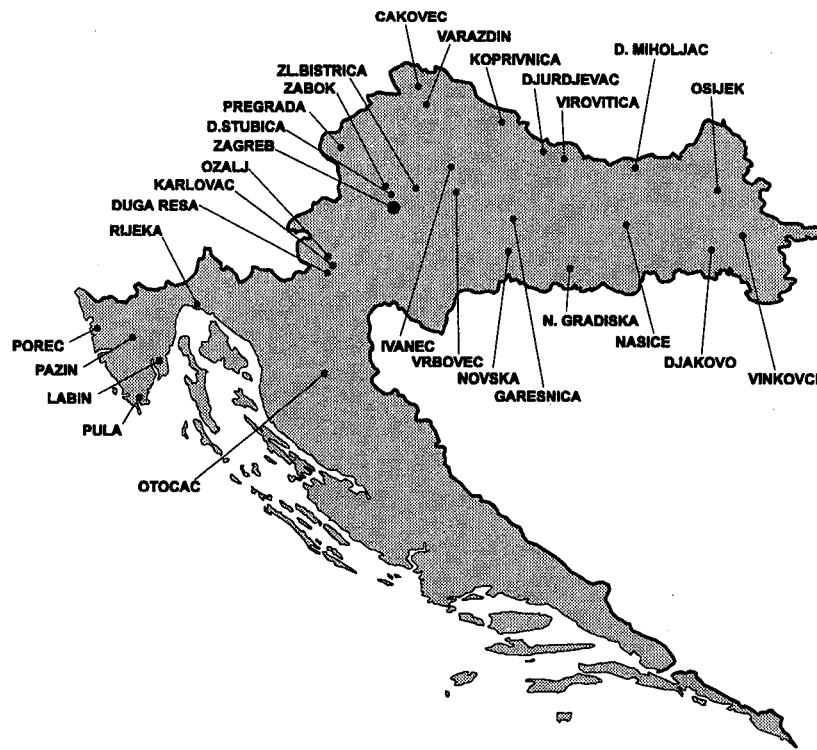
Conversation and social contacts; group and individual counselling; screening for health problems; referral to medical treatment

Psychological services:

Group and individual counselling; screening of people in need of special assistance; advice on how to get help

Beneficiaries: Displaced and refugee children, youth, women, men and elderly **App.** 100.000**Staff Members:** Local 150, International 0**Main goals of project:** To organize recreational activities, as well as educational training for displaced and refugees in private accommodation; to provide health care and education for the elderly and psychological aid and workshops for women.

Geographic distribution:



Title: Home Visiting Social Programme**Source of funding:** UNHCR**Implementing partners:** 20 local Red Cross field offices**Project period:** April 1994 - December 1994**Area of field work:** Zagreb Area (Zagreb, Bjelovar, Cakovec, Duga Resa, Ivanec, Karlovac, Koprivnica, Otocac, Ozalj, Sisak, Varazdin, Zlatar Bistrica)
Slavonia Area (Donji Miholjac, Nasice, Osijek, Valpovo Virovitica)
Rijeka Area (Pazin, Porec, Pula)**Contact:** Elvira Bazler, HO Zagreb, Phone:+385 41/415-458, Fax:+385 41/450-0720
Vesna Krivosic, HO Zagreb, Phone:+385 41/416-244, Fax:+385 41/450-072**Activities: Community Development/Social Services:**
Home visits and various services**Beneficiaries:** Displaced and refugee women and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App.** 24.000**Staff Members:** Local 40, International 0**Main goals of project:** To visit displaced and refugees in their homes offering help, especially to elderly, handicapped people and mothers with many children; to provide a range of services as: talking and socializing; help in the house with personal and home hygiene, with feeding of handicapped people, with heating of the house, with letter writing and the reading of newspapers or books etc; help out of the house with shopping, paying bills, bringing medicines etc; help in solving administrative matters; escort of people to see a physician; provision of urgent help if an unexpected event happens.**Geographic distribution:**

Croatian Society for the Protection of the Rights of Children, Families, Foster and Adoptive Families - Center for Self-Help

National NGO

Title: Help to Self-Help Project

Source of funding: USAID, IRC - Umbrella Grant

Project period: October 1993 - January 1995

Area of field work: Zagreb Area (Zagreb)

Contact: Marijana Vukadin, HO Zagreb, Phone:+385 41/239-594, Fax:+385 41/217-116
Marija Cicek, M.D., HO Zagreb, Phone:+385 41/239-594, Fax:+385 41/217-116

Activities: **Community Development/Social Services:**

Excursions, sports, visiting museums, theatres, exhibitions; generating income by knitting; basic skills education for children: personal hygiene and hygiene in general, development of skills, socialization; for women: socialization, knitting and sewing workshops

Needs: specialists, additional equipment (books, colors, "glinamol")

Education:

Help with school work for primary and secondary school children

Needs: space for individual and group work

Psychologically oriented group-work:

Trauma-survivor groups for children, youth, adults and older people; special groups for handicapped children

Needs: more similar activities

Psychological services:

Weekly supervision by psychiatrist (daily if needed); individual, group and family counselling for children, youth, adults, older people and handicapped children; individual behavioral therapy for children, youth, adults; NLP techniques

Needs: professional literature

Psychiatric services:

Monthly supervision by psychiatrists; general psychiatric treatment for patients with psychosis due to war-trauma; individual, group and family counselling for children, youth and adults; individual and group psychotherapy for women; pharmacotherapy

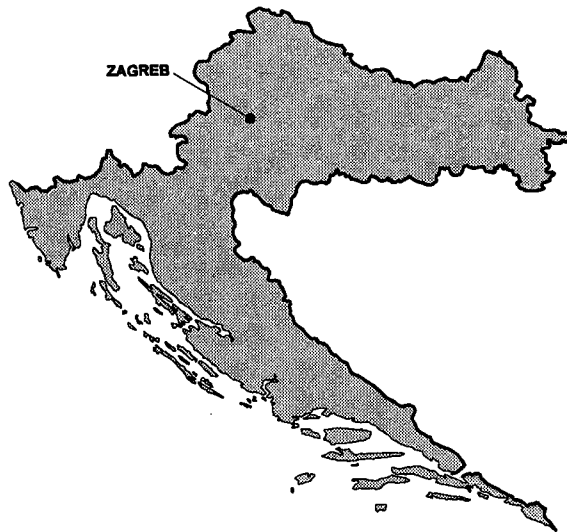
Needs: medicine, facilities, staff

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 300**

Staff Members: Local 15, International 1

Main goals of project: To offer psychological, medical, social and educational help as well as all kinds of legal assistance. The center also provides help in getting food and clothes.

Geographic distribution:



Title: Social Service in Tuzla Region**Source of funding:** UNHCR**Implementing partner:** Tuzla Municipality**Project period:** June 1993 - December 1994**Area of field work:** B&H Area (Tuzla)**Contact:** Kirsten Thrane, FO Tuzla, SatPhone:873-682 380028
Phone/Fax:+387 75/821-429**Activities: Community Development/Social Services:**

Toy making; sports, theatre-performances, handicrafts; English and German language courses, first aid courses; courses in: nursing, baby care, prevention of accidents in the homes

Needs: more activities**Education:**

Vocational, primary and secondary education based on voluntary work (no diplomas provided)

Needs: more activities**Psychologically oriented group-work:**

Trauma-survivor groups for all ages

Needs: more professional assistance**Psychological services:**

Supervision in cooperation with UNICEF; individual, group and family counselling for children, youth, adults, older people, rape victims and ex-detainees, by three local psychologists; intensive psychotherapy is carried out in "the House"

Needs: more psychological services**Beneficiaries:** Displaced war-traumatized (physically and psychologically) children and women**Main goals of project:** To offer the expelled and displaced people a meaningful way of spending their time, and a hope for the future. Knitting and sewing lessons are offered to the women so that they can provide for their family, use the materials they may have, and retain traditional ways of social network and communication. Discussion groups about problems of raising children are organized for parents. Women's groups are organized to give them time and space for sharing some of the narratives of the past. Kindergartens are established so that mothers get time for themselves, and the children have time and materials which can stimulate and develop their social and emotional skills. English and German lessons are offered as well as creative classes (drama, music, handicrafts) and sports activities for children.**Geographic distribution:** See map on page 66.

Title: Therapy for Neuropsychiatric Patients**Source of funding:** Municipal government**Implementing partners:** Center for Social Work**Area of field work:** B&H Area (Zenica, Zepce, Kakanj, Zavidovici)**Contact:** Edin Bjelosevic, HO Zenica, Phone:+387 72/25-133 ext.150**Activities: Psychological services:**

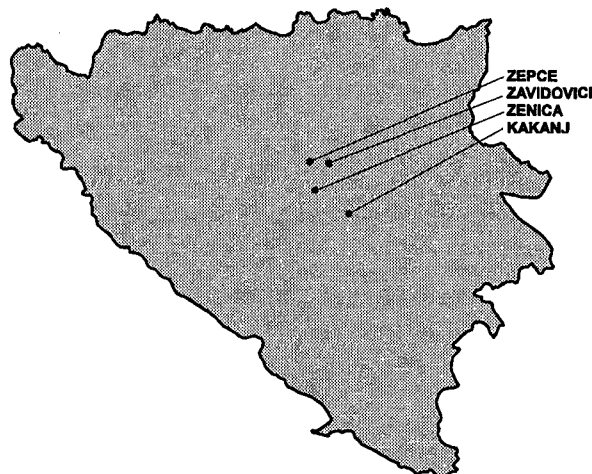
Brief assessments; short term counselling

Psychiatric services:

General psychiatric treatment, pharmacotherapy; intensive psychotherapy;

Training programme:

For staff: general training programme

Beneficiaries: Displaced and local war-traumatized women, men and elderly; psychiatric patients/mentally handicapped**Staff Members:** Local 14, International 0**Main goals of project:** To support the Diagnostic and Counselling Center; to offer training for the staff; to give psychotropic medication.**Geographic distribution:**

Title: **Income Generation for Displaced, Refugees and Local Jobless Women**

Source of funding: Femmes d'Europe, Evangelische Frauenarbeit (EFD)

Project period: October 1993 - October 1995

Area of field work: Dubrovnik Area (Dubrovnik, Mmlini, Cavtat, Orebic, Korcula)

Contact: Jany Hansal, HO Dubrovnik, Phone: +385 50/23-991, Fax: +385 50/411-422

Activities: **Community Development/Social Services:**

Production of sewed, weaved and patchwork products; organisation of Xmas, Easter and Valentine selling exhibitions; language courses (French)

Needs: psycho-social programmes for youth, elderly and widows

Psychologically oriented group-work:

Trauma-survivor groups for women

Needs: more psychologists

Psychological services:

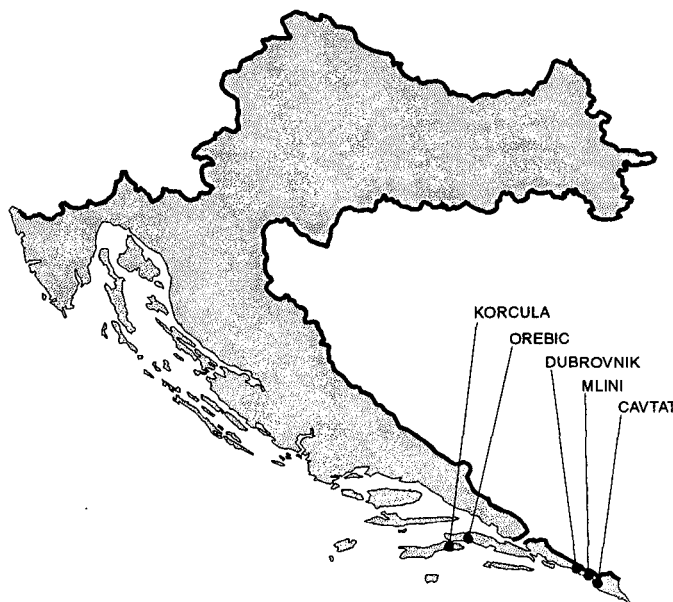
Group and family counselling

Beneficiaries: Displaced refugee and local war-traumatized youth, women and elderly
App. 350

Staff Members: Local 11, International 0

Main goals of project: To provide jobs through the production and marketing of textile products; to decrease dependency on humanitarian assistance; to contribute to the skills of women; to increase their capacity to contribute to post-war reconstruction efforts; to raise the self-esteem and self-confidence of the women with beneficial effects for all members of their families; to enable women to deal effectively with war-trauma; to assist women to cope better with their current situation and environment, and to help women obtain their legal and social rights.

Geographic distribution:



Title: Bosnia Action: For a Warm Home**Source of funding:** Donations**Project period:** May 1993 - unknown**Area of field work:** Zagreb Area (Zagreb, Krizevci)**Contact:** Marija and Rudolf Fabijan, HO Zagreb, Phone: +385 41/691-794, +385 41/273-416, +385 41/276-903, Private Phone/Fax: +385 41/682-781**Activities: Community Development/Social Services:**

Printing of a "New World" Magazine, sewing, hairdressing, agricultural work; religious, humanitarian, recreational activities for young people; sewing courses; kindergarten

Needs: more projects**Psychologically oriented group-work:**

Monthly meetings for families, women and children

Psychological services:

Individual counselling

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) people; physically handicapped/disabled people **App.** 700**Staff Members:** Local 50, International 0**Main goals of project:** To provide humanitarian assistance (food, clothes) for refugees and local people; to provide accommodation for families of war-victims. Psychosocial assistance to war-victims is provided through counselling and various productive and educational activities: sewing courses for women (in Zagreb), kindergarten for children and agricultural activities for refugee families (in Krizevci). The project also helps orphans find adoptive parents.**Geographic distribution:**

Title: Assistance to Unaccompanied Children**Source of funding:** Donations**Implementing partners:** Primary and Secondary School, Center for Social Work**Area of field work:** B&H Area (Zenica)**Contact:** Ajsa Klico, HO Zenica, Phone:+387 72/23-497, Phone:+387 72/23-489**Activities: Community Development/Social Services:**

Knitting for children; general vocational/occupational activities

Education:

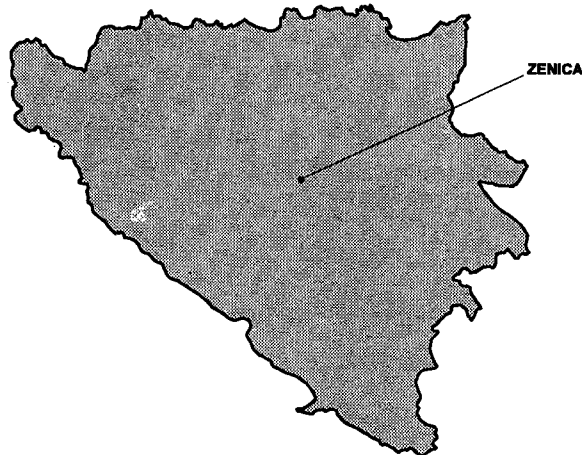
Help with school-work

Psychological services:

Individual and group counselling for children without parents and juvenile delinquents

Training programme:

For staff: informal training among peers

Beneficiaries: Displaced and local war-traumatized children and youth**Staff Members:** Local 53, International 0**Main goals of project:** To offer general care and education for unaccompanied children; to offer intensive therapy for troubled and delinquent children.**Geographic distribution:**

Title: Training Programme in Crisis Counselling and Group Work

Source of funding: Irish government

Implementing partners: Well-being, CWWV, Biser, B&H Woman, SOS-now, Kareta, Chain of Love (Bedem Ljubavi)

Project period: February 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Maeve Lewis, HO Dublin, Phone:+353 1/6614911, Fax:+353 1/610873

Activities: Training programme:

For professional care-givers: crisis intervention, PTSD, rape counselling, group facilitation; for volunteer counsellors: crisis intervention, PTSD, rape counselling, group facilitation

Needs: more training in crisis intervention, PTSD, rape counselling, group facilitation

Beneficiaries: Displaced, refugee and local war-traumatized youth, women, men and elderly

Main goals of project: To provide individual and group counselling training in crisis intervention, rape counselling and PTSD to local professional and non-professional counsellors. To provide a supervision/consultancy service to groups with whom we are in contact. Initially this is on the basis of regular visits to Zagreb, with a view to later seconding a DRCC staff member to provide this service.

Geographic distribution:



Title: Psycho-Social Help to Wounded People and Other Refugees in Collective Center

Source of funding: Donations

Project period: February 1994 - February 1995

Area of field work: Zagreb Area (Zagreb)
Slavonia Area (Gasinci)
Rijeka Area (Savudrija)

Contact: Jasminka Hadzialic, M.D., HO Zagreb, Phone:+385 41/535-975,
Fax:+385 41/441-899
Aida Kapetanovic, M.D., HO Zagreb, Phone:+385 41/535-975,
Fax:+385 41/441-899

Activities: Education:

Assistance with primary and secondary school education

Psychologically oriented group-work:

Trauma-survivor groups, human rights groups, groups for children, youth, adults and older people

Needs: work with families

Psychological services:

Supervision of staff by psychiatrist; assessments by psychologist and social worker; family counselling; individual and group psychotherapy

Psychiatric services:

Assessments by two psychiatrist; general psychiatric treatment of traditional psychiatric patients and patients with psychoses due to war-trauma; individual, group and family counselling; individual and family psychotherapy

Training programme:

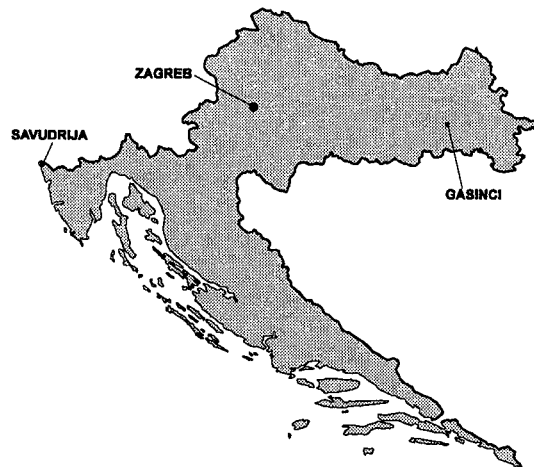
For teachers: group work; for professional care-givers: treatment of war-trauma

Beneficiaries: Refugee war-traumatized (physically and psychologically) children, youth, women, men and elderly

Staff Members: Local 5, International 0

Main goals of project: To reunite the family unit either by repatriation or in any other suitable place.

Geographic distribution:



Title: **Re-Socialization Project for People in Sarajevo**

Implementing partners: City Government of Sarajevo, Benevolencia, Hope

Project period: July 1994 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Yves Schaetzle, HO Paris, Phone: +33 88 60 92 94, Fax: +33 88 60 92 92
 Jean Louis Doppler, FO Sarajevo, Phone: +387 71/633-810

Activities: **Community Development/Social Services:**

Sewing, candle making, raising of rabbits, knitting, production of prostheses; sports for handicapped, education of children in taking care of animals

Needs: all kinds of social services

Education:

helping children with school subjects, teaching retarded children

Psychologically oriented group-work:

Students work with families of delinquents, social workers help refugees, invalids help each other, home visiting to elderly people

Needs: more psysiotherapy - also the body needs help

Psychological services:

Individual, group and family counselling for rape wictims, ex-detainees and juvenile delinquents; play-therapy for children

Needs: therapy for nearly everyone here

Training programme:

For students of social work: the practical part of their studies can be done as part of this programme

Needs: at university level (lack of books, teachers and buildings)

Beneficiaries: Displaced refugee and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App.** 5000

Staff Members: Local 950, International 4

Main goals of project: Through 12 sub-projects local people in Sarajevo are employed to give social and psychological assistance to other people who are in special need. The main purpose is: to empower local people so that they can help themselves and to help the traumatized society become whole again through the principle of solidarity.

Geographic distribution: See map on page 47.

Title: Support of Local Women's NGOs Involved in Psycho-Social Projects for Refugees and Displaced People

Source of funding: Donations

Project period: January 1993 - unknown

Area of field work: Zagreb Area (Zagreb, Ivanic Grad)
Rijeka Area (Rijeka)
Split Area (Split)
Dubrovnik Area (Dubrovnik)
B&H Area (Sarajevo, Tuzla, Zenica)

Contact: Angela König, HO Zagreb, Phone:+385 41/424-274, Fax:+385 41/424-286

Activities: Training programme:

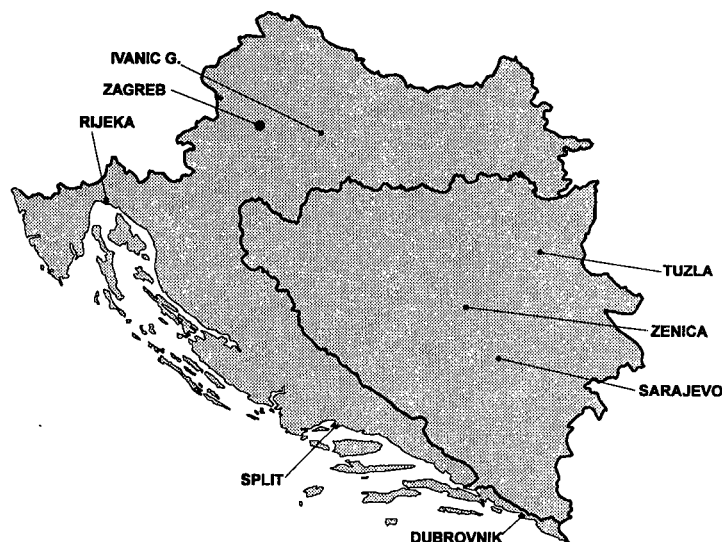
For professional care-givers: training courses and supervision; for counsellors and field-workers: training courses and supervision

Beneficiaries: Displaced, refugee and local war-traumatized women

Staff Members: Local 0, International 1

Main goals of project: To give financial support to local women's NGOs involved in psycho-social projects for refugees and displaced women, and to assist them with training courses, supervision and consultancies. Training courses are concentrated on: project planning and management; supervision; counselling skills; PTSD. Groups supported by EFD mainly work in the areas of community development/social services including income-generation and psychologically oriented group-work. Cooperating partners are: a) in Croatia: Biser, SOS-Telephone, B&H Woman (in Zagreb), Rijeka-Suncokret, Ariadna Women's Workshop (in Rijeka); Women's Association Split (in Split); Desa (in Dubrovnik); b) in B&H: Sumeija (Mental Health Project), Association Suada Dilberovic (in Sarajevo); Medica Zenica (in Zenica); Women's Association Tuzla, Vive Zene (in Tuzla).

Geographic distribution:



Title: Support of Parents

Source of funding: Voluntary contributions, irregular donations from governmental and international bodies

Implementing partners: Hospitals, Primary Health Centers

Project period: May 1993 - unknown

Area of field work: Zagreb Area (Zagreb, Bjelovar)

Contact: Mario Zivkovic, HO Zagreb, Phone:+385 41/562-861, Fax:+385 41/569-874
Senka Stulina, M.D., FO Bjelovar, Phone:+385 43/41-222

Activities: Community Development/Social Services:

Education in family planning, help with food, clothes, baby carriages, diapers

Needs: more educational materials, food, baby carriages, newborn baby packages, beds for children

Psychological services:

Counselling about problems in relationship to children, to own parenthood, or to other members of the family; if needed referral to other institutions

Needs: more staff, especially for home visits

Beneficiaries: Displaced, refugee and local war-traumatized children, youth, women and men
App. 2300

Staff Members: Local 13, International 0

Main goals of project: To help pregnant women, breast-feeding women and families with many children cope with a new child (pregnancy) and the care for children; to support efforts in the war situation to build a young family with children; to give support to those who dare have children now, when they are young, despite poverty and difficulties connected with the war; to give psychological and material support to hospitals or medical centers where people come anyway because of medical check up or treatment of children.

Geographic distribution:

Title: "Embroidery" School for Local, Refugee and Displaced Women

Source of funding: Donations

Project period: October 1991 - unknown

Area of field work: Dubrovnik Area (Dubrovnik)

Contact: Aida Djirlic, HO Dubrovnik, Phone: +385 50/23-732 (work),
Fax: +385 50/26-752 (work)

Activities: **Community Development/Social Services:**

Producing ethnic costumes, handicrafts, table linen, embroideries; upgrading skills

Psychologically oriented group-work:

Psycho-social support

Beneficiaries: Displaced, refugee and local (physically and psychologically) war-traumatized children and women **App. 110**

Staff Members: Local 6, International 0

Main goals of project: To overcome physical trauma; to show to the world that despite of being left without anyone's help, refugees and displaced women are trying to work and to produce beautiful handmade items.

Geographic distribution:



Title: House of Citizens

Source of funding: ECHO, French Ministry for Humanitarian Affairs, foundations and various associations, private donations

Implementing partners: Novi-grad Town-Hall, Cengic Vila School, HCA Bosnia-Herzegovina, IPC (Peace Center), Franco-Bosnian Friendship Association, University of Brussels, Personalité Relations Humanes

Project period: October 1993 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Xavier Guigue, FO Sarajevo, Phone:+387 71/650-247, Phone:+387 71/440-035
Monique Gruas, FO Sarajevo, Phone:+387 71/650-247, Phone:+387 71/440-035

Activities: **Community Development/Social Services:**

Installation of gas facilities and re-starting of the heating system at Cengic Vila school; providing entertainment for children, clown shows, making a video, exhibitions; initiation to French language; pedagogical activities; establishment of a cinema and videotheque for children in Alipasino polje

Needs: more activities

Education:

Exchange of correspondence with children in French schools

Needs: financial support; structuring educational and social services in this suburb (more than 3000 children), services for children (a children's house, videotheque, sports, occupational activities...)

Psychologically oriented group-work:

Drawing workshops for children

Needs: more similar activities

Psychological services:

Supervision; assessments (PTSD); drawing and conversation with the children; individual and group psychotherapy

Needs: counselling center and development of individual and group psychotherapy

Psychiatric services:

Supervision of psychologists; assessing post-traumatic disorders (PTSD) - pathological tendencies; counselling; individual psychotherapy

Needs: medicine, facilities.

Training programme:

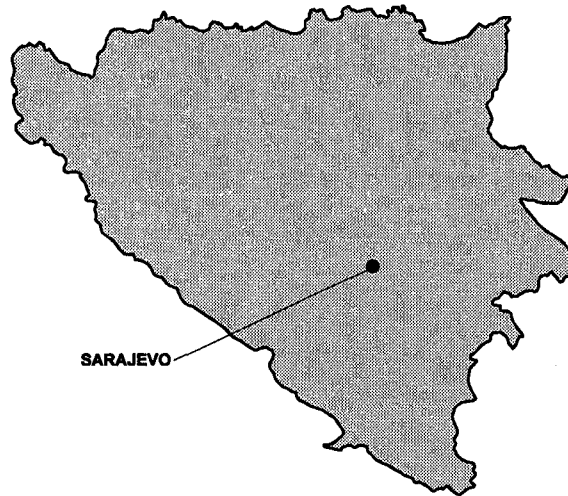
For professional care-givers: treatment of war-trauma; for local students of psychology: treatment of war-trauma

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children; physically handicapped/disabled

Staff Members: Local 8, International 2

Main goals of project: To offer material and psychological help to children at the Cengic Vila school; to help secure the school and to supply gas and electricity; to offer meals and snacks in the school canteen; to provide pedagogical and psychological assistance; to establish a dentist's surgery at the school.

Geographic distribution:



Title: Educational Project for Refugee and Displaced Children

Source of funding: Fondation Air France, Federation la Vaix de l' Enfant, L'Electricité de France

Implementing partner: Enfants Refugiés du Monde (ERM)

Project period: May 1993 - unknown

Area of field work: Zagreb Area (Zagreb collective centers: Zaprude, Sopot, Novo Cice, Tempo)

Contact: Florence Nigron, ERM, Phone/Fax:+385 41/323-680
 Sophie Zaccharia, ERM , Phone:+33 1/4859-6029, Fax: +33 1/4859-6488

Activities: Community Development/Social Services:

Art, dance, poetry, photography workshops, sports, excursions; financing vocational courses for a number of adolescents

Needs: organized activities for men

Education:

Help with schoolwork

Needs: vocational training for teenagers; extra-curricular assistance for the younger

Psychological services:

Supervision by psychologist

Needs: psychotherapy for children, mothers and fathers (great problems with alcoholism)

Training programme:

For teachers: educational activities

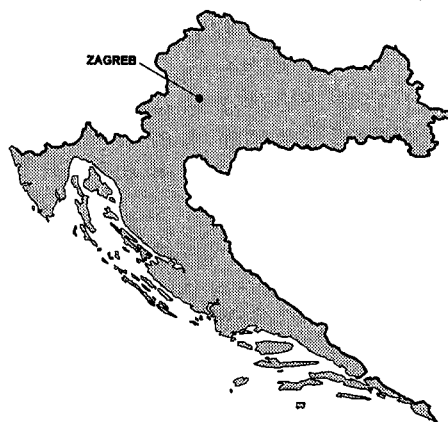
Needs: more training in group work for victims of war-trauma

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) children, youth, women, men and elderly **App. 368**

Staff Members: Local 20, International 3

Main goals of project: To offer recreational activities to refugees and displaced in order to avoid delinquency and alcoholism; to connect children who are not attending school with educational institutions as well as with the Open University. Workshops are organized for the mothers to help them support each other and give them an opportunity to discuss their problems.

Geographic distribution:



Title: Aid for 42 Bosnian Children

Source of funding: ECHO

Implementing partners: SUVAG Center (through Enfants Réfugiés du Monde)

Project period: August 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Petar Guberina, Ph.D., SUVAG Center, Phone:+385 41/413-689,
Fax:+385 41/413-470, Phone:+385 41/413-921 (home)

Activities: **Community Development/Social Services:**
Religious education, artistic events, sports, excursions; kindergarten

Needs: more financial support

Education:
Primary and secondary school

Psychological services:
Individual, group and family counselling for children, youth and adults;
intensive psychotherapy for children and their parents

Needs: a specific project for psychological and social assistance

Psychiatric services:
General psychiatric treatment for patients with psychosis (neurosis) and war-trauma, individual and group counselling for children, intensive psychotherapy for children

Beneficiaries: Refugee deaf war-traumatized children and youth; psychiatric patients/mentally handicapped **App.** 74

Staff Members: Local 40, International 0

Main goals of project: To support 74 children in the Center from B&H who have hearing and speech impairments; to help them continue their education and rehabilitation program (individual and group work). Part of the children attend the Center's kindergarten and primary school, and part of them attend regular kindergartens and schools while they receive the SUVAG Center support program and rehabilitation of hearing and speech. Psychological treatment is offered for some children and their parents or foster families. Also social assistance is offered to families.

Geographic distribution:



Title: Earth Train Youth Action Forum

Source of funding: Sponsors

Implementing partner: Holistic Development Society

Project period: October 1994 - unknown

Area of field work: All Croatia

Contact: Danijela Zunec, FO Zagreb, Holistic Development Society, Poljana D. Kallea 10,
41000 Zagreb, Croatia, Phone/Fax:+385 41/560-216

Mirjana Gracan, FO Zagreb, Phone/Fax:+385 41/560-216

Activities: Community Development/Social Services:

Leadership training; interactive method

Training programme:

For youth in Croatia: leadership training by the youth from America (trained in
CASC camps)

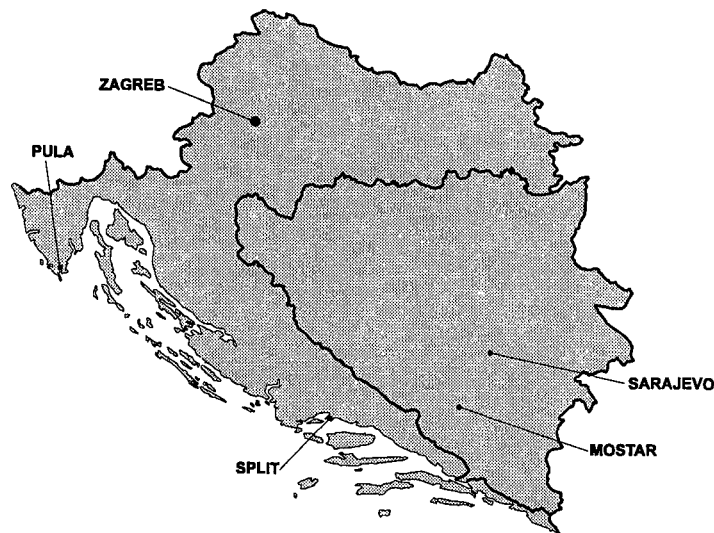
Beneficiaries: Displaced, refugee and local youth

Staff Members: Local 5, International 20

Main goals of project: To empower youth to take action and change their environment; to give them
tools so that they can run a project, lead small meetings and workshops, as
well as do promotion and the like.

Title: Training of Paraprofessionals Providing Services to War-Traumatized Children**Source of funding:** Private donations, seeking funding**Implementing partners:** ODPB, Institute for Anthropology**Project period:** June 1994 - unknown**Area of field work:** Zagreb Area (Zagreb)
Rijeka Area (Pula)
Split Area (Split)
B&H Area (Sarajevo, Mostar)**Contact:** Zoran Ivancic, HO Zagreb, Phone/Fax:+385 41/382-660
Edina Hebib, HO Zagreb, Phone/Fax:+385 41/382-660**Activities: Community Development/Social Services:**
Development of training manuals for work with war-traumatized children**Training programme:**

For teachers: counselling, trauma recognition, group work; for professional care-givers: crises intervention, mental health, treatment of war-trauma, PTSD for war-traumatized children; traumatized by war

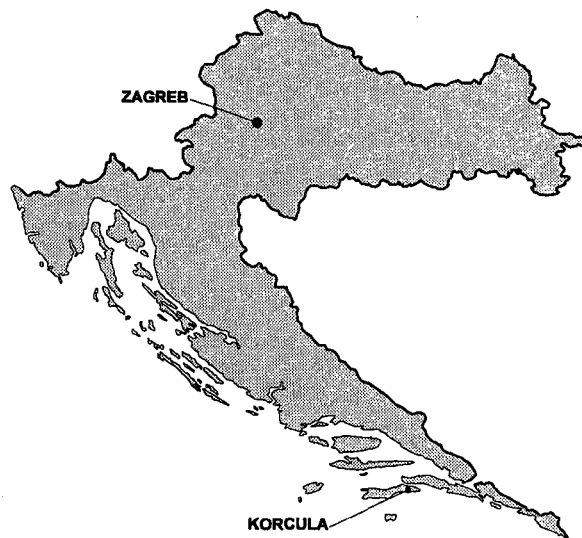
Needs: more training in other regions of Croatia and B&H**Beneficiaries:** Displaced, refugee and local traumatized children **App.** 750**Staff Members:** Local 5, International 3**Main goals of project:** To create specific training manuals on how to help war-traumatized children by adapting existing manuals for disasters; to provide training for the 750 people who are providing services to the war-traumatized children in Croatia and B&H.**Geographic distribution:**

Title: Summer Camps for Orphaned and/or Displaced Children**Source of funding:** Private donations, seeking funding**Implementing partners:** ODPR, Suncokret, Duga, Merhamet Cakovec, Vukovar club, Franciscans, Children Home, "Mileva Tomic" in Split, ...**Project period:** April 1993 - unknown**Area of field work:** Zagreb Area (Zagreb)
Dubrovnik Area (Korcula)**Contact:** Zoran Ivancic, HO Zagreb, Phone/Fax: +385 41/382-660
Edina Hebib, HO Zagreb, Phone/Fax: +385 41/382-660**Activities: Community Development/Social Services:**

Summer camps; art/music, excursions, sports, media

Needs: thousands of children could benefit from such an activity**Training programme:**

For volunteers: work with war-traumatized children

Beneficiaries: Displaced, refugee and local war-traumatized children and youth **App. 360****Staff Members:** Local 60, International 60**Main goals of project:** To provide an emotionally healing childhood experience for the war-traumatized children. That will be accomplished through: 1) Normal childhood activities (indoor/outdoor play, sports and swimming, music and art classes) and child-directed evening entertainment in a safe place of the camp; 2) processing of war-memories in small group discussions, drawings, writing diaries, child-directed video-interviews and individual counselling when needed; 3) training and practice in conflict mediation techniques.**Geographic distribution:**

Title: Solidarity Between Women Across Borders**Source of funding:** ECHO, Italian Ministry of Foreign Affairs, UN agencies, local governments**Project period:** June 1994 - unknown**Area of field work:** B&H Area (Tuzla)**Contact:** Raffaele Salinari, HO Bologna, Phone:+39 51/585-604,/580-248,
Fax:+39 51 582-225
Melika Kreitmayer, FO Tuzla, Phone:+387 75/33-460**Activities: Psychologically oriented group-work:**

Trauma-survivor groups

Needs: more assistance**Psychological services:**

Counselling and psychotherapy for rape victims

Needs: more assistance**Psychiatric services:**General psychiatric treatment for patients with psychosis due to war-trauma;
counselling and individual psychotherapy for rape victims*Needs:* medicine, supervision, facilities, staff**Training programme:**

For professional care-givers: treatment of war-trauma

Needs: more training in war-trauma therapy**Beneficiaries:** War-traumatized women **App.** 1500**Staff Members:** Local 15, International 7**Main goals of project:** To support the center for women, "Amica", in Tuzla; to treat obstetric and gynecological problems with particular attention to individuals that have suffered sexual violence.**Geographic distribution:**

Title: Program of Psychological Support to Refugees and Displaced People

Source of funding: ECHO

Implementing partners: Suncokret, Red Cross, other NGOs

Project period: January 1993 - unknown

Area of field work: Split Area (Primosten, Kastel Kambelovac, Makarska, Brac (Postira, Bol, Supetar, Sutivan)
B&H Area (Zenica)

Contact: Alain Guinaman, FO Split, Phone/Fax:+385 58/522-111
Celine Guirois, FO Split, Phone/Fax:+385 58/522-111

Activities: **Community Development/Social Services:**

English lessons for 70 pupils: children, women and teenagers on different levels

Psychologically oriented group-work:

Self-help groups for children, youth, adults and older people

Psychological services:

Supervision each six months by international psychologist and psychiatrist; supervision by the psychologist coordinator each week; individual, group and family counselling, as well as psychotherapy for children, youth, adults and older people.; psychological support for amputees in Zenica

Training programme:

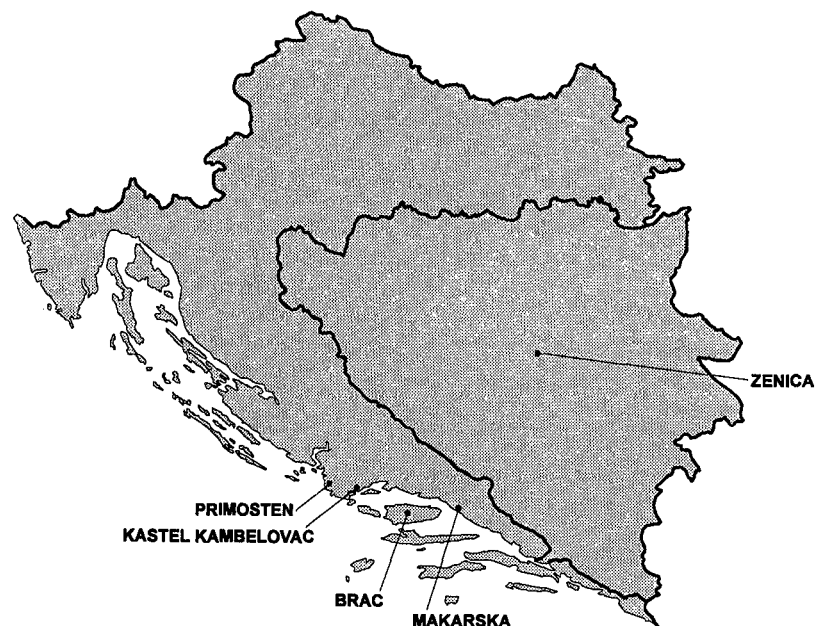
For teachers and professional care-givers: training programme by psychiatrist

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) men, women and children **App. 3320**

Staff Members: Local 25, International 8

Main goals of project: To support and reinforce the refugees' capacity for psychological reconstruction by: working on grief and on individual and collective identity; by working on subjective feelings of time, guilt, intolerance and the problems of terror.

Geographic distribution:



Title: Program to Address the Needs of the Elderly Refugees and Displaced People in Croatia**Source of funding:** ECHO, UNHCR, British Red Cross, HelpAge (HAI)**Project period:** November 1993 - unknown**Area of field work:** Zagreb Area (Zagreb, Varazdin)
Split Area (Split)**Contact:** Michaela Bergman, HO London, Phone:+44 71 253 0253, Fax:+44 71 253 4814
Samantha Yates, HO London, Phone:+44 71 253 0253, Fax:+44 71 253 4814
Mark Wheeler, FO Zagreb, Phone/Fax:+385 41/565-273**Activities: Community Development/Social Services:**
Excursions for elderly and others; social clubs**Psychologically oriented group-work:**
Self-help groups for elderly and trauma survivors*Needs:* more self-help groups, especially for the elderly population**Training programme:**
For refugees and displaced: basic counselling skills, educational seminars**Beneficiaries:** Displaced, refugee and local war-traumatized elderly women and men
App. 500**Staff Members:** Local 55, International 1**Main goals of project:** Paraprofessional befriending/counselling service implemented by displaced and refugees trained by HAI and supervised by local mental health professionals. Elements of the Program in Zagreb, Split and Varazdin include: referral of more severe cases to supervision team, social advocacy and promotion of social contact intra and inter-generational through shared social activities and clubs. The general aims of the Croatia Programme are to promote a sense of self-worth and validity to people affected by war as they age and to create skilled resources within the community which can also be utilized upon return to former homes during the period of reconstruction and beyond.**Geographic distribution:**

Title: Home Visiting Programme for Vulnerable Elderly in UNPA Sector West**Source of funding:** HAI, Caritas Nederlandica**Project period:** November 1993 - November 1994**Area of field work:** Slavonia Area (UNPA West: Daruvar, Pakrac, Okucani)**Contact:** Michaela Bergman, HO London, Phone:+44 71 253 0253, Fax:+44 71 253 4814
Mark Wheeler, FO Zagreb, Phone/Fax:+385 41/565-273**Activities: Community Development/Social Services:**

Excursions; social advocacy

Psychological services:

Supervision of area's team of home helpers by social worker; counselling for elderly on important topics such as: ageing, loss of family, homes etc.

Training programme:

For home care-givers on auxiliary duties: social work

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) elderly women and men **App.** 1300**Staff Members:** Local 120, International 1**Main goals of project:** This HAI Programme is part of a general reconstruction project for Sector West under the auspices of UNOV. The programme functions on both sides of the line of disengagement. Local women are employed to provide a home help/befriending service, and are supervised by a local professional core staff in each municipality. The staff comprises a social worker, a physiotherapist, and nurses.**Geographic distribution:**

Humanitarian Association "Refugees from B&H"

National NGO

Title: **Recreational and Educational Activities for Children Refugees from B&H**

Source of funding: Jen NGOs - Japan

Project period: October 1994 - unknown

Area of field work: Slavonia Area (Osijek)

Contact: Biljana Jacimovic, HO Osijek, Phone:+385 54/44-299, Fax:+385 54/44-996

Activities: **Community Development/Social Services:**

Toy making, photography workshop, cooking, arts, literary workshops; music, dance sports; basic skills (computer, guitar, chess)

Psychologically oriented group-work:

Trauma-survivor groups for children and youth

Psychological services:

Supervision of staff by psychologist; individual and group counselling for children and youth

Training programme:

For teachers: counselling, group work, trauma recognition

Beneficiaries: Refugee war-traumatized children and youth **App.** 200

Staff Members: Local 10, International 0

Main goals of project: To discover and recognize psychic trauma in children; to enable children to talk openly about their needs, wishes and abilities; to support children in getting adjusted to the new reality of life; to recognize and soften the traumatic experiences; to release stress inhibited emotional, especially verbal, communication in a child.

Geographic distribution:



Humanitarian Association

53B

"Refugees from B&H"

National NGO

Title: **Bosnian Embroidery**

Source of funding: Swiss Caritas, Soros Foundation

Project period: January 1994 - unknown

Area of field work: Slavonia Area (Osijek)

Contact: Ajsa Fazlic, HO Osijek, Phone:+385 54/44-299, Fax:+385 54/44-996

Activities: **Community Development/Social Services:**

Embroidery, weaving (carpets), sewing, knitting; excursions, music; the sale of carpets and embroidery

Education:

Help with primary school subjects

Psychologically oriented group-work:

Trauma-survivor group

Needs: an expert who can work with the women

Training programme:

For teachers: counselling, trauma recognition, group work, conflict resolution

Beneficiaries: Refugee war-traumatized (physically and psychologically) women, men and elderly; psychiatric patients/mentally handicapped **App. 75**

Staff Members: Local 4, International 0

Main goals of project: To offer a meeting place for women refugees; to provide social help, maintenance and preservation of the typical Bosnian tradition; to offer possibilities for earning money.

Geographic distribution:



Title: "Prijatelj Project - Varazdin"

Source of funding: UNHCR, IRSA, donations

Implementing partners: ODP, Red Cross, Caritas

Project period: March 1994 - December 1994

Area of field work: Zagreb Area (Varazdin)

Contact: Pamela Elizabeth, Ed.D., FO Varazdin, Phone:+385 42/210-915

Activities: Community Development/Social Services:

Quarterly newsletter by young people about activities of refugees and displaced in Varazdin; guitar lessons, band, singing, dancing, driving, various sports activities; English language classes for young people and their parents

Needs: vocational training

Education:

Needs: math classes, and special educational programmes for traumatized children

Psychologically oriented group-work:

Mother's support groups and teen talk groups

Needs: sex education

Psychological services:

Clinical supervision for social workers and psychologists; staff development training; on-going assessment of emotional needs of youth and parents; small group and individual counselling; family counselling; parents groups; home visiting programme conducted by social worker

Needs: special educational services for traumatized children

Training programme:

For staff: Development training on special needs of adolescents; for professional care-givers: relaxation training, interpreter training, burn out prevention, traumatization, basic listening skills

Needs: more training in family counselling, PTSD, sexology

Beneficiaries: Displaced, refugee and local war-traumatized youth, women and elderly
App. 312

Staff Members: Local 5, International 2

Main goals of project: To provide a welcoming environment for refugees and displaced people; productive activities for young people and their families; a supervised environment where people feel safe, respected and welcome for privately accommodated refugee and displaced adolescents and their families; to promote social and recreational activities to minimize isolation; to provide accurate information on services available; to empower recipients to work on common needs.

Geographic distribution: See map on page 131.

Title: Prijatelj Project-Kozari bok/Kozari put

Source of funding: IRSA, UNHCR

Implementing partners: ODPR, City of Zagreb, Nexus

Project period: September 1994 - unknown

Area of field work: Zagreb Area (Zagreb: suburbs Kozari bok and Kozari put)

Contact: Pamela Elizabeth, Ed.D., FO Zagreb, Phone:+385 41/229-053
Helena Vucicic, HO Zagreb, Phone:+385 41/248-999,

Activities: Community Development/Social Services:

Plans for a community refugee and displaced adolescents newsletter, art/music activities, dancing, driving and sports; English classes, courses on photography and development of films

Needs: basic items, food, medicine, clothing

Education:

Needs: math classes, tutoring

Psychologically oriented group-work:

Mothers and teens support groups

Psychological services:

Staff development seminars and clinical supervision by project manager; home visits conducted to gather needs of families and community; individual and group counselling

Training programme:

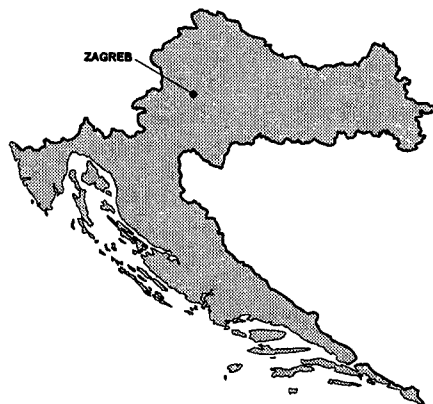
For teachers and professional care-givers: staff development seminars

Beneficiaries: Displaced, refugee and local war-traumatized youth, women, men and elderly

Staff Members: Local 5, International 1

Main goals of project: To provide a welcoming environment for refugees and displaced people; to offer productive activities for young people and their families; to provide a supervised environment where people feel safe, respected and welcome for privately accommodated refugee and displaced adolescents and their families; to promote social and recreational activities to minimize isolation; to provide accurate information on services available; to empower recipients to work on common needs.

Geographic distribution:



Title: Social Welfare Programme

Source of funding: Other national Red Cross and Red Crescent Societies, governments through IFRC

Implementing partner: Croatian Red Cross (CRC)

Project period: January 1993 - unknown

Area of field work: All Croatia (see map on next page)

Contact: Kris Hurlburt, FO Zagreb, Phone:+385 41/610-155, Fax:+385 41/612-135
Vesna Krivosic, CRC, Phone:+385 41/416-244, Fax:+385 41/450-072

Activities: Community Development/Social Services:

Various productive activities; cultural and recreational activities; kindergarten, language courses, basic skills

Psychologically oriented group-work:

Self-help groups for children, youth, adults and older people

Psychological services:

Supervision of staff; assessments; approx. fifty per cent of our work is individual/group counselling

Training programme:

For social workers and additional staff and partners: crisis intervention, mental health, treatment of war-trauma, PTSD

Beneficiaries: Displaced and refugee war-traumatized children, youth, women, men and elderly

Staff Members: Local 154, International 8

Main goals of project: To provide psychosocial support to the most traumatized and vulnerable of the refugees and displaced living in collective accommodations in Croatia. Social activity is provided to reach and relieve the massive trauma from the war by providing someone to talk with, by nurturing self-help and encouraging responsibility and initiative through various activities. Services are provided in 286 camps and collective centers throughout Croatia.



International Federation
of Red Cross and
Red Crescent Societies

Locations of the Social Welfare Programme in Croatia (by July 1994)



Croatian Red Cross
Hrvatski Crveni križ

CENTRAL REGION

+ ZAGREB

- Hotel Goranin
- Hotel Astoria
- Hotel Central
- Hotel International
- Veliko Konačište
- Malo Konačište
- Trnjanska
- Montmontaža
- Tehnika Kruge
- Hotel Park
- Motel Brezovica
- Industrogradnja Sopot
- Viadukt Rakitje
- Progress I
- Progress II
- Barake Hidroelektrre
- Barake Radnik Novska
- HŽP Barake Dugave
- Vrtić Utrine
- Baraka HR Šume
- Mali Doboj Lučko
- Vlaška 87
- HŽP Črnomerec
- HWU-Ilica 258
- Tehnika-Gajnice
- Industrogradnja Špansko
- Tempo Špansko-Barake Tempo
- Pionir Zagrebačka
- Grad Mladih
- Baraka Novogradnja
- Dj. vrtić Kolibri
- Centar za odgoj djece Dubrava
- Mirovni dom Dubrava
- Hotel Laguna
- Hotel Panorama
- G.P. Gradex
- Bosna Sarajevo
- Viadukt Hrgovići
- Industrogradnja-Samački hotel

+ VELIKA GORICA

- Hidroelektra-Novo Čiče

- Kosnica Mičevac
- Pionir Velika Gorica
- Tehnika Velika Gorica

+ DUGO SELO

- Hotel Ježevo
- Barake Gortan

+ IVANIĆ GRAD

- Učenički dom
- Samački hotel

+ ČAZMA

- Motel Čazmatours

+ SISAK

- Zibel
- Barake Tehnika
- Barake Stupno
- Barake Hidroelektrre
- Barake Vodoprivreda
- HŽP-Croatian Railways

+ VARAŽDIN

- Prihvatni Centar I
- Prihvatni Centar II
- Prihvatni Centar III
- C.Vinica

+ ČAKOVEC

- Depandansa Čakovec
- HŽP Vagoni
- Hotel Park
- Stara škola Prelog
- Trsek Kotoriba
- Barake HC Donja Dubrava

+ BJELOVAR

- Dom Galovac
- Dom Umirovljenika
- Stari Muzej Veliko Trojstvo
- MZ Tomo Vinković
- Đački dom

SLAVONIJA REGION

+ VIROVITICA

- Šećerane

+ SLATINA

- Bistrica
- Čomborje
- Čadavica

+ ĐAKOVO

- Gašinci
- Convent

+ ČEPIN/OŠIJEK

- Naselje prijateljstva

+ VINKOVCI

- Blaca/Rokovci

RIJEKA REGION

+ OGULIN

- Bjelolasica
- Motel Josipdol

+ RIJEKA/ KRALJEVICA

- Jadran barracks
- Park
- Crveni Križ
- 3. Maj
- Neboder
- Pionir
- Almis
- Praha
- Zagrebačka banka
- HŽP
- Jadran hotel

+ SAVUDRIJA/BUJE

- Savudrija

+ POREČ/ČERVAR/ VRSAR

- Marina
- Osijek
- Zlatorog
- Gradis
- Rivijera
- Personalni dom Anita



+ KLANA

- Klana

+ PULA

- Kamenjak
- Fažanska šuma
- Cintinera

+ OPATIJA

- Brijuni
- Palme
- Kontinental
- Agava
- Zagreb
- Dubrovnik
- Ičići
- Villa Mintz
- Villa Belvedere
- Miramare
- Park

- Splendid
- Meridional
- Učka
- Astoria

+ MALI LOŠINJ

- Valdarke
- Bolnica
- Bigz
- IMP
- Betanija
- Crveni križ
- Mignon
- Slavojna
- Matilda

+ CRIKVENICA

- B. Adžije
- Donit
- Slaven
- Konus

- Crveni križ
- Aluminij
- Karlovac
- Sestre milosrdnice
- Park
- Verige
- Hrv. učiteljski dom
- Ad Turres
- Somborsko

SPLIT REGION

+ ZADAR/UGLJAN

- Zaton
- La Punta Scala
- Pinija
- Kukljica

+ ŠIBENIK

- Hotel Solaris

- Imperijal

+ TROGIR

- Medena
- A.P. Belvedere
- A.P. Kairos
- Jadran
- Hotel Soline
- A.C. Seget

+ BIOGRAD

- Adriatic
- Put Solina
- Nigrad
- Maglaj
- Jasinje
- Elektrokriž

+ SPLIT

- Stobreč

- Zagreb
- Marjan
- Pis Barake
- Cestar

+ PODSTRANA

- Kuia
- Kekec
- Lav
- Banjalučko
- Vinkovačko
- Ljubljansko

+ SOLIN

- Hidroelektra
- SV. Kajo

+ KAŠTELA

- Resnik
- Auto Camp
- Mariborsko
- Hrvatske Šume
- Željezničko
- Poštansko
- Ex Požega
- Dječje odmaralište
- Vršačko
- Zeničko
- Camp Šulavi
- Hotel Ilirija

+ OMIŠ

- Mimice
- Ruskamen
- Plaža
- Dugi rat
- Sumpetar
- Krilo Jesenice

+ SINJ

- Đale

MAKARSKA REGION

+ HVAR

- Bodul
- Croatia
- Pionir
- Naša Djeca
- Adriatic
- Helios I
- Jadran

- Zenčišća
- Adriatik
- Zavod

+ BRAČ

- Naftagas
- Mijekara
- Laura Klein
- Mercur
- Palma
- Ružmarin
- Prikvatilište
- Bistrica
- Trgopromet
- Koprivnica
- Park
- Soline
- Đački dom
- Dominikanski samostan
- Hotel Park.

+ MAKARSKA

- Rivijera
- Elbibi
- Konjic
- Hotel Park
- Osejava
- Avala
- Naftagas
- Šipad
- Konis
- Požeška Dolina
- Sirena
- Salinas
- Aurora
- Drašnice
- Promajna
- Nimfa
- Sisak
- Urania
- Dubravka
- Vatrostalno
- Croatia
- Jugokoža
- Invalidi rata
- Hrvatska
- Alem
- Dječje Selo
- El. Tuzla

DUBROVNIK REGION

+ KORČULA/ OREBIĆ

- Bon Repos
- Posejdon-Vela Luka
- Rivijera
- Ventilator
- Slijepih
- Subotička
- Tamis
- Komodor-Perna
- Bor

+ PLOČE/GRADAC

- Zaj. odmarališta:
- Hotel Gradac
- Walter Perić
- Doc
- Brist. Elec.Krajina
- Banja Luka II
- Unis-Brist
- Đura Salaj

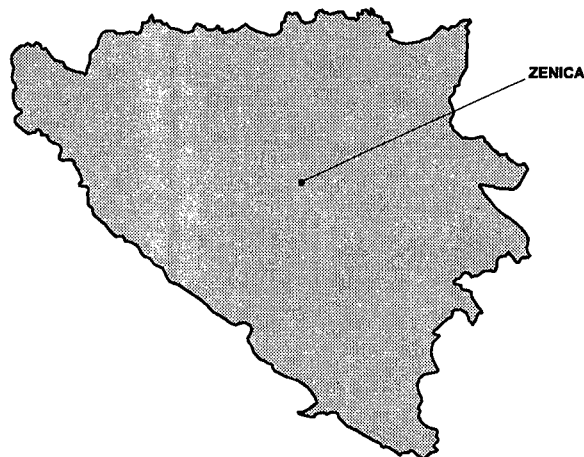
+ DUBROVNIK

- Plakir
- Pallace
- Libertas
- Protection home for adults
- Park
- Bellvue
- Petka
- Jadran
- Gruž
- Imperijal
- Dom umirovljenika
- Osmine-Slano
- Astarea-Mlini
- Albatros-Cavtat
- Epidaurus-Cavtat

**Total:
272**

+ Croatian Red Cross branch

• Collective accommodation where SWP implemented

Title: Child Health Services Project in Central B&H**Source of funding:** WHO, UNICEF, ODA, UNHCR**Project period:** January 1994 - December 1994**Area of field work:** B&H Area (Zenica)**Contact:** Sara Kahn, FO Zenica, IMC, FO Zenica, Bulevar Lenjina 17,
Phone: +387 72/413-129, Phone: +387 72/417-368**Activities: Community Development/Social Services:**Establishment of paediatric surgical trauma ward in Zenica Central Hospital;
establishment of clinical programme in surrounding villages**Psychological services:**Supervision of mental health workers; screening of children age 6 to 12 in
order to assess the prevalence of war-trauma; play and drawing therapy for
groups of children in centers**Training programme:**For physicians: psychological aspects of war-trauma; for community workers:
seminars on the effects of war on the mental health of children**Beneficiaries:** Displaced and local war-traumatized (physically and psychologically) children
and women **App.** 80000**Main goals of project:** 1. To conduct a mental health survey of children ages 6 to 12 living in
collective centers in Zenica; 2. To establish a PTSD clinic as a referral site for
surveyed children found needing more significant professional attention and
possibly medication; 3. To establish an integrated, comprehensive community
based health care programme for children ages 6 to 12, with a substantial
mental health component; 4. To establish a paediatric surgical ward at Zenica
Central Hospital; 5. To establish a village clinic programme in 6 villages for
ambulatory care of people who lack transportation. These ambulantas will be
visited by a pediatrician and a gynecologist.**Geographic distribution:**

Title: Treatment and Rehabilitation of Victims of Multiple Trauma and Rape in B&H:BOSWOFAM

Source of funding: EU Human Rights Unit, ECHO, Swedish government

Implementing partners: IRCT Zagreb in collaboration with Biser, B&H Woman and Zagreb Help

Project period: April 1993 - April 1995

Area of field work: Zagreb Area (Zagreb, Pojatno, Zapresic, Velika Gorica, Lucko, Samobor)

Contact: Libby T. Arcel, IRCT Zagreb, Phone/Fax:+385 41/277-641

Activities: **Community Development/Social Services:**

Recreational activities for children and adults; exhibition of children's drawings; educational activities for children

Psychologically oriented group-work:

Trauma-survivor groups for children, youth, adults and rape victims

Psychological services:

Regular supervision for all involved non-professionals and young professionals; assessment and redefinition of activities every six months; individual, group and family counselling for children, youth, adults, rape victims and ex-detainees; individual psychotherapy for children adults, rape victims and ex-detainees; refugee telephone line

Psychiatric services:

Supervision of staff by psychiatrists; all psychiatric patients get help from the psychiatric institution "Vrapce", both "traditional" psychiatric patients and patients with psychosis due to war-trauma; psychopharmacological treatment, in-patient service and day-hospital service is offered; individual and family counselling for children, youth, adults, older people, rape victims and ex-detainees

Needs: medicine, supervision, facilities, transient facilities between hospital and camp

Training programme:

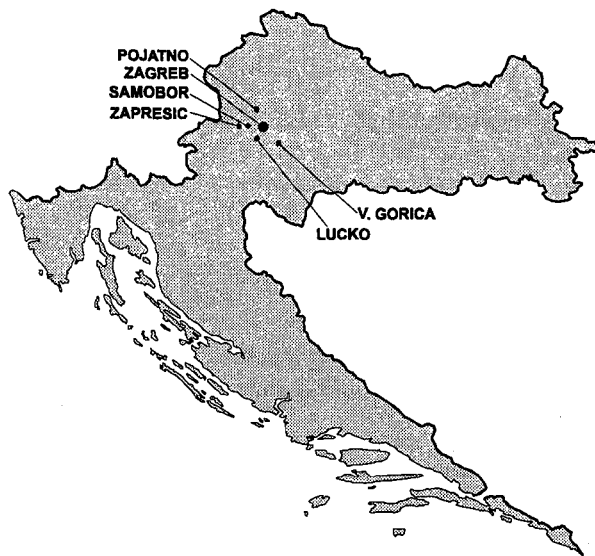
For professional care-givers and for non-professional care-givers (refugees as counsellors): crisis intervention, mental health, treatment of war-trauma, PTSD

Beneficiaries: Displaced and refugee war-traumatized children, women, men and elderly; psychiatric patients/mentally handicapped **App.** 7000

Staff Members: Local 46, International 1

Main goals of project: To foster early identification, support, psychosocial rehabilitation, as well as gynecological and dental service for Bosnian refugee women suffering from post-traumatic stress resulting from multiple trauma as injury, dispossession, shell-shock, loss of family and rape. This support, treatment and rehabilitation include also the women's families.

Geographic distribution:



Title: Umbrella Grant for Trauma and Reunification**Source of funding:** USAID**Implementing partners:** Over 20 sub-grantees**Project period:** July 1993 - June 1996**Area of field work:** Zagreb Area (Zagreb)
Slavonia Area (Novska, Daruvar, Slavonski Brod)
Rijeka Area (Rijeka)
Split Area (Dalmatia Coast)
B&H Area (Sarajevo)**Contact:** Viet Q. Lazarus, HO Zagreb, Phone:+385 41/450-770, Fax:+385 41/450-007**Activities: Community Development/Social Services:**

Handicraft production-as part of occupational therapy and group therapy; women's multi media center, theatre groups, basketball and fitness, many socialization and recreation activities for children and youth; children's educational groups. Sub-grantees include NGOs which focus on women's social support issues, particularly for refugee and displaced women

Needs: increased social service/community development activities in smaller communities and regions near Zadar, Sibenik and throughout B&H. Overwhelming need for rehabilitation and reconstruction activities in Bosnia.

Education:

Tutoring, sports, socialization activities including music, art, theatre

Psychologically oriented group-work:

Women's support groups, therapy groups, group counselling; handicapped and elderly groups

Needs: training in family therapy, secondary trauma, child development/trauma and management of social service programs

Psychological services:

Supervision to sub-grantee staff; support and monitoring of groups on a range of programmatic and organizational issues; psycho-social assessment by all mental health staff of sub-grantees; needs assessment for funding priorities for Umbrella Grants through outreach and community meetings and by meeting with individual NGOs; individual, family and group counselling

Needs: programs dealing with substance abuse

Psychiatric services:

Some sub-grantees have their own supervisor; psycho-social assessment is carried out by mental health staff of sub-grantees; individual, family and group counselling

Needs: supervision, facilities

Training programme:

For teachers: trauma recognition, counselling, identification, communication skills; for professional care-givers: secondary trauma, PTSD, family therapy and child development; for local NGOs: organizational, financial, project and management issues

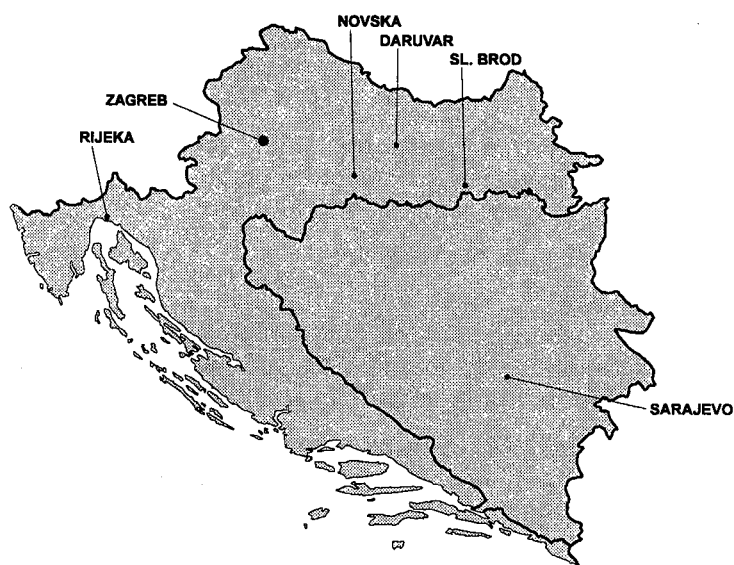
Needs: more training in trauma and children, management of psycho-social programs, substance abuse, conflict resolution, human rights and mental health, and family therapy

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 6000**

Staff Members: Local 9, International 4

Main goals of project: To support and empower local organizations and groups working in the psycho-social field with refugees, displaced and other war-affected people throughout B&H and Croatia.

Geographic distribution:



Title: **Programme for Psycho-Social Rehabilitation of Refugees and Displaced in Former Yugoslavia**

Source of funding: UNHCR, USAID, private donations, Stichting Vluchteling - Holland, Soros Foundation, Refugee International - Japan

Project period: March 1993 - unknown

Area of field work: Slavonia Area (Slavonski Brod, Osijek)
Split Area (Dalmatian Coast)
B&H Area (Sarajevo)

Contact: David Loveridge, FO Zagreb, Phone:+385 41/450-513, Fax:+385 41/411-243
Wayne Bleier, HO Zagreb, Phone:+385 41/412-714, Phone:+385 41/419-696,
Fax:+385 41/411-243

Activities: **Community Development/Social Services:**

Productivity projects, knitting and embroidery groups, sports and recreation; knitting and embroidery of mats for sale

Needs: enlarging of all services

Education:

Support education for refugee pupils of primary school age; Big Brother/Big Sister Program for summer 1994; teachers honoraria for refugee students in extra-territorial schools in Dalmatian Region

Psychologically oriented group-work:

27 support groups in Slavonski Brod (20 women's, 7 children's); 5 women's support groups, 7 men's support groups, 7 children's in Split. All groups except 2 in Slavonski Brod are for refugees/displaced in private accommodation

Needs: individual and family counselling; case management, school interventions

Psychological services:

Supervision by mental health coordinator and team leaders; psychosocial assessments for individual, family and group counselling;

Needs: increased individual, family and group counselling

Psychiatric services:

Supervision by mental health coordinator and mental health leader in Sl. Brod

Training programme:

For teachers in Slavonski Brod: identification of at-risk youth; workshops on secondary trauma and prevention of burnout

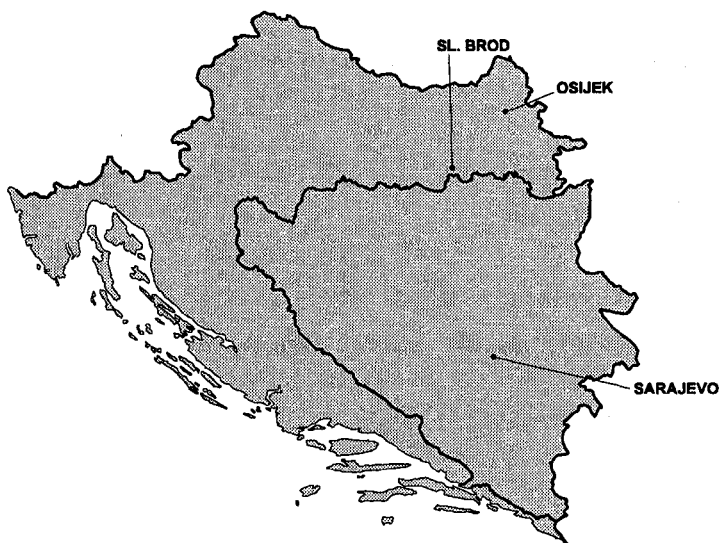
Needs: more training in general counselling skills and family therapy skills for therapists

Beneficiaries: Displaced, refugee and local war-traumatized children, women, men and elderly **App.** 500

Staff Members: Local 75, International 2

Main goals of project: To provide comprehensive, community based psycho-social services to refugees and displaced living in private accommodation; to decrease future psychological effects of trauma, war and uncertainty of dislocation on beneficiaries of services and communities at large; to support development and training of local mental health professionals and volunteers through direct supervision, coordinating with local NGOs and providing funding and training through the Umbrella Grant.

Geographic distribution:



Title: Help for Raped Women

Source of funding: Donations

Project period: March 1993 - unknown

Area of field work: Zagreb Area (Zagreb, Varazdin (collective center 3))

Contact: Jadranka Cigelj, HO Zagreb, Phone: +385 41/662-892, Phone: +385 41/662-831, Fax: +385 41/450-715

Activities: Community Development/Social Services:

Knitting and sewing workshops; excursions; income generation by sewing; sewing courses

Needs: more space, financial assistance and production materials

Education:

Language courses (English, German)

Needs: more similar activities

Psychologically oriented group-work:

Trauma-survivor groups for rape victims

Psychological services:

Weekly supervision of staff by social worker, lawyer, nurse; assessment by social worker and nurse; individual and group counselling; psychotherapy

Needs: more psychologists

Psychiatric services:

For rape victims: individual and group counselling, psychotherapy

Needs: medicine

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) women **App.** 31

Staff Members: Local 12, International 2

Main goals of project: To empower victims; to help women solve basic existential issues; to help women indirectly by helping their children as well (the father is often dead).

Geographic distribution:



Title: Project for Women Victims of War**Source of funding:** Italian government**Implementing partner(s):** ODP, Caritas, Merhamet**Project period:** June 1994 - December 1994**Area of field work:** B&H Area (Mostar East and West)**Contact:** Giorgio Montanarini M.D., FO Zagreb, Phone: +385 41/272-397,
Fax: +385 41/434-850
Rosaria Cacace, M.D., FO Mostar, Phone: +387 88/314-389**Activities: Community Development/Social Services:**

Income generating activities

Education:

Health education for women

Psychologically oriented group-work:

Self-help groups for children, youth and women

Psychological services:Supervision of staff by psychologist; medical assessments for mothers;
Counselling for children and women**Beneficiaries:** Displaced, refugee and local women**Staff Members:** Local 3, International 2**Main goals of project:** To establish and equip medical centers in Mostar East and West. The program also offers the services of medical staff, gynecologists and pediatricians. The purpose is to support the creation of a network of medical and social services to help local and displaced people, as well as refugees. Another objective is to stimulate local professionals so that they can help the traumatized population, especially women and children. Education of refugee and displaced children is also offered by the project.**Geographic distribution:**

Title: Multi-Sectorial Project for Women and Children War Victims**Source of funding:** Italian government**Implementing partners:** ODP, Caritas, Merhamet**Project period:** 1995 - unknown**Area of field work:** Slavonia Area (Lipik, (Djulovac and Bastaji))**Contact:** Giorgio Montanarini M.D., FO Zagreb, Phone: +385 41/272-397
Fax: +385 41/434-850,
Paola Viero M.D., HO Roma, Phone:+39 6/36914124 Fax: +39 6/3208089**Activities: Community Development/Social Services:**

Income generating activities; manufacturing, production, chicken farm; radio operators course, photo course

Education:

Health education for women

Psychologically oriented group-work:

Self-help groups for children, youth and women

Psychological services:

Supervision of staff by psychologist; medical assessments for mothers; counselling for children and women

Beneficiaries: Displaced and refugee children, youth and women **App.** 2000**Staff Members:** Local 3, International 2**Main goals of project:** To provide social and medical care for women, children and adolescents. Medical centers in Lipik and Djulovac will be supplied with diagnostic equipment, and an ambulance for home visits. For the rural population coming from Kosovo, special attention will be given to medical care and education of the women. Specialists will be sent to the local medical centers, as well as necessary medicines. Showers will be installed in primary schools for the children and, on certain days, the showers will also be available for other people without bathing facilities. Domestic animals will be given to the families and an agricultural adviser will be available to give advice about food production. Family counselling centers will be opened in Lipik for children, adolescents and single mothers. Also, it is planned to start workshops for employment of people without jobs.**Geographic distribution:**

Title: **Counselling Service for the Civilian Population in Sarajevo**

Source of funding: Private funding from EU countries

Project period: September 1993 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Stjepan P. Kusan, HO Zagreb, Phone/Fax: +385 41/425-330

Activities: **Community Development/Social Services:**

Support of cultural association; handicraft workshops for women; language classes for students

Psychological services:

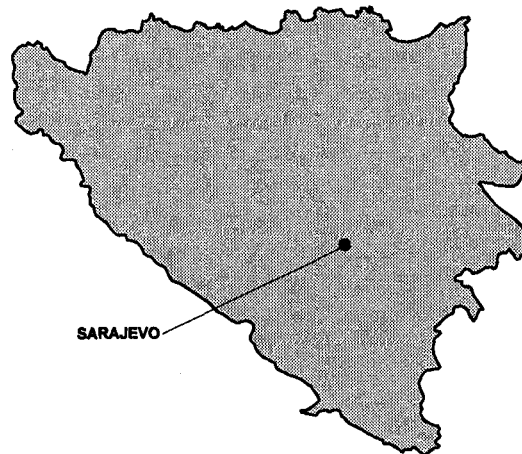
Individual counselling for victims of war in cooperation with local health practitioners; home visits

Beneficiaries: Displaced, refugee and local war-traumatized women, men and elderly

Staff Members: Local 2, International 0

Main goals of project: To be available for first line counselling to individuals who need to talk about their experiences. The office is located in a building where also other activities take place (cultural association, Caritas office, food distribution), so the access is really easy. Clients with major problems (such as PTSD) are referred to more specialized help. Clients from all ethnic groups are welcome and do come for single or repeated conversations. Both counsellors are native speakers and experienced.

Geographic distribution:

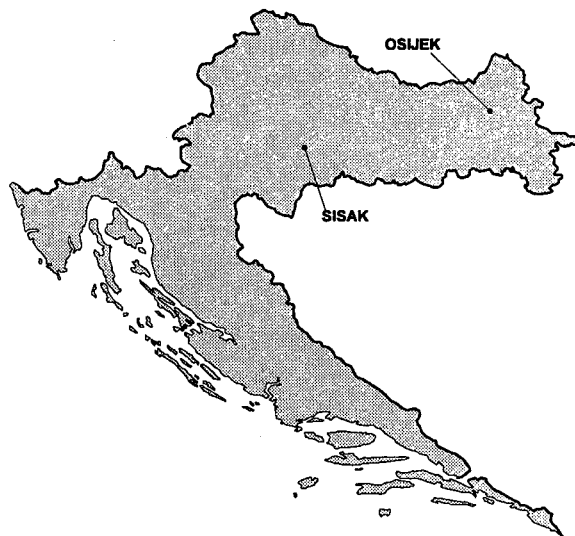


Title: Legal and Psychological Counselling**Source of funding:** Private funding from EU countries**Project period:** April 1994 - unknown**Area of field work:** Zagreb Area (Sisak)
Slavonia Area (Osijek)**Contact:** Stjepan P. Kusan, HO Zagreb, Phone/Fax: +385 41/425-330**Activities: Community Development/Social Services:**

Legal assistance to refugees and displaced

Needs: income generating projects**Psychological services**

Counselling is provided by psychologist

Beneficiaries: Displaced and refugees **App.** 20000**Staff Members:** Local 3, International 0**Main goals of project:** To assist refugees and displaced people, especially from UNPA's and Bosnia, in legal matters, e.g.: proof of identity and/or nationality, pensions, social security, property rights of movable and immovable goods. The work is done by listening to the people, formulating their legal problems, advising where and how they can be solved, helping them through administrative procedures etc. It fits somehow between juridical protection in its proper sense and psycho-social assistance.**Geographic distribution:**

Title: Rape Crisis, Information and Advocacy Center (SOS Rape Help-Line)**Source of funding:** Private donations, Ecumenical Women's Solidarity Fund**Project period:** 1993 - unknown**Area of field work:** Zagreb Area (Zagreb)**Contact:** Asja Aramanda, HO Zagreb, Phone/Fax:+385 41/414-834
Katarina Vidovic, HO Zagreb, Phone/Fax:+385 41/414-834**Activities: Psychological services:**

Individual supportive and crisis counselling; 24 hours women's help-line. The work is done by trained counsellors using our personal and collective experiences as women, feminists and survivors

Needs: more psychological services as well as basic humanitarian aid (food, shelter, clothing)**Training programme:**

For our counsellors: trauma recognition, group work, crisis intervention, supportive counselling, PTSD

Beneficiaries: Displaced and refugee war-traumatized women**Staff Members:** Local 9, International 2**Main goals of project:** To provide supportive and crisis counselling for survivors both on a one to one basis and in groups; to provide a 24 hours women's help-line, staffed by 6 trained counsellors; to visit various camps for refugees and displaced and provide supportive and crisis counselling. The humanitarian/counselling efforts are combined with a meticulous human rights documentation. Kareta has coordinated a coalition of Bosnian and Croatian women's groups working with survivors. The noted American attorney Catharine Mackinnon represents them in their effort to seek redress by international legal proceedings.**Geographic distribution:**

Title: Families under Stress - a Two Years Training Programme

Source of funding: Voluntary work funded by The Kempler Institute

Implementing partner: Society for Psychological Assistance

Project period: October 1992 - October 1994

Area of field work: Zagreb Area (Zagreb)

Contact: Jesper Juul, HO Denmark, Phone:+45 86544535, Fax:+45 86544820

Activities: **Training programme:**

For psychologists, social workers, pediatricians and volunteers: family therapy

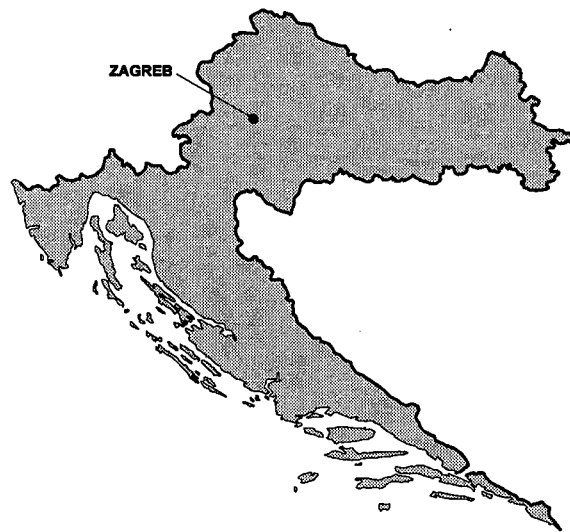
Needs: more training in direct supervision

Beneficiaries: Displaced, refugee and local war-traumatized children, youth, women, men and physically handicapped/disabled

Staff Members: Local 1, International 2

Main goals of project: To enable participants to work more efficiently with family-systems in order to help families deal with stress-related problems and other symptoms.

Geographic distribution:



League for the Aid to Maltreated People and Victims of Genocide in the Republic of B&H

National NGO

Title: Protection of Groups under Mental Health Risk

Source of funding: IRC

Project period: November 1993 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Slobodan Loga, M.D., Ph.D., HO Sarajevo, Psychiatric Clinic Kosevo, M. Pijade 25, 71000 Sarajevo, B&H, Phone:+387 71/663-741

Activities: Psychological services:

Supervision of volunteers and psychiatrists; statistical, psychological and psychiatric assessments; individual and family counselling

Needs: four or five similar projects for children, family, elderly, chronic psychiatric patients

Psychiatric services:

Supervision of psychiatrists; general psychiatric treatment for "traditional" psychiatric patients; treatment of epileptics children, mentally retarded and elderly

Training programme:

For volunteers (psychiatrists, special teachers): mental health, treatment of war-trauma, PTSD

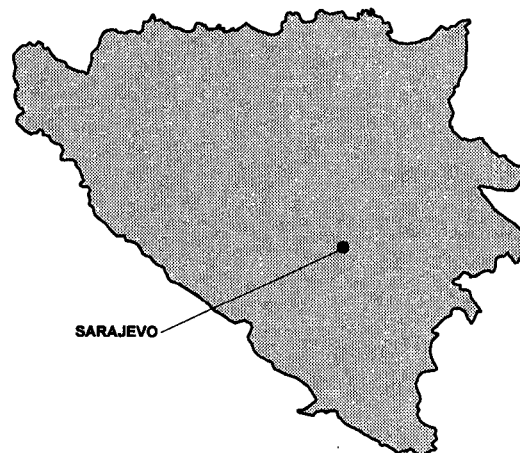
Needs: more time for training and more training in case-work

Beneficiaries: War-traumatized children, youth and elderly; psychiatric patients/mentally handicapped **App.** 300

Staff Members: Local 41, International 0

Main goals of project: To construct a new model for protection of groups under mental health risk adopted to the present war situation in the Republic of B&H; to alleviate the difficult conditions of work in the medical institutions. The model includes a substantial number of volunteers and non-professionals. Through direct contacts, neglected cases as well as their families are helped. One important purpose is to prevent suicides.

Geographic distribution:



Title: Social Work Services for Refugees and Displaced in Croatia - A Research Project**Source of funding:** Leeds M.U., International Social Policy Research Unit**Project period:** November 1993 - unknown**Area of field work:** All Croatia**Contact:** Paul Stubbs, c/o Suncokret, Phone:+385 41/318-576, Fax:+385 41/339-715
Baljit Soroya, Leeds Metropolitan University - UK, Phone:+44 532 832600,
Fax:+44 532 833124**Activities: Training programme:**

For members of NGOs: social work for refugees and displaced

Needs: more training in inter-agency co-ordination; processing and accessing information**Beneficiaries:** Displaced, refugee and local people**Staff Members:** Local 0, International 2**Main goals of project:** To address the policy of social work services in Croatia in the context of forced migration; to provide an overview of the organizational, policy and practice context of social work services for refugees and displaced in Croatia; to explore the relationship between social work theory and practice in an international context with particular reference to models of anti-racist and ethnically sensitive social work; to develop priorities for future action research designed to improve training and/or service provision in areas of unmet need.

Title: An Emergency Programme of Assistance for Displaced Women in Bosnia Through Self Help Groups and Field Service Teams - SARAJEVO FIELD TEAM

Source of funding: ECHO, UNHCR, ODA (government of UK)

Project period: April 1994 - May 1995

Area of field work: B&H Area (Sarajevo)

Contact: Pauline McKeown, Antje Streit, HO Split, Phone/Fax:+385 58/651-560, Phone: +385 58/304-565
Deborah James, FO Sarajevo , Phone/Fax:+387 71/619-259 ,

Activities: Community Development/Social Services:

Newsletter for women and families, productive activities dependent on availability of materials; arts, music, radio programme addressing trauma; language classes, other vocational classes as requested; women centers for drop-in, information and advice

Psychologically oriented group-work:

Trauma-survivor groups for all women, possibly also groups for children, young people and families, moving towards self-help groups

Psychological services:

Supervision of staff by field manager; referral to existing services; individual and group counselling

Psychiatric services:

Supervision of staff by local psychiatrist; informal identification of acute need for psychiatric assessment and where ever possible referral and individual assistance in crises; group and individual counselling

Training programme:

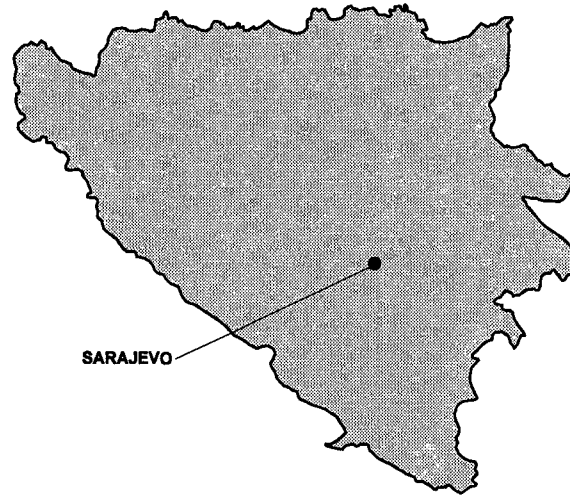
For professional care-givers: post traumatic stress disorder, war-trauma, group work, counselling, crisis intervention; training for trainers in the same subjects

Beneficiaries: Displaced, refugee and local psychologically war-traumatized women
App. 3000 + population reached through radio programme

Staff Members: Local 14, International 1

Main goals of project: To help alleviate the physical and psychological hardship and distress of the severely traumatized local, displaced and refugee women of Sarajevo through development and strengthening of community self-help groups; to establish community based women's support groups, community centers (five centers are established in the city so far) for the provision of advice, informal support, activities and basic skills training; to form and train teams of local staff and volunteers to lead support groups and to co-ordinate community centers; to offer support on a specific basis to local health services.

Geographic distribution:



Title: An Emergency Programme of Assistance for Displaced Women of Bosnia through Self Help Groups and Field Service Teams - SLAVONIA FIELD TEAM**Source of funding:** ECHO, ODA (government of UK)**Project period:** October 1993 - unknown**Area of field work:** Slavonia Area (Pozega, Vidovci, Jaksic, Kutjevo, Velika Pleternica, Gunja, Zupanja, Babina greda, Bosnjaci)**Contact:** Pauline McKeown, Antje Streit, HO Split, Phone/Fax:+385 58/651-560, Phone: +385 58/304-565
Snjezana Vasek, FO Slavonia, Phone/Fax:+385 54/845-241**Activities: Community Development/Social Services:**

A wide range of handicraft groups; excursions, social events and parties, art, music, nurseries, writing groups; income generating: Pilot "Sock project"; writing groups, language classes, health education;

Needs: expanding activities to reach more of the target group, and of other agencies to meet identified needs of males etc.

Psychologically oriented group-work:

Trauma survivor groups for women, peer support groups

Needs: expanding activities to reach more of the target group and of other agencies to work with males;

Psychological services:

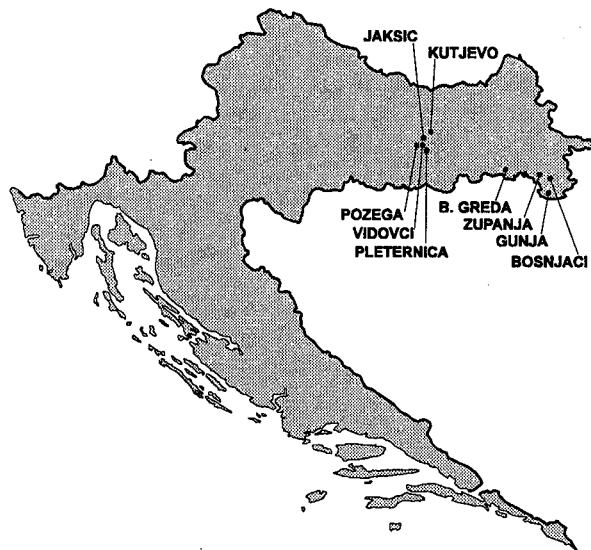
Regular "on the job" supervision by trained staff including local government social service, plus regular training days for all staff in the team; informal identification of acute needs and where ever possible referral, and/or individual assistance in crises; group counselling and opportunity for individual counselling when possible

Psychiatric services:

Needs: community based psychiatric care, and if possible small crisis units

Beneficiaries: Displaced, refugee and local war-traumatized women **App.** 6000**Staff Members:** Local 16, International 0**Main goals of project:** To help alleviate the physical and psychological hardship and distress of the displaced, traumatized and sexually abused and vulnerable women of Bosnia by assisting with the development of a community based network of women's support groups and facilitating access to appropriate care where necessary.

Geographic distribution:



Title: An Emergency Programme of Assistance for Displaced Women in Bosnia through Self Help Groups and Field Service Teams - WESTERN HERCEGOVINA FIELD TEAM**Source of funding:** ECHO, UNHCR, ODA (government of UK), SIDA (government of Sweden)**Project period:** May 1993 - unknown**Area of field work:** B&H Area (Western Hercegovina: Livno, Posusje, Ljubuski, Capljina, Tomislavgrad, Gradska, Domanivici, Mostar W/E, Podhum, Vidosi, Grborezi, Ruzici, Gorica, Kocerin, Knezopolje, Pocitelj, Guber, Tasovcici)**Contact:** Pauline McKeown, Antje Streit, HO Split, Phone/Fax:+385 58/651-560, Phone: +385 58/304-565
Ljiljana Kordic, M.D., FO Posusje, Phone:+387 88/680-863**Activities: Community Development/Social Services:**

Self financing "sock project", seed planting project, handicraft groups, and radio programmes; art exhibition, organizing community social events; art lessons, language classes, literature, health care; regular programmes on local radio by women and local doctors and priests;

Needs: expanding activities to reach more of target groups and other agencies to meet needs of males, adolescents and other target groups**Psychologically oriented group-work:**

Trauma survivor groups for women, peer groups meetings on special topics

Psychological services:

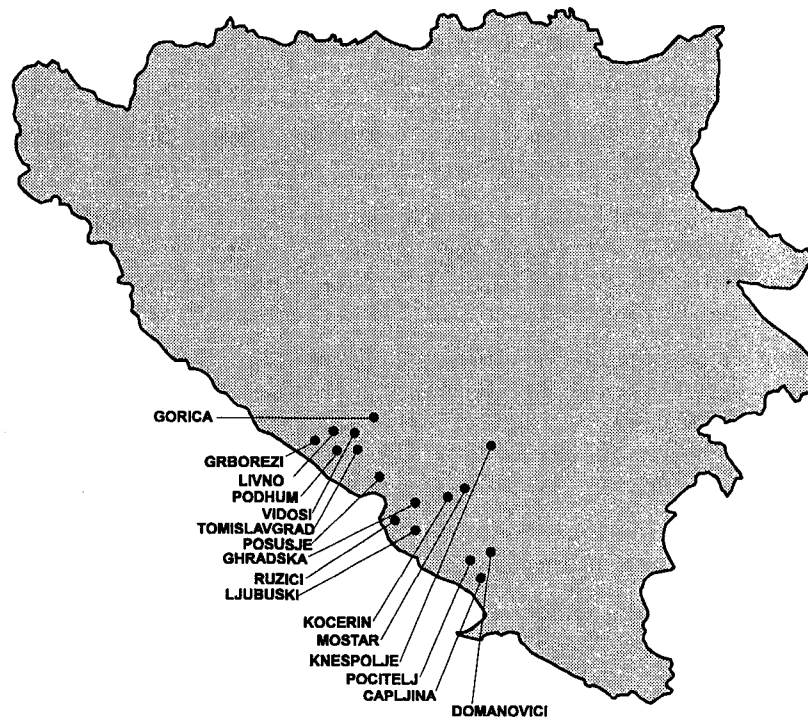
Regular "on the job" supervision and regular training days for all staff; informal identification of acute needs wherever possible and/or individual assistance in crises; group counselling with opportunities for individual sessions

Psychiatric services:*Needs:* good psychiatric services in the whole area**Training programme:**

For professional care-givers: mental health, treatment of war-trauma, PTSD, group work skills

Beneficiaries: Displaced and refugee war-traumatized women **App.** 10000**Staff Members:** Local 28, International 0**Main goals of project:** To help alleviate the physical and psychological hardship and distress of the displaced, traumatized, sexually abused and vulnerable women of Bosnia by assisting with the development of a community based network of women's support groups and facilitating access to appropriate care where necessary.

Geographic distribution:



Title: An Emergency Programme of Assistance for Displaced Women in Bosnia Through Self Help Groups and Field Service Teams - BIHAC FIELD TEAM

Source of funding: ECHO, UNHCR, ODA (government of UK)

Project period: August 1993 - Unknown

Area of field work: B&H Area (Bihac Pocket: V. Kladusa, Cazin, Slatina, Stijena, Jezerski, Buzim, Var, Rijeka, Cava, Bihac-Ozimice, Luke)

Contact: Pauline McKeown, Antje Streit, HO Split, Phone/Fax:+385 58/651-560, Phone: +385 58/304-565
Nerja Terzic, FO Zagreb (for Bihac), Phone/Fax:+385 41/324-082
Senada Batnjevic, FO Cazin (Bihac), Mobitel: 099-471-149

Activities: Community Development/Social Services:

Gardens, news letters, knitting, handicrafts; art classes, music lessons, literature, poetry, sports, entertainments, dance, theatre; type-writing; French, English, German lessons, sewing, hairdressing, massage, child-care, health; kindergartens, children's programmes

Needs: more materials and better supply routes as well as community development for other target groups

Psychologically oriented group-work:

Self-help groups for war-traumatized women and teenagers from refugee and local population

Needs: more psychologically oriented group work targeting specific problems, and therefore more qualified staff

Psychological services:

Peer support and supervision of staff; assessment criteria still under discussion; counselling; always individual counselling for rape victims, bereaved mothers and wives

Needs: better and more comprehensive services, in particular financial and material support for local services

Training programme:

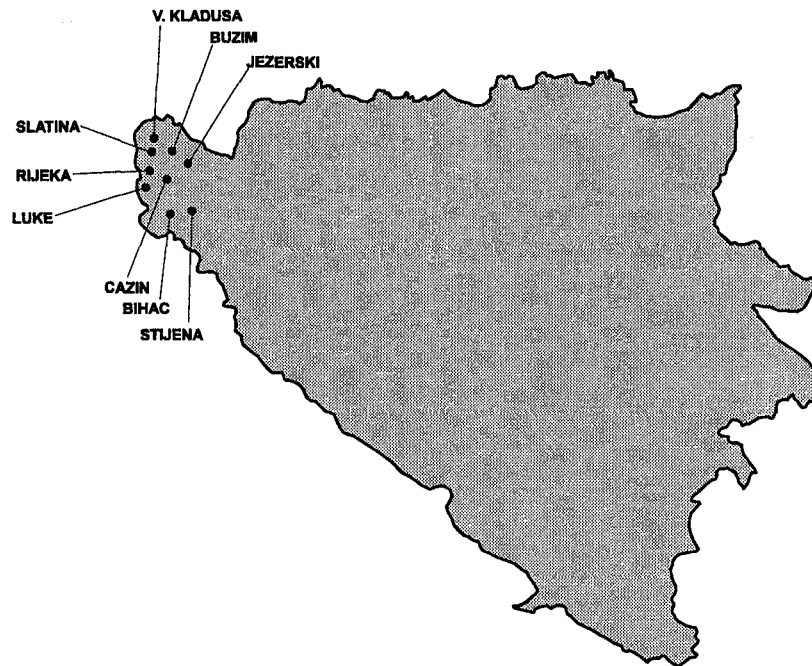
For future trainers: new developments in group work, development of professional peer groups; for non professionals: group dynamics, how to lead a group, PTSD, basic psycho-drama, listening skills

Beneficiaries: Displaced, refugee and local war-traumatized children, youth, women and elderly **App.** 15000

Staff Members: Local 27, International 0

Main goals of project: To help alleviate the physical and psychological hardship and distress of the displaced, traumatized, sexually abused and vulnerable women of Bosnia by assisting with the development of a community based network of women's support groups and facilitating access to appropriate care where necessary.

Geographic distribution:



Title: An Emergency Programme for Displaced Women of Bosnia Through Self Help Groups and Field Service Teams - SOUTH DALMATIA FIELD TEAM**Source of funding:** ECHO, ODA (government of UK)**Project period:** May 1993 - unknown**Area of field work:** Dubrovnik Area (Gradac, Podaca, Orebic, Perna, Korcula, Vela Luka)**Contact:** Pauline McKeown, Antje Streit, HO Split, Phone/Fax:+385 58/651-560,
Phone: +385 58/304-565
Edita Pejovic, FO Orebic, Phone/Fax:+385 0/713-683**Activities: Community Development/Social Services:**

Knitting and selling of knitted goods, printing of newsletter; drop-in centers providing coffee, sewing machines, TV and magazines, parties, information and assess to other agencies such as UNHCR; selling of knitted goods; English classes, talks on women's health issues

Needs: more income generating activities**Education:**

Broadcast of educational radio programme on Dubrovnik radio

Psychologically oriented group-work:

Trauma survivor groups for women, self-help groups

Psychological services:

Supervision of staff by psychiatrist, professional peer group supervision; informal identification of acute need and where ever possible referral and individual assistance in crises; group and individual counselling

Needs: more local psychologists and individual counselling**Psychiatric services:**

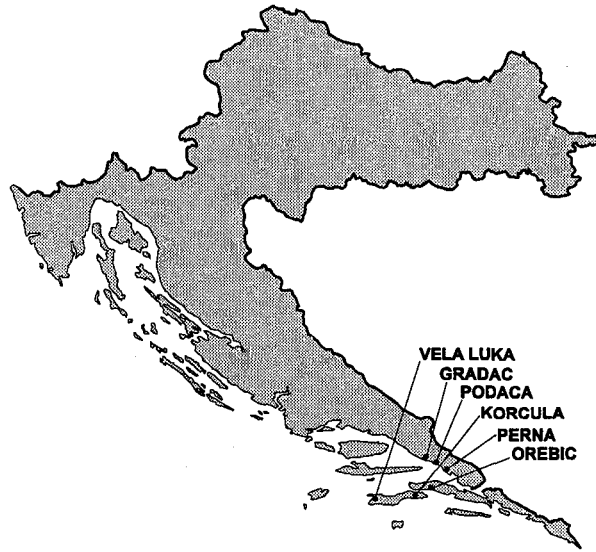
Supervision of staff by local psychiatrist

Needs: for staff**Training programme:**

For community workers: PTSD (basic), group work, listening skills, initiating self-help groups

Needs: more training in PTSD, group work, crisis intervention**Beneficiaries:** Displaced, refugee and local war-traumatized women; psychiatric patients/mentally handicapped **App.** 3500**Staff Members:** Local 16, International 0**Main goals of project:** To help alleviate the physical and psychological hardship and distress of the displaced, traumatized, sexually abused and vulnerable women of Bosnia by assisting with the development of a community based network of women's support groups and facilitating access to appropriate care where necessary.

Geographic distribution:



Title: Project for Adolescents in Sarajevo**Source of funding:** ECHO**Implementing partner:** In collaboration with a local "pilot committee"**Project period:** October 1994 - unknown**Area of field work:** B&H Area (Sarajevo)**Contact:** Gerard Bouteiller, FO Zagreb, Phone:+385 41/522-655, Fax:+385 41/520-890
Marie-Helene Guermeur M.D., FO Sarajevo, Phone:+387 71/483-170,
+387 71/483-171**Activities: Community Development/Social Services:**
Sewing; art, music, sports**Education:**

Help with school-work; teaching of foreign languages

Psychologically oriented group-work:

Workshops under leadership of a therapist

Psychological services:

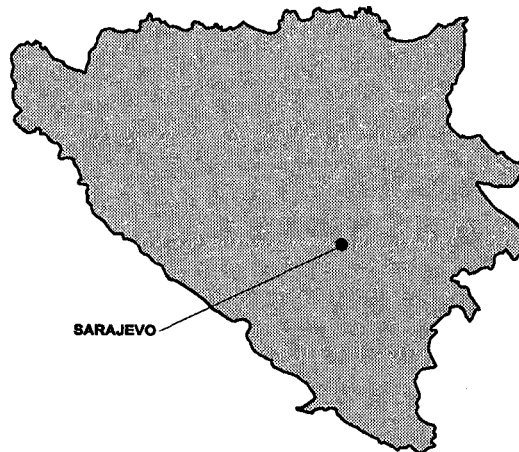
Assessments; individual, group and family counselling; psychotherapy for youth

Psychiatric services:

Supervision; individual, family and group counselling for youth; accompanying young people who need special psychiatric treatment

Training programme:

For students of psychology: practice under supervision

Beneficiaries: War-traumatized (physically and psychologically) youth**Staff Members:** Local 7, International 1**Main goals of project:** To offer the services of a day center where young people (12-22) with problems (except hard drug-addicts and psychosis) can come; to establish workshops according to the needs of the adolescents; to support them in the school and with family problems; to give psychological and psychiatric care; in special cases to accompany the young person to the Psychiatric Clinic.**Geographic distribution:**

Title: Pilot Project for a Network of Psychosocial Therapy Centres for Families

Project period: November 1993 - unknown

Area of field work: Split Area (Omis, Baska Voda)

Contact: Eveline Chavalier, FO Split, Phone: +385 58/651-339,
Phone/Fax: +385 58/651-959

Activities: Education:

Organizing kindergartens as "entry-doors" to the families

Psychologically oriented group-work:

Teenage self-help groups (clubs), also as "entry-doors to the families

Psychological services:

Professional support for local and expatriate staff, family therapy

Psychiatric services:

Supervision of local staff by professionals; general psychiatric treatment is provided in collaboration with local psychiatrists (from hospital departments or clinics)

Training programme:

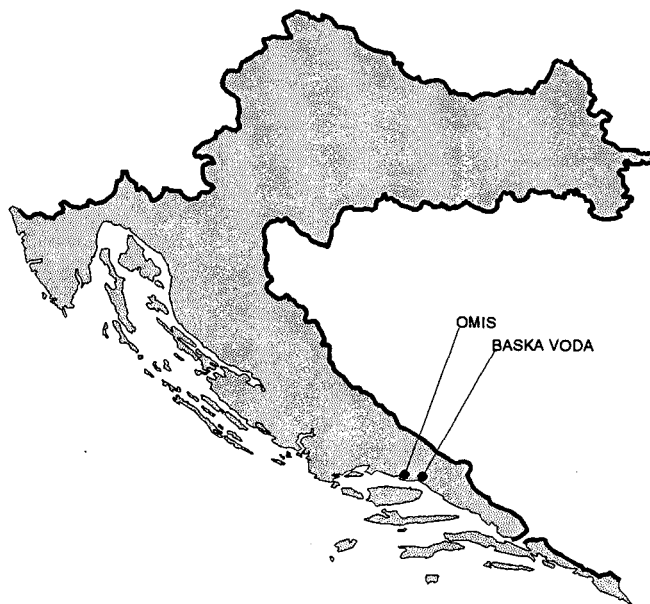
For professionals: regularly training in family therapy and PTSD (also open to other interested professionals)

Beneficiaries: Displaced refugees and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped

Staff Members: Local 18, International 2

Main goals of project: To help people find their own resources and encourage them to use them; to help families adapt to their new life situation, and to avoid "pathogenic" dynamics such as parentification of children or destructive closed circles; to

Geographic distribution: allow verbalization of feelings such as guilt and sorrow.



Title: Mental Health Programme**Implementing partners:** Republic Institute of Public Health in Sarajevo, Corridor**Project period:** July 1994 - July 1995**Area of field work:** B&H Area (Sarajevo)**Contact:** Leanne Lynch, FO Zagreb, Phone:+385 41/ 412-813, Fax:+385 41/414-281**Activities: Psychological services:**

Supervision of staff working in counselling centers; individual, group and family counselling for adolescents, women, men and elderly

Needs: more mental health care assistance**Training programme:**

For professionals: counselling, supervision and monitoring/evaluation of activities in the counselling centers

Beneficiaries: Displaced, refugee and local war-traumatized youth, women, men and elderly**Main goals of project:** To assist people from Sarajevo in coping with the effects of the war situation on mental health in order to prevent the development of psychopathology and strengthen their capacities for rebuilding their personal lives and society. The programme will support and initiate therapeutic and preventive activities in the field of stress-related disorders by starting up a number of counselling centers; by training counsellors in the identification, therapy and prevention of stress-related disorders; by training people who will train and supervise counsellors and who will monitor/evaluate the counselling activities.**Geographic distribution:**

Title: **Psychosocial Support to Refugee and Displaced Pre-School and School Age Children**

Source of funding: Donations, seeking funding

Project period: December 1993 - unknown

Area of field work: Zagreb Area (Zagreb)
Split Area (Split)
B&H Area (Medjugorje)

Contact: Helena Nakic-Alfirevic, M.D. HO Zagreb, Phone: +358 41/271-507,
Fax: +358 41/275-336

Activities: **Community Development/Social Services:**

Toy making, sports, excursions, occupational therapy; kindergarten, drawing, talking in groups, writing stories, foreign language courses

Needs: more space, staff and financial support

Psychologically oriented group-work:

Trauma-survivor groups for juvenile delinquents and unaccompanied minors

Psychological services:

Supervision of work groups by psychologist; weekly and monthly meetings with collaborators; psychological work with the children, individual and group counselling and psychotherapy

Needs: space and staff

Psychiatric services:

Supervision of staff by psychiatrists; general psychiatric treatment for children with psychosis due to war-trauma

Needs: facilities, staff

Training programme:

For professional care givers: crisis interventions, PTSD, treatment of war-trauma; for teachers: counselling workshops

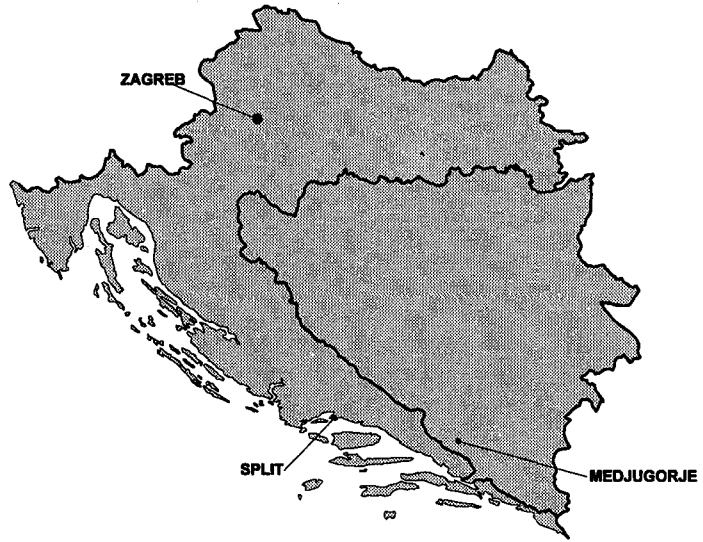
Needs: more training

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) children and youth; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 150**

Staff Members: Local 15, International 2

Main goals of project: To provide displaced and refugee children with psychological support to help them cope with their grief; to help them reintegrate in the social and cultural environment; to develop new models of psycho-social help to refugee and displaced children, especially for the most endangered groups of children, in the context of the already existing system of health and social care.

Geographic distribution: See map on next page.



Title: Providing Psycho-Social Support for Refugees and Displaced Accommodated by a Host Family**Source of funding:** Seeking funding**Implementing partner(s):** Local government institutions; Health Insurance Fund, medical institutions, humanitarian organizations**Project period:** September 1994 - unknown**Area of field work:** Zagreb Area (Zagreb, Zabok, Sisak)
Slavonia Area (Nova Gradiska)
Split Area (Zadar, Sibenik)**Contact:** Petra Brecic, M.D., HO Zagreb, Phone: +358 41/271-507, Fax: +358 41/275-336**Activities: Community Development/Social Services:**

Excursions for children; basic printing, math, drawing for preschoolers

Needs: staff and another car**Psychologically oriented group-work:**

Trauma-survivor groups for rape victims

Psychological services:

Weekly supervision of staff by psychiatrist; psychological tests; individual, group and family counselling; psychotherapy for children, youth, adults, older people and rape victims

Psychiatric services:

Weekly supervision of staff by psychiatrist; assessments; general psychiatric treatment for patients with psychoses due to war-trauma; individual counselling and psychotherapy for ex-detainees and rape victims

Needs: facilities and staff**Training programme:**

For professional care-givers: weekly seminars

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped**Staff Members:** Local 20, International 2**Main goals of project:** To provide accommodation in host families and psycho-social support to displaced people and refugees; to provide additional psychiatric and psychological treatment to people in medical institutions; to provide high level medical assistance to refugees and displaced.**Geographic distribution:** See map on next page.



Title: Mental Health Programme in Herzegovina**Source of funding:** ECHO, own sources**Project period:** February 1994 - unknown**Area of field work:** B&H Area (Mostar E/W, Jablanica)**Contact:** Ricardo Sole, MDM-Mostar, Phone/Fax:+387 88/314-912**Activities: Psychologically oriented group-work:**

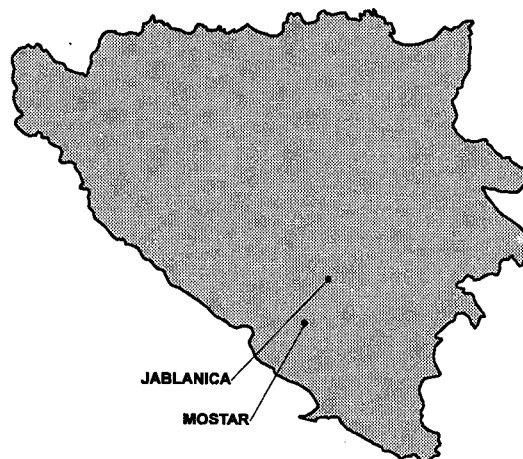
Self-help groups for youth, adults, older people, ex-detainees, women and patients referred by GPs

Needs: more activities for children, raped women soldiers**Psychiatric services:**

Supervision of GPs and staff working with refugees; assessments; general psychiatric treatment; counselling service for adults, older people, ex-detainees and women; intensive psychotherapy for ex-detainees

Needs: medicine, supervision, facilities, staff; an overall plan for the reconstruction of the mental health system**Training programme:**

For professional care givers and MDM-collaborators in psycho-social programmes: crisis intervention, mental health, treatment of war-trauma

Needs: more training in group dynamics, institutional dynamics**Beneficiaries:** Displaced, refugee and local war-traumatized children, youth, women, men and elderly; psychiatric patients/mentally handicapped **App.** 1000**Staff Members:** Local 2, International 3**Main goals of project:** To reconstruct a local network for mental health assistance; to support the existing local network; to offer psycho-social assistance to patients with especially difficult problems; to deliver psycho-tropic medicine.**Geographic distribution:**

Movimiento por la Paz, el Desarme y la Libertad - Spain (MPDL)

International NGO

Title: Attention to Children without Parents

Project period: April 1994 - unknown

Area of field work: B&H Area (Mostar East)

Contact: Patxi Gastaminza, FO Medjugorje, Phone/Fax:+387 88/650-057
Mirjam Oteiza, FO Mostar East, Salik Center

Activities: Community Development/Social Services:
Sports, excursions, library, games, cinema; kindergartens; rehabilitation of collective halls

Education:
School support; health-educational programmes

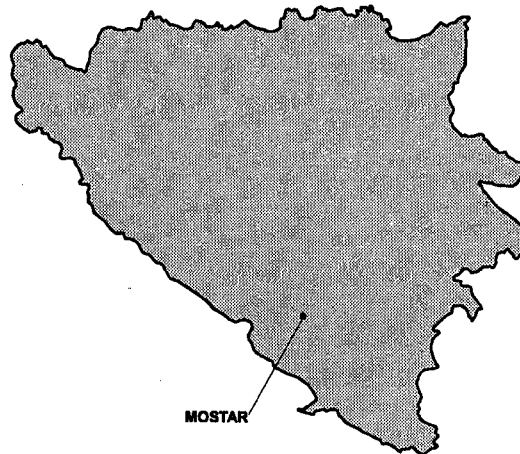
Psychologically oriented group-work:
Self-help groups for women and children

Beneficiaries: Displaced children and youth **App.** 46

Staff Members: Local 3, International 3

Main goals of project: To provide humanitarian support with complementary food; to provide social and psychological support; to provide a prefabricated house and establish a "Children and Youth Center".

Geographic distribution:



72B

Movimiento por la Paz, el Desarme y la Libertad - Spain (MPDL)

International NGO

Title: Social Activities for Refugees and Displaced in Collective Centers

Source of funding: ECHO, UNHCR

Project period: November 1993 - unknown

Area of field work: B&H Area (Bileca, Trebinje)

Contact: Maria Jesus-Quintin, FO Trebinje,

Activities: **Community Development/Social Services:**

Recreational activities

Needs: more activities

Education:

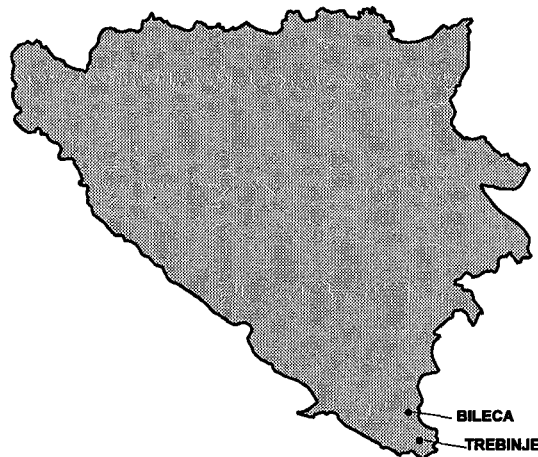
Assistance with primary and secondary school subjects

Beneficiaries: Refugee and displaced children, women and men **App. 600**

Staff Members: Local 16, International 15

Main goals of project: To provide humanitarian support with complementary food; to give social support.

Geographic distribution:



Title: Attention to Refugees and Displaced in Collective Centers, and to Children in Local School

Source of funding: ECHO, Spanish government

Project period: January 1994 - unknown

Area of field work: B&H Area (Domanovici (Capljina))

Contact: Patxi Gastaminza, FO Medjugorje, Phone/Fax:+387 88/650-057
Jose Antonio Ortiz, FO Medjugorje, Phone/Fax:+387 88/650-057

Activities: **Community Development/Social Services:**

Recreational activities, sports, excursions, games for children

Education:

Assistance with primary and secondary school subjects

Psychologically oriented group-work:

Self-help groups for women in collaboration with Marie Stopes International

Psychological services:

Counselling in collaboration with Marie Stopes International

Training programme:

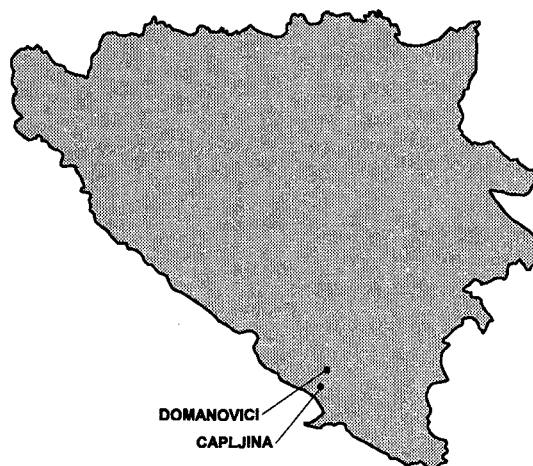
For teachers: sports training; for others: dental health

Beneficiaries: Displaced children, women, men and elderly **App.** 165

Staff Members: Local 2, International 12

Main goals of project: To provide humanitarian support with basic needs (food, shelter, etc.); to give social support.

Geographic distribution:



Muslim Charitable Society "Merhamet - Red Crescent"

National NGO

Title: Family Program

Source of funding: UNHCR

Project period: May 1993 - December 1994

Area of field work: Zagreb Area (Zagreb and surroundings)

Contact: Meliha Aganovic, HO Zagreb, Phone/Fax:+385 41/316-215,
Phone:+385 41/324-243
Haseba Ferizovic, HO Zagreb, Phone/Fax:+385 41/316-215

Activities: **Community Development/Social Services:**

Carpet weaving; kindergarten for 30 children; workshops for preservation of traditional values (music, dance, handicrafts)

Needs: income generating programs; programs for elderly; sports activities

Education:

Needs: foreign languages and computer courses for teenagers

Psychological services:

Regular supervision of volunteers; referrals of pathological cases to relevant institutions

Needs: medicine, facilities

Training programme:

Needs: training in war-trauma psychology

Beneficiaries: Refugee children, youth, women, men and elderly; physically handicapped/disabled

Staff Members: Local 20, International 0

Main goals of project: To visit people in their homes and deliver parcels for children, pregnant women and handicapped persons; to assist in solving various kinds of daily problems.

Geographic distribution:



Title: Women's Skills Training Center**Source of funding:** Muwafaq Foundation**Project period:** April 1994 - unknown**Area of field work:** Zagreb Area (Zagreb)
B&H Area (Zenica, Sarajevo)**Contact:** Chafiq Ayadi, HO Zagreb, Phone:+385 41/518-512, Fax:+385 41/518-411
Helena Vucicic, HO Zagreb, Phone:+385 41/248-999,
Zin Ahmed Khir, FO Zenica, Phone:+387 72/21-973, Phone:+387 72/21-855**Activities: Community Development/Social Services:**

Knitting and sewing workshops; creative activities; sewing courses; lessons in basic health (first aid) and housekeeping; language courses

Needs: clothing and financial support**Education:**

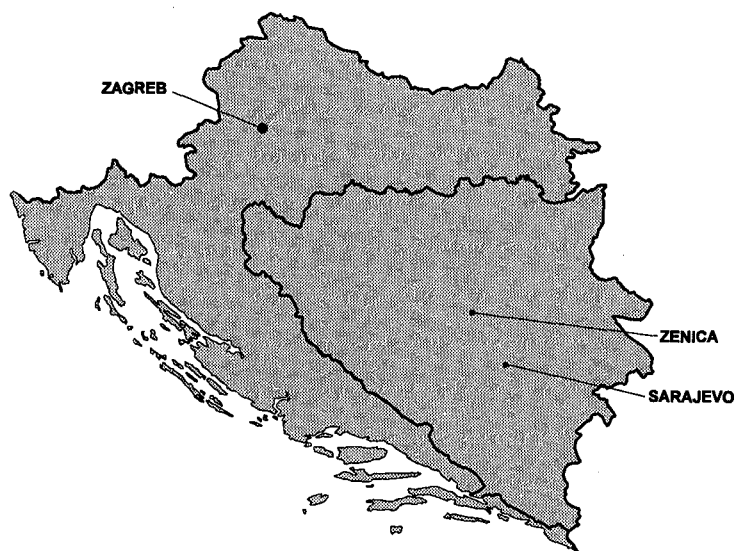
Financial and other kinds of support to 5 primary schools in Sarajevo (3500 pupils)

Psychologically oriented group-work:

Self-help groups for women

Needs: financial support**Training programme:**

For teachers: foreign languages and computer courses, project managing

Beneficiaries: Displaced, refugee and local war-traumatized children, youth, women and elderly **App.** 3580**Staff Members:** Local 0, International 6**Main goals of project:** To encourage children to continue their education and teachers to start working again in besieged Sarajevo; to improve the psychological condition of children and teachers in Sarajevo.**Geographic distribution:**

Title: **Creation of 10 Homes for 100 Children in Croatia**

Source of funding: ECHO, Navarra's government, private donators from Spain

Project period: June 1993 - unknown

Area of field work: Zagreb Area(Zagreb, Samobor, Varazdin, Cakovec)
Split Area (Split)

Contact: Alexandar Racz, M.D., FO Zagreb, Phone:+385 41/454-047,
Fax: +385 41/454-046, Mobitel line: 099 424329, Phone:+385 41/222-378 (home)

Activities: **Community Development/Social Services:**

Toy making; music, sports

Needs: organized excursions, climbing clubs, cultural excursions, religious guidance

Education:

Abandoned children are included into regular primary and secondary schools, and they attend locally organized extra-curricular activities like art, music, language schools

Needs: professional help for children with school problems and a special curriculum for children with great troubles due to their abandonment

Psychologically oriented group-work:

Self-help groups for children who are abandoned or victims of war

Needs: self-help groups for juvenile delinquents, trauma-survivor children and long term projects to support children's development

Psychological services:

Supervision in cooperation with local Center for Social Work; psychological, emotional and psychological support in "family groups"

Needs: counselling and psychotherapy for children victims of family torture; professional psychological support for orphans and supervisors

Training programme:

For professional care-givers: basic knowledge of sociology, psychology and social work; for supervisors: educational seminars and on-going training

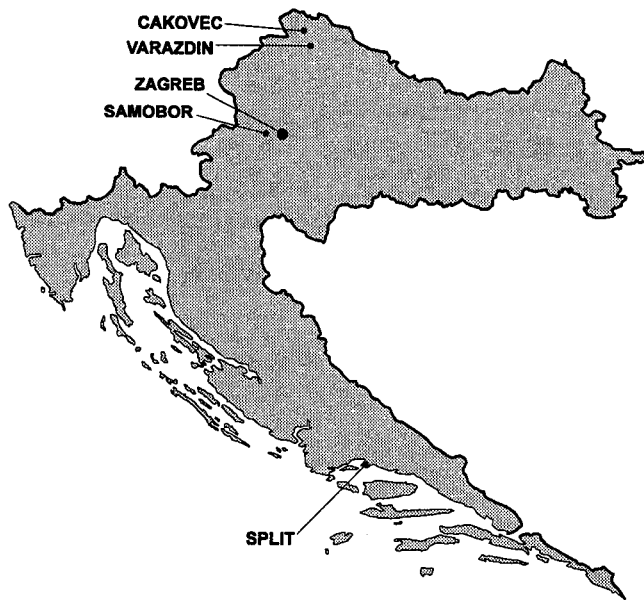
Needs: more training in trauma recognition, communication skills and stress management; professional psychological training for supervisors

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 96**

Staff Members: Local 25, International 1

Main goals of project: To establish family-houses for children from 4 to 14 years who are abandoned or are victims of war; to support their physical and psychological development and to give them a place where they can live as normal children with a "family".

Geographic distribution: See map on next page.



Title: Help for Women Victims of War Violence**Source of funding:** Norwegian People's Aid**Project period:** November 1993 - unknown**Area of field work:** Zagreb Area (Zagreb)**Contact:** Mirjana Cupic, HO Zagreb, Phone: +385 41/614-747
Ivana Radic, HO Zagreb, Phone: +385 41/614-747**Activities: Community Development/Social Services:**

Weaving, sewing and photo workshops, trips to mountains and sea; visits to cinemas, theatres, Zoo, swimming-pool; language courses (English, German), photo courses, sewing courses.

Psychologically oriented group-work:

Workshops become self-help groups

Psychiatric services:

Individual assessment and counselling for women by trained psychiatrist who also supervises the group of volunteers

Training programme:

For volunteers: occasional training sessions

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) women and their children**Staff Members:** Local 16, International 0**Main goals of project:** Volunteers visit women in refugee camps and private accommodation. The priority is to establish mutual confidence and contact with women victims of war violence, female prisoners of war and raped and tortured women. Various activities such as workshops are organized. Also specialist medical assistance (gynecologist, dentist) is offered as well as meetings with a legal advisor. The main goals are to establish and develop self-confidence so that women are able to take control of their own lives by satisfying "non-standard" needs.**Geographic distribution:**

Title: Nona - Women's Resource and Community Center

Source of funding: USAID

Implementing partner(s): Balkan Women's Empowerment, Biser, Kareta, B&H Woman, SOS Telephone, Chain of Love, Tresnjevka-Women's Group

Project period: December 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Natasa Jovicic, HO Zagreb, Phone: +385 41/419-262, Fax: +385 41/417-764,

Activities: **Community Development/Social Services:**

Newsletters; exhibition of women artists, panel discussions with women about media and art; finding educational opportunities for women to study abroad; to make library and archives for research study

Psychologically oriented group-work:

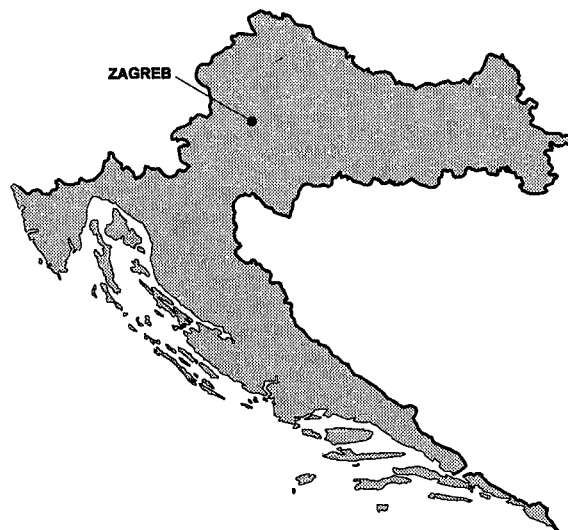
Special programmes for refugee and displaced women where they can speak about and share their experiences

Beneficiaries: Displaced, refugee and local children and women **App.** 1000

Staff Members: Local 5, International 0

Main goals of project: To help women regain their creativity with special attention to displaced and refugee women; to hold regular social gatherings for discussion and to prepare public programmes. Special focus is on women in the public and social spheres with art exhibits, films, literary evenings, and discussions. The Center is also preparing a newsletter for the women of NONA which will include information on the Center's work and collection of information on women's experience.

Geographic distribution:



Title: Women and Child Center**Source of funding:** UNHCR, fund-raising campaign in Norway**Project period:** January 1994 - unknown**Area of field work:** B&H Area (Tuzla)**Contact:** Ragnhild Dybdahl, FO Tuzla, Satphone:+871 81 13 153 47,
Satfax:+871 81 13 153 51, Fax:+387 75/821-132**Activities: Psychologically oriented group-work:**
Short term group therapy with one therapist in each group.*Needs:* more activities**Psychological services:**

Weekly supervision; assessment scales are being developed and implemented; individual and group counselling for children and youth; individual therapy is offered by a psychiatrist for adults, and by a psychologist for children

Needs: more assistance**Psychiatric services:**

Weekly supervision of the 16 therapists/non-professionals; counselling

Training programme:

For professional care-givers: training programme in cooperation with UNICEF

Needs: more training in most fields, especially in therapeutical techniques and general PTSD for adults and children**Beneficiaries:** Displaced, refugee and local war-traumatized children, youth and women
App. 700**Staff Members:** Local 20, International 1**Main goals of project:** To give psychological assistance to traumatized women. The purpose is to increase the women's ability to take control of their own lives as well as their ability to take care of their children. The psychological assistance emphasizes both working with the trauma and building-up of coping strategies for daily life. The assistance is provided by local professionals mainly through group-therapy.**Geographic distribution:**

Title: **Psycho-Social Center for Displaced Women and Their Families**

Source of funding: UNHCR, fund-raising campaign in Norway

Project period: September 1993 - unknown

Area of field work: B&H Area (Zenica)

Contact: Liv Bremer, HO Oslo, Phone:+47 22037700, Fax:+47 22200877
Vukica Kurspahic, FO Sarajevo, Phone: +387 71/648-828

Activities: Community Development/Social Services:

Knitting, sewing, embroidery; income generating activities: selling of handicrafts in Zenica and Oslo, baby clothes project (sewed and sold), pajamas for hospitals (sewed and sold); cultural and recreational activities; folk dances, rhythmic-dance, drama, drawing, hair styling, cultural performances; kindergarten

Needs: more centers like this; women have to "share time" at the center

Education:

Children are offered schooling

Psychologically oriented group-work:

Groups led by a psychologist and a social worker

Needs: more activities

Psychological services:

Supervision by Norwegian psychiatrist; individual counselling

Needs: more staff and more space

Training programme:

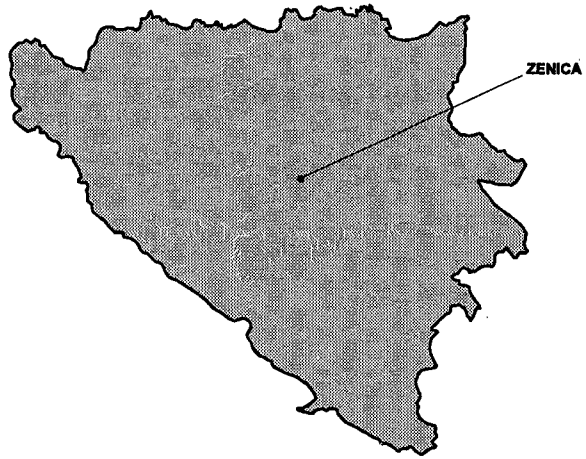
For professional care-givers: training programme in cooperation with Medica and UNICEF

Beneficiaries: Displaced and local war-traumatized children, youth and women

Staff Members: Local 16, International 1

Main goals of project: To improve psycho-social functioning of displaced women; to identify victims of severe trauma who are in need of psychological interventions on an individual and family level, and to offer them help through: activity groups for women based on the principle of help to self-help; activities and care for children, both pre-school and school children; therapeutical work with individuals and groups; therapeutical work with families; recreational activities.

Geographic distribution:



Title: **Social Aid Programme for Refugees, Temporarily Housed in the Republic of Slovenia**

Source of funding: ECHO

Project period: August 1994 - unknown

Contact: Claudio Gerin, FO Ljubljana, Phone/Fax: +386 61/131-5039
Ruggero Tozzo, HO Milano, Phone: +39 2 66980809, Fax: +39 2 66987007

Area of field work: Slovenia (Ljubljana, Postojna, Velike Bloke, Vic, Ribnica)

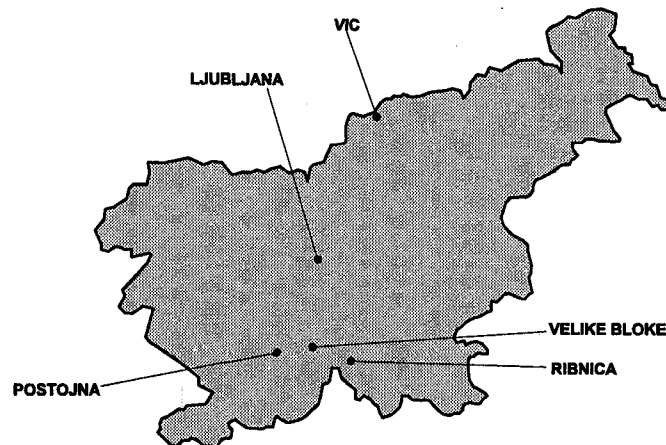
Activities: **Training programme:**
For young refugees: Intensive vocational education

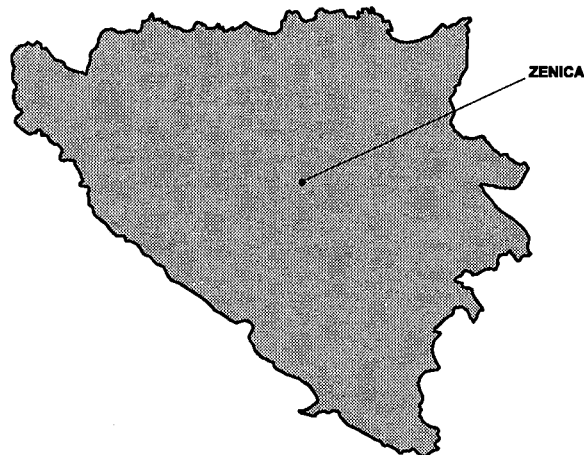
Beneficiaries: refugee youth **App.** 150

Staff Members: Local 3, International 1

Main goals of project: To occupy vulnerable refugee youth and offer them a possibility for getting a job in their own country or in Slovenia.

Geographic distribution:



Title: Protection of Child Mental Health**Project period:** April 1993 - unknown**Area of field work:** B&H Area (Zenica)**Contact:** Nenad Gunjevic, HO Zenica, Phone:+387 72/412-246**Activities: Community Development/Social Services:**
Knitting, toy making, cooking, printing newsletters**Education:**
Occupational activities; teaching new skills**Psychologically oriented group-work:**
SOS-hot line telephone service for children in crisis**Psychological services:**
Individual counselling**Training programme:**
For staff: seminars organized by NGOs**Beneficiaries:** Displaced and local war-traumatized children and youth**Staff Members:** Local 40, International 0**Main goals of project:** To expand occupational therapy and establish a support center for referral of children and families in need of individual counselling.**Geographic distribution:**

Title: Centers for Occupational Therapy and Educational Initiatives in Central B&H

Source of funding: ECHO, UNHCR

Project period: April 1994 - December 1994

Area of field work: B&H Area (Tuzla and surroundings)

Contact: Andy Chadwick, FO Tuzla, Satphone:010 871 175 4477,
Satfax:010 871 175 4501, Phone:+387 75/215-876 office

Activities: Community Development/Social Services:

Workshops for carpet making, handicrafts, knitting, sewing and toy making; selling of the products; recreational activities: sports, games, music, live performances and videos, shoe reparation

Psychologically oriented group-work:

Support groups

Psychological services

Counselling

Training programme:

For social workers: basic knowledge about counselling and therapeutic care for trauma victims and other vulnerable groups

Beneficiaries: Displaced, refugee and local war-traumatized (psychically and psychologically) youth, women and elderly; physically handicapped/disabled **App. 3250**

Staff Members: Local 1, International 12

Main goals of project: To provide a series of occupational and educational initiatives designed to influence the quality of care and support to vulnerable groups. A series of non-residential workshops will be established throughout Tuzla and some of its surrounding villages. They will provide various educational and occupational activities with the following objectives: to provide suitable training for non-professionals; to increase the awareness among the local population about social problems; to create an environment whereby victims of war trauma can achieve a sense of purpose and better respond to counselling and therapy initiatives; to provide training and a sense of purpose to displaced people in collective centers by promoting the development of skills which can provide future employment.

Geographic distribution:



Title: Psycho-Social Assistance**Source of funding:** Municipality**Implementing partner(s):** In collaboration with Neuropsychiatric Department, Zenica Hospital**Area of field work:** B&H Area (Zenica and surroundings)**Contact:** Aisa Hadzihalilovic, HO Zenica, Phone:+387 72/22-454**Activities: Community Development/Social Services:**
Public awareness of war trauma through media**Education:**

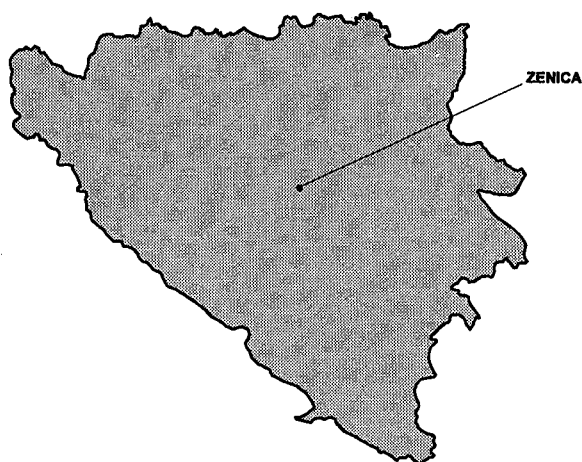
Vocational training for special students; education of parents in general parenting

Psychological services:

Assessments, psychological testing, personality testing, diagnosis and counselling

Psychiatric services:

Referral to Neuropsychiatric Department

Beneficiaries: Displaced and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled**Staff Members:** Local 6, International 0**Main goals of project:** To support the primary health center in Zenica.**Geographic distribution:**

Primary Schools of Zenica

Bosnian government

Title: **Psycho-Social Assistance to Children in Primary Schools**

Source of funding: Municipal government

Area of field work: B&H Area (Zenica)

Contact: Gazija Merludin, HO Zenica, Phone:+387 72/38-976

Activities: **Community Development/Social Services:**

Extra-curricular education: art, music, media

Education:

Primary school education

Needs: more professionals, particularly teachers, trained in psychological issues

Psychological services:

Individual and group counselling by pedagogue

Training programme:

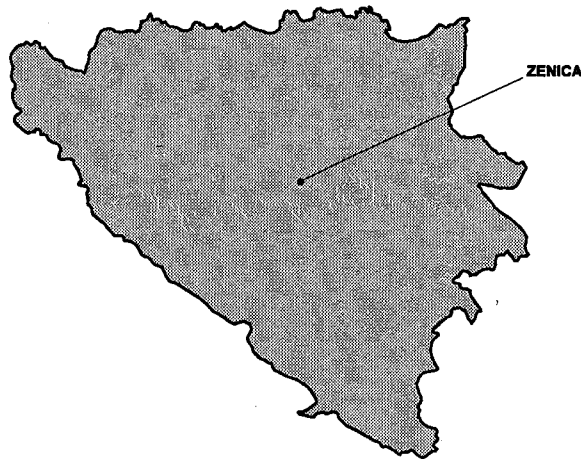
For teachers: seminars and self-training among colleagues on different topics

Beneficiaries: Displaced and local children

Staff Members: Local 586, International 0

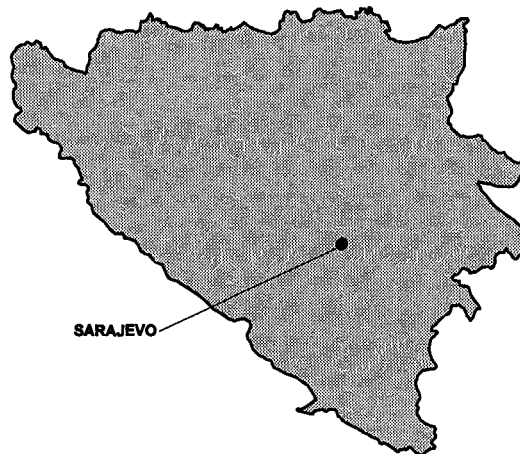
Main goals of project: To act as a support center for referral of troubled children.

Geographic distribution:



Title: Health Education Radio Programme**Source of funding:** UNICEF, Soros Foundation**Project period:** April 1994 - unknown**Area of field work:** B&H Area (Sarajevo)**Contact:** Matthew Newton, UNHCR Sarajevo, Satphone: 99 871 175-4444,
Satfax: 99 871 175-4445**Activities: Community Development/Social Services:**

Health education through radio programmes

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled**Staff Members:** Local 7, International 1**Main goals of project:** To offer education of the population in health issues (alcoholism, drug addiction, AIDS, safe sex and contraception, and techniques of stress management and meditation) in order to increase awareness and self-help. The radio services in Sarajevo are a very important medium for imparting information. Due to the shortages of electricity, people now listen to the radio rather than watch TV. Therefore radio programmes on the issues of health are accessible to a large section of the population for low financial input.**Geographic distribution:**

Red Cross of the Republic of B&H - Representation in the Republic of Croatia

National NGO

Title: Care for Asthma Children from B&H Presently Residing in Croatia

Source of funding: Seeking funding

Implementing partner(s): Klaićeva Children Hospital in Zagreb

Project period: May 1994 - unknown

Area of field work: Zagreb Area (Zagreb)
Rijeka Area (Rijeka)
Split Area (Split)

Contact: Ivanka Bukovac, M.D., Ph.D. FO Zagreb, Phone/Fax: +385 41/442-984,
Private phone: +385 41/428-573

Activities: Community Development/Social Services:

Swimming, walking, gymnastics, breathing exercises; health education for parents of asthmatic children

Psychologically oriented group-work:

Self-help groups for refugee parents of asthmatic children; group work for children using creative media to help them express themselves

Psychological services:

Individual, group counselling and psychotherapy for children, parents and families

Psychiatric services:

Counselling and psychotherapy for parents

Beneficiaries: Refugee war-traumatized (physically and psychologically) asthmatic children and youth, **App.** 300

Staff Members: Local 6, International 0

Main goals of project: Due to bad climate, cold and harsh winters and numerous industrial centers in Bosnia, many Bosnian children are diagnosed as having asthma. Since Bosnian children have limited rights regarding health care, it is almost impossible to treat chronic asthmatic cases adequately. Life in refugee camps also has a great impact on the children's medical and psycho-social status. The objective is to treat asthmatic refugee children through an interdisciplinary approach including care for their mental health and development.

Geographic distribution:



Red Cross of the Republic of B&H - Representation in the Republic of Croatia

National NGO

Title: Assistance and Care for Blind and Other Handicapped People who are Refugees from B&H

Source of funding: Donations, seeking funding

Project period: December 1993 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Stanislav Poljakovski, FO Zagreb, Phone/Fax: +385 41/442-984

Activities: **Community Development/Social Services:**
Home visits and various services

Psychologically oriented group-work:

Group discussions; counselling sessions for blind, deaf, and other physically handicapped people by special teachers.

Needs: more space, more staff, cars for home visits

Beneficiaries: Refugee war-traumatized children, youth, women, men, elderly and physically handicapped/disabled **App.** 300

Staff Members: Local 6, International 0

Main goals of project: To help handicapped people (mostly blind) solve the problems they are facing while living as refugees: accommodation, nutrition, health care, orthopaedic tools, scholarships for their children, financial help through home visits, information and counselling.

Geographic distribution:



Title: Assistance for People Affected by Alcoholism and Addictive Substances

Source of funding: Donations, Irish government

Project period: November 1994 - December 1995

Area of field work: B&H Area (Sarajevo)

Contact: Herve de Wergifosse, HO Dublin, Phone: +353 1/283-4256,

Fax: +353 1/283-5155

Peter O' Grady, FO Sarajevo, Phone: +387 71/444-912

Activities: Community Development/Social Services:

Education on alcoholism related problems through the media and community workshops; creating community awareness of negative effects of alcohol on personal, family and economy level

Psychologically oriented group-work:

Self-help groups for recovering alcoholics and their families

Psychological services:

Supervision of staff by psychologist; individual, group and family counselling by special alcoholic counsellors; individual, group and family psychotherapy for recovering alcoholics

Psychiatric services:

Supervision of staff by psychiatrist; assessments; individual, group and family counselling for recovering alcoholics

Training programme:

For alcoholics counsellors: family therapy and management of alcoholism; for community workers and key figures: raising awareness of problems related to alcohol abuse

Beneficiaries: Displaced and local war-traumatized women and men

Staff Members: Local 13, International 1

Main goals of project: To facilitate the treatment and recovery from alcoholism and other related problems by: establishing a detoxication unit in Railovac district of Sarajevo; providing clients and families with information on addictive substances and psychological and medical assistance and support; creating a therapeutic supportive environment involving the family unit where necessary; re-training medical personnel in appropriate approaches to alcoholism treatment

Geographic distribution:



Title: Assistance Project for Special Education and Social Assistance to the Intellectually Disabled

Source of funding: Donations, Irish government

Project period: November 1994 - November 1995

Area of field work: B&H Area (Sarajevo)

Contact: Herve de Wergifosse, HO Dublin, Phone: +353 1/283-4256,

Fax: +353 1/283-5155

Peter O' Grady, FO Sarajevo, Phone: +387 71/444-912

Activities: **Training programme:**

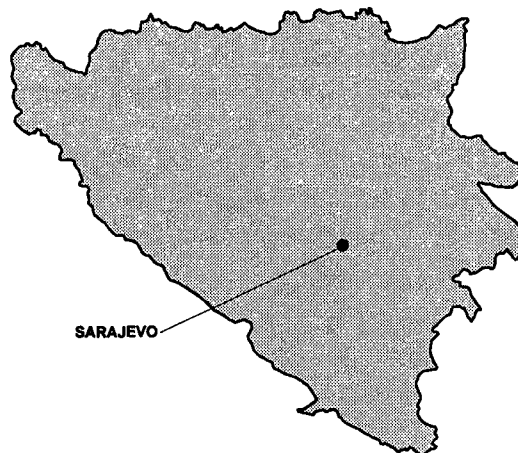
For teachers and other professionals working with intellectually disabled

Beneficiaries: Psychiatric patients/mentally handicapped **App.** 800

Staff Members: Local 1, International 1

Main goals of project: To provide re-training and re-orientation of the leadership and professional staff engaged in implementing and upgrading the educational and caring system for the intellectually disabled; to re-energize the staff who have remained at the post during the war period; to motivate and give initial orientation for the new staff who are being recruited; to upgrade the residential facilities in Medenica, the special school of Sarajevo.

Geographic distribution:



Title: Education and Social Reintegration Programme for Blind and Visually Impaired**Source of funding:** Donations, Irish government**Project period:** September 1994 - September 1995**Area of field work:** B&H Area (Sarajevo)**Contact:** Herve de Wergifosse, HO Dublin, Phone: +353 1/283-4256,
Fax: +353 1/283-5155
Peter O' Grady, FO Sarajevo, Phone: +387 71/444-912**Activities: Community Development/Social Services:**

Recreational activities: music and hobbies; training in: brail reading, use of brail machines, orientation in room and self moving, maintaining personal hygiene, proper use of stick etc; home visits to blind and visually impaired people

Education:

Substitute programme for blind children run by trained instructors

Psychologically oriented group-work:

Self-help groups for blind people facilitated by psychologist

Psychological services:

Supervision of staff by psychologists, evaluation of the programme every 6 weeks; assessment of clients before being included in the programme; individual counselling for blind people; psychotherapy in small groups

Psychiatric services:

Supervision of staff by consultant psychiatrist; general psychiatric treatment

Training programme:

For teachers and instructors: on-going orientation programme for the staff as requested by the evaluation system

Beneficiaries: Displaced and local war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 60****Staff Members:** Local 14, International 1**Main goals of project:** To assist blind and visually impaired people in four municipalities of Sarajevo (Centar, Novo Sarajevo, Stari Grad, Dobrinja) who are at risk because of the brake-down of infrastructure. To ensure their protection; to enable them to regain their self-confidence; to support them with the necessary equipment and skills.**Geographic distribution:** See map on page 197.

Title: Social Integration Project for Senior Citizens**Source of funding:** Donations, Irish government**Project period:** November 1994 - November 1995**Area of field work:** B&H Area (Sarajevo)**Contact:** Herve de Wergifosse, HO Dublin, Phone: +353 1/283-4256,
Fax: +353 1/283-5155

Peter O' Grady, FO Sarajevo, Phone: +387 71/444-912

Activities: Community Development/Social Services:

Educational activities enabling senior citizens to regain their independence and survival skills; home visits, establishing an emergency center for hygiene, diet protection and socialization

Psychologically oriented group-work:

Self-help groups for elderly in an emergency center facilitated by psychologist

Psychological services:

Supervision of staff by psychologist; assessments for immediate needs; counselling for elderly, particularly on bereavement; psychotherapy for older people

Psychiatric services:

Counselling for elderly by consultant psychiatrist

Training programme:

For the staff: orientation programme for interdisciplinary team, building up review systems every two months

Beneficiaries: Displaced and local war-traumatized (physically and psychologically) women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 1142****Staff Members:** Local 21, International 1**Main goals of project:** To develop a pilot community programme in association with the Hrasno 1 Community district health protection authorities; to assist the most deprived senior citizens with physical protection maximizing their safety; to ensure food, hygiene, health and medicines; to establish an emergency center to facilitate above.**Geographic distribution:**

87A

Regional Office for Displaced Persons and Refugees - Pula

Croatian government

Title: Psycho-Social Work with Displaced and Refugees in Private Accommodation in Pula

Source of funding: UNHCR

Project period: April 1994 - December 1994

Area of field work: Rijeka Area (Pula)

Contact: Sonja Lovrecic, ODPR-Pula, Phone:+385 52/33-844, Fax:+385 52/44-009

Activities: Psychological services:

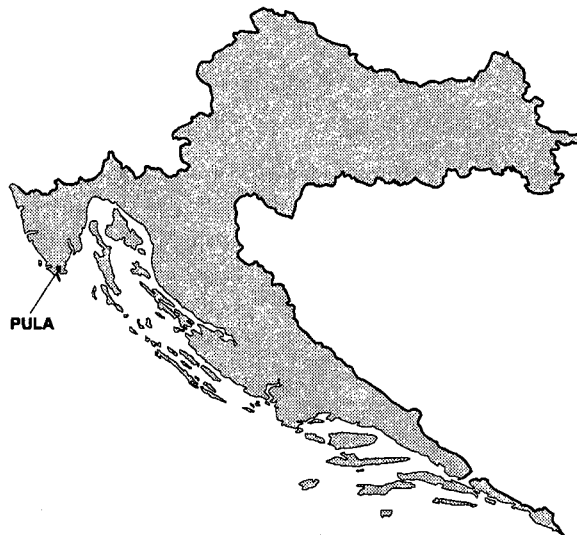
Monitoring of the social situation of displaced and refugees in private accommodation; psycho-social and legal counselling; coordination of efforts in providing special help

Beneficiaries: Displaced and refugees **App. 5566**

Staff Members: Local 7, International 0

Main goals of project: To give social services to displaced people and refugees in private accommodation by solving individual social problems; to inform and advise refugees and displaced about their rights and responsibilities; to initiate and coordinate activities of humanitarian, medical and educational institutions in Pula; to organize different work activities according to the needs of displaced and refugees, especially for women, children and elderly people.

Geographic distribution:



87B

Regional Office for Displaced Persons and Refugees - Pula

Croatian government

Title: Programme of Work Occupation for Refugee and Displaced Women

Source of funding: UNHCR

Implementing partner(s): Firm "Tekop"

Project period: April 1994 - December 1994

Area of field work: Rijeka Area (Pula)

Contact: Sonja Lovrecic, ODPR-Pula, Phone:+385 52/33-844, Fax:+385 52/44-009

Activities: **Community Development/Social Services:**

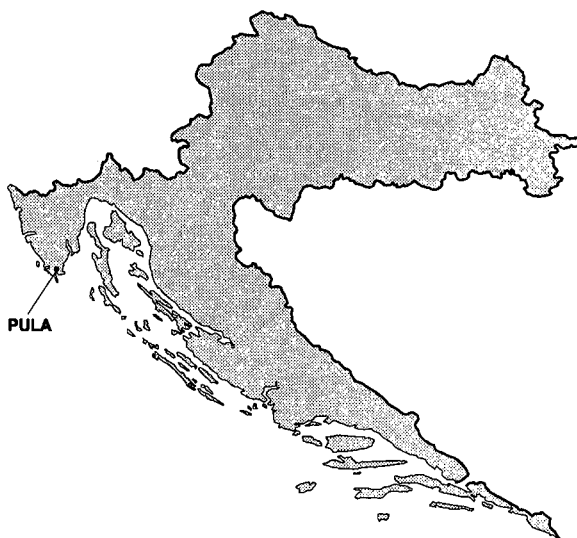
Cutting and sewing in textile workshops; organizing courses on sewing and cutting

Beneficiaries: Displaced and refugee youth and women **App.** 400

Staff Members: Local 3, International 0

Main goals of project: To help displaced and refugee women in the Refugee Center Kamenjak and in private accommodation. The project consists of courses which enable women to work in the textile industry and also enable them to mend clothes at home for their families and themselves. Apart from offering education, the programme is established to enable socializing between the women from the refugee center and those who live in private accommodation.

Geographic distribution:



87C

Regional Office for Displaced Persons and Refugees - Pula

Croatian government

Title: Common Activities for Young Refugees and Displaced in Pula

Source of funding: UNHCR

Implementing partner(s): Technical culture community of Pula

Project period: April 1994 - December 1994

Area of field work: Rijeka Area (Pula)

Contact: Sonja Lovrecic, ODPR-Pula, Phone:+385 52/33-844, Fax:+385 52/44-009

Activities: **Community Development/Social Services:**

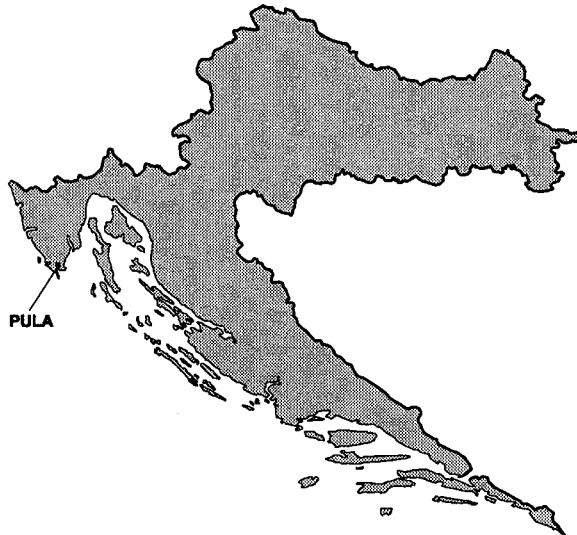
Education of young refugees and displaced through courses in computer science, plane modelling and radio constructing

Beneficiaries: Displaced and refugee youth **App.** 192

Staff Members: Local 4, International 0

Main goals of project: Work activities for teenagers through: basic training in computers, plane modelling and radio operating. Aims are: to gain basic knowledge about computers; to get involved in technical activities and other similar programmes; to expand working abilities and to socialize the young people through education and work.

Geographic distribution:



Title: Women's Peace Workshop

Source of funding: ECHO (through CRIC), network of feminine groups of solidarity from abroad, Evangelische Frauenarbeit in Deutschland (EFD)

Project period: December 1993 -

Area of field work: Rijeka Area (Rijeka, Opatija, Krk, Delnice)

Contact: Suhreta Dumanic, HO Rijeka, Phone:+385 51/213-331 ,
Phone/Fax: +385 51/423-696

Suphija Seleskovic, HO Rijeka, Phone:+385 51/213-331 ,
Phone/Fax: +385 51/423-696

Activities: Community Development/Social Services:

Knitting workshops; visits to theatre and other recreational activities; work with children, children's drawing classes, children's workshop;

Needs: more social workers visiting homes

Education:

Support of secondary school and university education

Needs: to strengthen public structures

Psychologically oriented group-work:

Trauma-survivor groups, human rights groups for children, youth and rape victims

Psychological services:

Supervision of staff by psychiatrist; assessment by psychotherapist; "Casa Delle Donne Maltrattate" from Milan is supporting individual, group and family counselling for children, rape victims; individual, group and family counselling for children and rape victims

Psychiatric services:

Supervision of staff by psychiatrist; assessments by psychotherapist; general psychiatric treatment for "traditional" patients with psychosis and psychiatric patients with psychosis due to war-trauma

Needs: medicine, supervision, facilities, staff, social workers

Training programme:

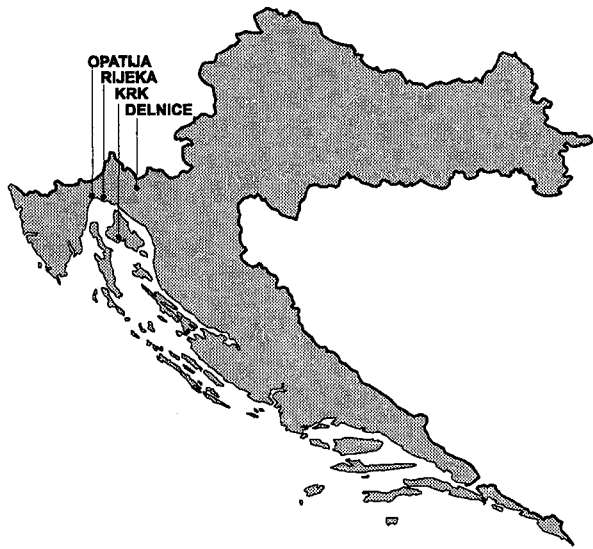
For teachers and SOS telephone operators: trauma, group work

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth and women; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 420**

Staff Members: Local 6, International 4

Main goals of project: To promote women's ability to organize themselves so that they can build-up a political and existential defense under conditions of war and violence. This includes internal solidarity, as well as solidarity with women from abroad, and development of activities that will enable women to gain independence and help themselves.

Geographic distribution: See map on next page.



Title: Assistance Programme

Source of funding: Donations, IRC, NPA, UNICEF, UNHCR, MDM, WHO, Equilibre

Project period: November 1993 - unknown

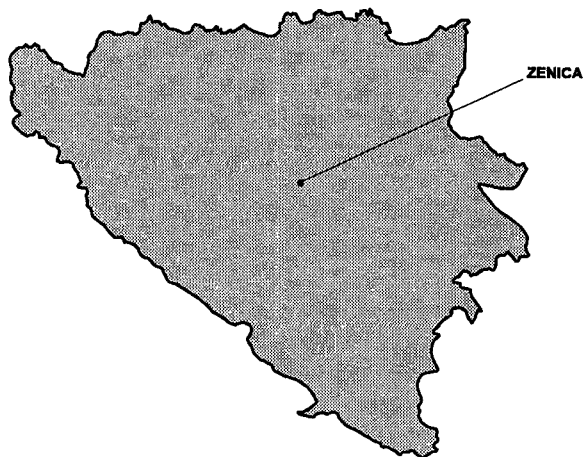
Area of field work: B&H Area (Zenica)

Contact: Salem Rudic, HO Zenica, Phone: +387 72/37-731

Activities: Community Development/Social Services:
Toy making and occupational activities

Beneficiaries: Displaced and local children, youth and elderly

Main goals of project: To provide food and medical care; to do home visits and counselling.



Title: **Psychosocial Assistance to Refugees from Bosnia and Herzegovina**

Source of funding: Soros Humanitarian Foundation, seeking funding

Project period: January 1993 - unknown

Area of field work: Zagreb Area (Zagreb, Samobor, Varazdin (refugee center 1 and 2), Vinica)

Contact: Narcisa Sarajlic, M.D., Ph.D., HO Zagreb, Phone/Fax:+385 41/231-152

Activities: **Psychologically oriented group-work:**

Self-help groups for children, youth, adults and elderly

Needs: more self-help moderators

Psychological services:

Assessments to screen for PTSD; clinical diagnostic interviews; individual, family and group counselling; inter and intra-family work: a therapeutic community type of work in rooms with more than one family

Psychiatric services:

Group consultation-supervision of social workers and of the group of self-helpers; weekly group sessions led by a group-analyst and observer; assessments, clinical diagnostic interviews (psychodynamically based); general psychiatric treatment for refugees who were suffering from psychotic disorders before the war; individual, family and group counselling as well as psychotherapy; therapeutic community work in camp

Needs: more staff

Training programme:

For social workers and medical staff: crisis intervention, mental health, treatment of war trauma, importance of team work and coordination with professionals and self-help moderators; for self help moderators: crisis intervention, mental health, PTSD, the importance of team work and coordination with professionals and social workers

Needs: Staff and funding to include teachers in the training programme

Beneficiaries: Displaced, refugee and local war-traumatized children, youth, women, men and elderly; psychiatric patients/mentally handicapped

Staff Members: Local 23, International 0

Main goals of project: To prevent post traumatic disorders and to treat psychological and psychiatric disorders; to train non-professional care givers (refugees themselves) in providing mental health assistance to trauma survivors, so that they can assist survivors upon return to their original surroundings; to train professional team-members (mental health professionals) in providing psychological and psychiatric assistance to war traumatized; to train local professionals (social workers employed in the camp) in providing assistance to the war traumatized.

Geographic distribution:



Title: Elderly Refugee Counselling Project - Professional Supervision Program

Source of funding: IRC-Umbrella Grant

Project period: May 1994 - unknown

Area of field work: Zagreb Area (Varazdin (Refugee Center 1 and 2))

Contact: Narcisa Sarajlic, M.D., Ph.D., HO Zagreb, Phone/Fax:+385 41/231-152

Activities: Psychiatric services:

Professional supervision/education of HelpAge sponsored paraprofessional counsellors (refugees/displaced); psychiatric assessment of the mental health of elderly refugees; general psychiatric treatment and counselling service for the elderly refugees

Training programme:

For paraprofessional counsellors who are themselves refugees and displaced: group sessions with focus on the dynamics of the group itself; training in psychological consequences of traumatic experiences, and the psychology of ageing

Beneficiaries: Displaced and refugee war traumatized elderly women and men; psychiatric patients/mentally handicapped **App. 250**

Staff Members: Local 7, International 0

Main goals of project: To support the counselling work of HelpAge International sponsored paraprofessional counsellors (refugees/displaced) in their communication process with elderly people; to develop basic knowledge about the specific problems of elderly; to recognize problems encountered in the communication process by the participation in group therapy/consulting sessions. Assistance through professional supervision of refugee camp social activities coordinators, group leaders, and paraprofessional counsellors in developing leadership skills. Apart from the consultational/educational work with the paraprofessional Counsellors, the professionals will also assist in work with clients.

Geographic distribution:



Title: Samaritan Home for Women

Source of funding: Donations from private individuals in North America, England and Holland

Project period: January 1993 - unknown

Area of field work: Zagreb Area (Samobor)

Contact: John and Esther Fitzstevens, FO Zagreb, Phone/Fax:+385 41/781-337
Mila Bajric, M.D., FO Zagreb, Phone:+385 41/173-794

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) women **App. 46**

Staff Members: Local 2, International 2

Main goals of project: To provide a safe, comfortable environment and accommodation for pregnant refugee and displaced women. We have identified the period 3 months prior to and one month after delivery as a crucial period for mother and child. We seek to accommodate the needs of women during this period in cooperation with Zagreb Maternity Hospital. The calming, warm atmosphere of the home provides a stable environment for positive recovery both physically, psychologically and spiritually.

Geographic distribution:

Title: Project "Sanya"

Source of funding: USAID

Project period: December 1993 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Aziza Siljdedic, HO Sarajevo, Phone:+387 71/440-030

Activities: **Psychologically oriented group-work:**

Trauma-survivor groups, all age groups

Psychological services:

Individual, group and family counselling

Psychiatric services:

Supervision of volunteers

Training programme:

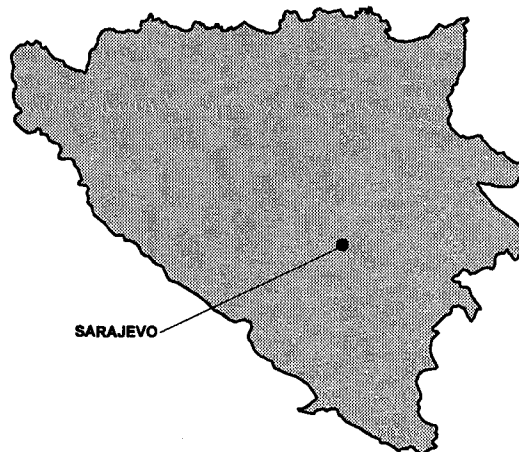
For volunteers: counselling, trauma recognition, group work

Beneficiaries: Displaced and local war-traumatized children, youth, women and elderly

Staff Members: Local 8, International 0

Main goals of project: To preserve the mental health of people who experienced war trauma and stress; to reduce the influence of factors that disturb emotional development; to awaken interests, initiative and curiosity.

Geographic distribution:



Title: Mother and Child Project

Source of funding: UNHCR, Soros Foundation, Danish Ministry of Foreign Affairs

Project period: June 1993 - unknown

Area of field work: B&H Area (Tuzla, Posusje, Capljina, Ljubuski)

Contact: Inge Markvard Andersen, FO Posusje, Phone/Fax:+387 88/680-758

Activities: Community Development/Social Services:

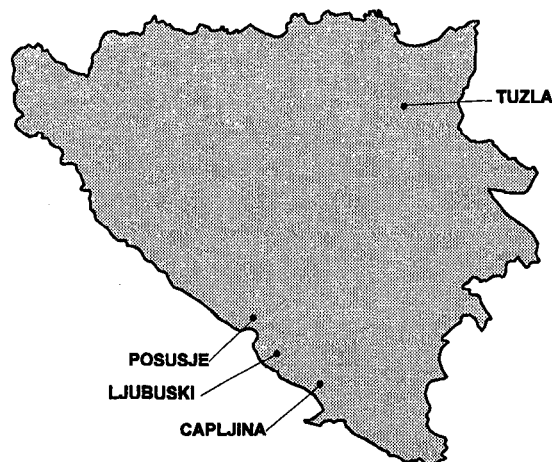
Pre-school educational activities, kindergartens; distribution of food, hygienic products and clothes for children

Beneficiaries: Displaced children **App.** 400

Staff Members: Local 20, International 3

Main goals of project: To establish kindergartens and distribute material aid to the displaced children; to offer pedagogical and educational activities for children and mothers.

Geographic distribution:



Title: Psycho-Social Assistance through Education for War Affected Children**Source of funding:** UNHCR, SCF**Implementing partner(s):** Local social welfare institutions**Project period:** March 1994 - December 1994**Area of field work:** B&H Area (Livno, Tomislavgrad)**Contact:** Jim Nuttall, FO Split, Phone:+385 58/43-696, Fax:+385 58/587-310
Beverly Koski, FO Split, Phone:+385 58/43-696, Fax:+385 58/587-310**Activities: Community Development/Social Services:**

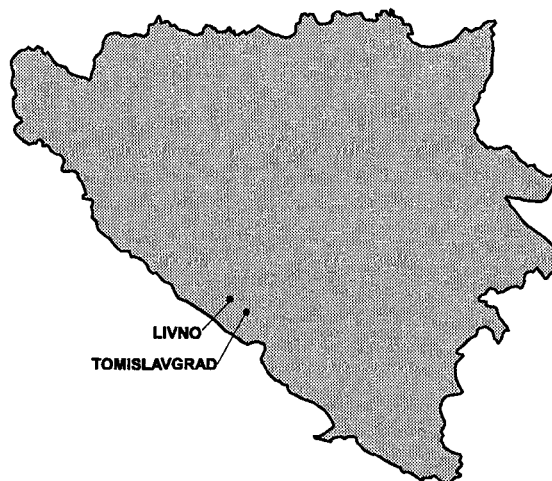
Educational/play activities for pre-school children; encouragement of parents to volunteer time in the kindergartens and be closely involved in the education of their children.

Psychological services:

Monthly teachers' meetings to ensure continuous curriculum development. The project team makes daily visits to the classes to observe progress.

Training programme:

For teachers: basic 6 month pre-school curriculum

Beneficiaries: Pre-school children **App. 375****Staff Members:** Local 3, International 0**Main goals of project:** To provide psycho-social assistance through educational/play activities for war affected pre-school children; to establish 15 neighborhood kindergartens in Livno and Tomislavgrad; to train a minimum of 15 pre-school teachers in a basic 6 month pre-school curriculum; to provide a minimum of 1000.000 child hours of structured educational activities.**Geographic distribution:**

Title: Psycho-Social Assistance to Refugees and Displaced**Source of funding:** UNHCR, SCF**Project period:** August 1993 - unknown**Area of field work:** Split Area (Zadar, Sibenik, Biograd)
B&H Area (Tomislavgrad)**Contact:** Jim Nuttall, FO Split, Phone:+385 58/43-696, Fax:+385 58/587-310
Beverly Koski, FO Split, Phone:+385 58/43-696, Fax:+385 58/587-310**Activities: Community Development/Social Services:**

Toy making, knitting; establishment of kindergarten and part-time employment of the mothers; women's support groups

Needs: more similar activities**Education:**

Study sessions; kindergarten

Needs: more similar activities**Psychologically oriented group-work:**

Women's support groups

Needs: more similar activities**Training programme:**

For kindergarten teachers: recognizing signs of stress

Beneficiaries: Displaced, refugee and local war-traumatized children and women **App.** 5900**Staff Members:** Local 10, International 2**Main goals of project:** To improve the social environment in order to facilitate psycho-social healing among war affected women and children; to provide better opportunities for psycho-social assistance to war affected children and women.**Geographic distribution:**

Title: Psychosocial Adaptation and Prevention of Mental Health Disturbances of Displaced People**Source of funding:** NPA, Norwegian Council for Mental Health, Catholic Relief Services**Project period:** August 1991 - unknown**Area of field work:** Zagreb Area (Zagreb (Sopot-GSC shelter))**Contact:** Dean Ajdukovic, Ph.D., HO Zagreb, Phone:+385 41/620-197,
Fax:+385 41/620-037, Phone/Fax:+385 41/620-238**Activities: Community Development/Social Services:**
Art/music, excursions, sports; basic skills education; kindergarten**Education:**

Support to children and adolescents with school problems

Psychologically oriented group-work:

Self-help groups for children, youth, adults, older people

Psychological services:

Supervision of staff; assessments, counselling

Training programme:

Training for paraprofessionals

Beneficiaries: Displaced and refugee war-traumatized children, youth, women, men and elderly**Staff Members:** Local 10, International 0**Main goals of project:** To provide psychosocial assistance to refugees through a range of outreach intervention activities in order to facilitate the empowerment of beneficiaries. To identify specific sources of refugee stress and characteristics of psychosocial adaptation and mental health threats; to compare levels of current stress in families accommodated in a shelter and in host families; to assess the level of stress of displaced families in comparison to a group of non-displaced controls with equal socioeconomic status and family structure; to monitor the level of stress among the clients during their displacement; to establish practical guidelines for development, implementation and evaluation of intervention programs for protection of displaced people's mental health.**Geographic distribution:**

Title: Psychosocial Support to Displaced People and Refugees in Refugee Centers

Source of funding: NPA, Soros Humanitarian Foundation, Caritas Germany

Project period: April 1993 - unknown

Area of field work: Zagreb Area (Karlovac (Gaza))

Contact: Dean Ajdukovic, Ph.D., HO Zagreb, Phone:+385 41/620-197,
Fax:+385 41/620-037, Phone/Fax:+385 41/620-238

Activities: **Community Development/Social Services:**

Knitting, printing news letters; art/music, excursions, sports; education in basic skills; leisure activities; reading room

Education:

Support to children and adolescents with school problems; support to children with special needs; literacy course for elderly

Psychologically oriented group-work:

Self-help groups for children, youth, adults and older people

Psychological services:

Supervision of staff; assessments; individual and group counselling for children, youth, adults, older people, juvenile delinquents; individual psychotherapy for children, youth, adults, older people and juvenile delinquents,

Psychiatric services:

Supervision of staff; assessments; general psychiatric treatment; individual and group counselling for adults, older people; individual psychotherapy for youth, adults and older people

Training programme:

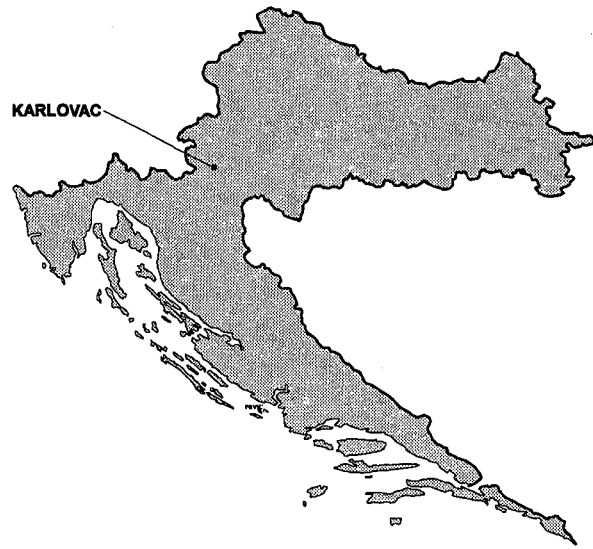
For professional care-givers: crisis intervention, mental health, treatment of war trauma, PTSD; for paraprofessionals: training

Beneficiaries: Displaced and refugee war-traumatized children, youth, women, men and elderly; psychiatric patients/mentally handicapped

Staff Members: Local 20, International

Main goals of project: To provide direct help to refugees in the Gaza collective shelter within the comprehensive program of psychosocial assistance; to provide direct psychosocial support; to encourage the establishment of self-help groups; to monitor the level of stress, trauma symptomatology and indicators of psychosocial adaptation of refugees in the shelter; to develop and test field procedures for assessing the psycho-social needs and resources of refugees; to provide referral for outside psychological and psychiatric help where needed; to train counsellors for field work with refugees; to develop and publish a practical manual for implementation of psychosocial programs in refugee shelters; to provide a supportive environment for facilitating income-generating activities among the refugees.

Geographic distribution: See map on next page.



Title: Follow-up of Chronic Psychiatric Patients in the Refugee Center

Source of funding: NPA, Norwegian Mental Health Council

Project period: September 1993 - unknown

Area of field work: Zagreb Area (Karlovac (Gaza center))

Contact: Dean Ajdukovic, Ph.D., HO Zagreb, Phone:+385 41/620-197,
Fax:+385 41/620-037, Phone/Fax:+385 41/620-238

Activities: Psychiatric services:

Supervision of staff, general psychiatric treatment for "traditional" patients with psychosis and psychiatric patients with psychosis due to war-trauma; counselling; intensive psychotherapy for youth, adults and older people

Beneficiaries: Displaced and refugee war-traumatized youth, women, men and elderly; psychiatric patients/mentally handicapped

Staff Members: Local 4, International 0

Main goals of project: To provide direct help to psychiatric patients living in the refugee center "Gaza" including individual and group psychiatric treatment; to assess and monitor the effects of war-related life events and living in the refugee camp upon psychiatric patients.

Geographic distribution:



Title: Mental Health Care for Care-givers

Source of funding: IRC-Umbrella Grant

Project period: April 1994 - unknown

Area of field work: All Regions

Contact: Dean Ajdukovic, Ph.D., HO Zagreb, Phone:+385 41/620-197,
Fax:+385 41/620-037, Phone/Fax:+385 41/620-238

Activities: **Training programme:**

For professional and para-professional care-givers: crisis intervention, mental health

Needs: more training and more trainers

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped

Staff Members: Local 8, International 0

Main goals of project: Short-term goals: to provide practical assistance to about 60 helpers in recognition, prevention and treatment of their secondary traumatization and burnout; to develop a manual to accompany the training program; to evaluate effects of training on mental health problems of care providers and refine the workshop contents and methods. Long-term goal: to develop model and methods and to train others in burnout and secondary traumatization prevention and treatment; to help build up a support system among helpers at a local level.

Title: Community and Institutional Development for Post-Trauma Recovery and Rehabilitation**Source of funding:** USAID, Catholic Relief Services**Implementing partner(s):** Catholic Relief Services**Project period:** July 1994 - July 1997**Area of field work:** All Croatia**Contact:** Dean Ajdukovic, Ph.D., HO Zagreb, Phone:+385 41/620-197,
Fax:+385 41/620-037, Phone/Fax:+385 41/620-238**Activities: Training programme:**

For teachers, professional care-givers, para-professionals and volunteers:
Training in comprehensive community-based mental health programs; training in caring for mental health needs of helpers working with traumatized refugees and communities

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped**Staff Members:** Local 15, International 3**Main goals of project:** To enhance the existing skills' base of mental health care providers in Croatia and B&H, and to share important "lessons learned" from local experiences working with traumatized communities; to develop and implement a two-track training program for mental health professionals and para-professionals working with traumatized communities in Croatia and B&H.

Title: Psychological Support to Children in Collective Refugee Centers

Source of funding: UNICEF

Project period: August 1994 - unknown

Area of field work: All Croatia

Contact: Dean Ajdukovic, Ph.D., HO Zagreb, Phone:+385 41/620-197,
Fax:+385 41/620-037, Phone/Fax:+385 41/620-238

Activities: **Training programme:**

For teachers, professional care-givers, para-professionals and volunteers:
psycho-social assistance to children

Beneficiaries: Displaced, refugee and local war-traumatized children; psychiatric patients/mentally handicapped

Staff Members: Local 8, International 0

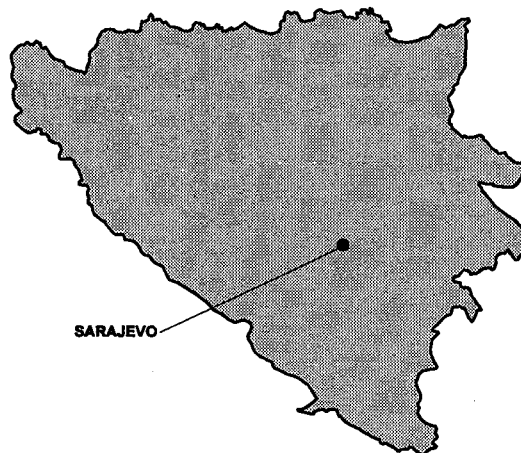
Main goals of project: To train 40 professionals and non-professionals in providing a range of psychosocial assistance programs to children in collective centers and provide them with skills to adapt their programs to the changing needs of children; to publish a manual for development and implementation of psychosocial assistance programs for children in collective refugee centers; to integrate current experiences from working with children in collective centers and produce working materials for training of services providers in meeting the needs of children in refugee centers; to evaluate methodology and instruments for identification of children's needs and resources in collective refugee centers and for program outcomes' evaluation.

Title: Video and Theatre for Children**Source of funding:** French donations**Implementing partner(s):** Radio-Television B&H, National Academy of Drama - Sarajevo**Project period:** October 1993 - unknown**Area of field work:** B&H Area (Sarajevo)**Contact:** Anne Louise Jacquemin-Landry, FO Split, Phone/Fax:+385 58/651-552,
Phone/Fax:+385 58/651-558
Dianne Cullinane, FO Sarajevo, Phone:+387 71/472-540**Activities: Community Development/Social Services:**

Art/film workshops, internal newsletters, theatre, football, tennis

Needs: more organized activities for children**Education:**

Youth club with educational assistance/lessons

Beneficiaries: Displaced and refugee children **App.** 7500**Staff Members:** Local 5, International 1**Main goals of project:** Opening of a youth club for children 4-14. Video projections in collective centers and primary schools. Theatre performances in collective centers and primary schools. Funding and distribution of newspapers for children 8-14 years old. Sponsoring of a radio program for children on Radio 99. Sponsoring of gymnastic club award ceremonies. Logistical support for football school.**Geographic distribution:**

Title: **Psycho-Social and Humanitarian Support to Women and Children Victims of War Violence**

Source of funding: Donations; Evangelische Frauenarbeit in Deutschland (EFD)

Project period: January 1992 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Eva Tadijanovic, HO Zagreb, Phone:+385 41/427-745(home)
Nevenka Fiket, HO Zagreb, Phone:+385 41/565-636(home)

Activities: **Community Development/Social Services:**
Recreational activities; play-groups for children

Psychological services:

Individual and group counselling and support, SOS-telephone; legal advice

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth and women

Staff Members: Local 15, International 0

Main goals of project: To provide counselling for women and children war victims, refugees and displaced, settled in camps; to improve their quality of life through encouraging and organizing recreational activities and play-groups; to monitor and offer practical help in solving every day problems as well as provision of legal assistance to women and children victims of war. Also provision of psychological support and individual counselling through SOS telephone.

Geographic distribution:



Title: "PAZ"

Source of funding: Donations, Fra Milan Loncar - Catholic Relief Switzerland

Implementing partner(s): SOS Telephone - Help Women Now

Project period: March 1994 - unknown

Area of field work: Zagreb Area (Zagreb, Sesvete, Velika Gorica, Samobor)

Contact: Antun Budak, M.D., Ph.D., HO Zagreb, Phone: +385 41/276-822,
Fax: +385 41/274-742
Eva Tadijanovic, HO Zagreb, Phone:+385 41/427-745(home)

Activities: **Community Development/Social Services:**

Medical care for women

Needs: more medical services for women on the spot (in refugee camps)

Psychological services:

Supervision of staff, assessments, individual counselling in collective centers

Needs: more staff and financial support

Beneficiaries: Displaced and refugee war-traumatized (physically and psychologically) youth and women **App.** 400

Staff Members: Local 5, International 0

Main goals of project: To provide health service and assistance in collective centers for displaced and refugee women through a mobile small ambulance. This assistance includes: counselling on women's health problems; gynecological examinations; taking swabs for the control of possible infections; taking cervical smear tests (Papa-test); advising on pregnancy; breast examinations and other general health services.

Geographic distribution:



Title: Programme for Psychosocial Adaptation and Education - Especially for Displaced, Refugees and Host Families**Source of funding:** UNHCR**Project period:** April 1993 - unknown**Area of field work:** Slavonia Area (Osijek)**Contact:** Jasna Zdravcevic, HO Osijek, Phone: +385 54/162-184, Fax: +385 54/27-977**Activities: Psychologically oriented group-work:**
self-help groups for displaced, refugees, host families and people working with them**Psychological services:**

Supervision of staff and assessments; individual and group counselling for displaced, refugees, host families and people working with them

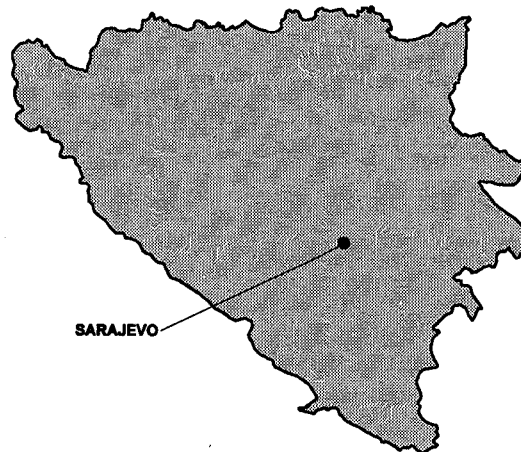
Training programme:

For teachers: group work and counselling

Beneficiaries: Displaced, refugee and local war traumatized women, men and youth
App. 2000**Staff Members:** Local 5, International 0**Main goals of project:** To facilitate psychosocial adaptation (adjustment) and education of displaced, refugees and their host families. Help to self-help.**Geographic distribution:**

Title: Golden Hands of Bosnian Women**Source of funding:** USAID**Project period:** March 1994 - unknown**Area of field work:** B&H Area (Sarajevo)**Contact:** Mirsada Hodzic, HO Sarajevo, Phone:+387 71/440-030 (IRC)**Activities: Community Development/Social Services:**

Knitting, pottery, cobbler-craft, jewelry; occupational, recreational and income generating activities; fashion shows, singing, dancing (folk-dance);

Needs: unlimited**Beneficiaries:** Displaced and refugee war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App. 100****Main goals of project:** To offer occupational therapy; to support Bosnian cultural craft; to provide support-services for children; to help women learn to organize and maintain a position of responsibility.**Geographic distribution:**

Title: **Program for Refugee Children in Primary School Suffering
Adaptation Difficulties in the New School Environment**

Source of funding: Kinder in de Knel - Holland

Project period: September 1993 - unknown

Area of field work: Zagreb Area (Zagreb (7 schools))

Contact: Sandra Vrbancic, HO Zagreb, Phone:+385 41/318-576, Fax:+385 41/339-715

Activities: **Community Development/Social Services:**

Creative work and excursions for children

Needs: more similar activities for other children

Psychologically oriented group-work:

Socializing groups for school children with problems in adaptation; groups for parents

Needs: similar programmes in other schools

Psychological services:

Regular weekly supervision for group leaders; follow up of progress in children's behavior with teachers, parents and group leaders; individual, group and family counselling for children and parents; family visits

Needs: similar program in other schools

Training programme:

For group leaders: regular workshops in crisis intervention, treatment of war trauma, loss and grief, trauma of children, non-violent conflict resolution, developmental psychology

Beneficiaries: Displaced and refugee children **App.** 150

Staff Members: Local 30, International 0

Main goals of project: Group work with school children and their parents including parents meetings and visits to homes. Group leaders are responsible for this, and a six-members supervision team is responsible for the group-leader's work. Every week, workshops and supervision meetings are organized with the group leaders. The supervision team works individually with children who have more complex difficulties, as well as with parents.

Geographic distribution:



101B

Suncokret - Center for Grassroots Relief Work Group

National NGO

Title: **Psycho-Social Assistance to Refugees and Displaced in Collective Centers**

Source of funding: UNHCR, NPA, Stichting Vluchteling

Project period: July 1992 - unknown

Area of field work: Zagreb Area (Zagreb, Varazdin)
Slavonia Area (Gasinci, Djakovo)
Rijeka Area (Pula, Veli Losinj)
Split Area (Split, Brac)

Contact: Ivana Laginja, HO Zagreb, Phone: +385 41/318-576, Fax:+385 41/339-715
Stela Saric, FO Pula, Phone/Fax: +385 52/34854
Angela Pudar, FO Split, Phone/Fax: +385 58/514-781

Activities: Community Development/Social Services:

Knitting, sewing, woodwork, toy-making, crop production, jewelry, theatre productions; music activities (e.g. Refugee Blues Band), music classes, video-workshops, all sorts of sports, pilgrimages, arts; income generation through knitting, sewing, leather products, production of baskets; classes in sewing and repair of electrical machines;

Needs: more vocational activities for teenagers outside of secondary school; reparation of damaged houses (electricity, carpentry, etc.)

Education:

Help with school-work, language courses, literacy courses

Needs: more individual assistance with learning problems

Psychologically oriented group-work:

Self-help groups for women and teenagers

Needs: support to self-organization of refugees and displaced

Psychological services:

Individual and group counselling for women, children and youth supervised by 5 psychologists and 2 social workers

Needs: improvement of supervision and counselling as well as development of assessment methods

Training programme:

For professional workers: loss and grief work, group work, supervision, self-care, crisis intervention, treatment of war trauma, PTSD, program development; for volunteers: working with refugees and displaced, active listening, loss and grief work, self-care, conflict resolution

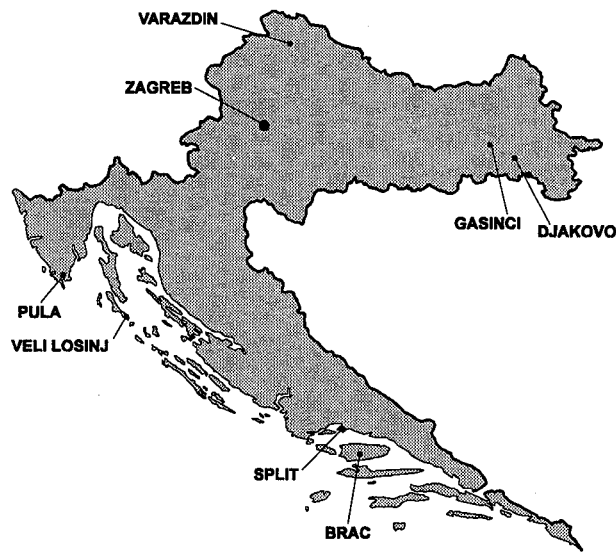
Needs: more training in management, program development and evaluation

Beneficiaries: Displaced refugees and local war-traumatized (physically and psychologically) children, youth, women, men and elderly **App.** 13500

Staff Members: Local 30, International 15

Main goals of project: Specific programmes for various groups of refugees and displaced. The programmes are carried out through a range of social and recreational, creative and expressive, educational and productive activities. Our model of work includes national staff-members, as well as international and national volunteers.

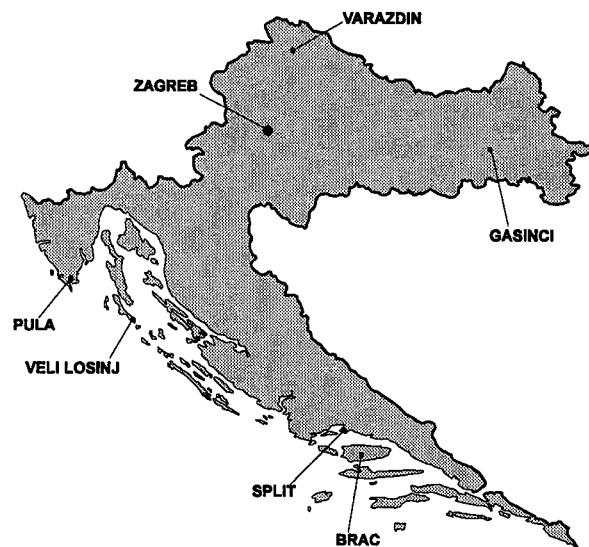
Geographic distribution:



Title: Communication Project**Source of funding:** Seeking funding**Project period:** July 1993 - unknown**Area of field work:** Zagreb Area (Zagreb, Varazdin)
Slavonia Area (Gasinci)
Rijeka Area (Pula, Veli Losinj)
Split Area (Split, Brac)**Contact:** Gordana Skaljac, HO Zagreb, Phone:+385 41/318-576, Fax:+385 41/339-715**Activities: Community Development/Social Services:**

Production of camp news letters and articles for "Suncokret Newsletter"; video-workshops for people living in camps (teenagers have priority); production of videos for presentation to a wider public; education of people in using video-equipment and in the production of newsletters and video tapes (films)

Needs: financial support

Beneficiaries: Displaced and refugee youth, women and men **App. 200****Staff Members:** Local 3, International 3**Main goals of project:** To improve communication and information sharing within the camps and between camps as well as to the "outside" world; to give refugees and displaced an opportunity for self-expression through documentary films and newsletters; to give them opportunity to present their video production to the public outside of the camps and the country.**Geographic distribution:**

101D

Suncokret - Center for Grassroots Relief

Work Group

National NGO

Title: Training Program in Psycho-Social Aid to Refugees

Source of funding: Danish Association for International Cooperation (MS)

Implementing partner(s): Danish trainers

Project period: December 1992 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Vesna Pupavac, HO Zagreb, Phone:+385 41/318-576, Fax:+385 41/339-715

Activities: Psychological services:

Quarterly supervision of professional staff of "Suncokret" and other agencies

Needs: more frequent and extended supervision

Training programme:

For professionals and paraprofessionals: crisis intervention, counselling, treatment of trauma and grief, PTSD, group work, supervision and consultation

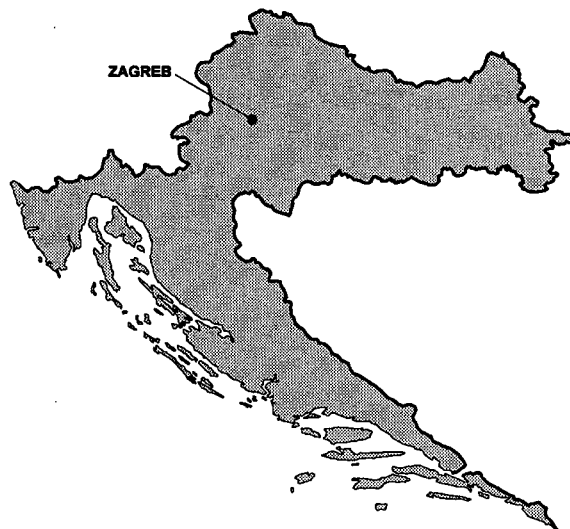
Needs: more training, especially in case work

Beneficiaries: Displaced and local professionals **App. 24**

Staff Members: Local 1, International 3

Main goals of project: To convey experiences from psycho-social help to refugees in Scandinavia to local professionals working with displaced and refugees from B&H; to increase skills and methods for dealing with trauma, grief and crisis; to train participants in working with groups and in techniques of consultation and supervision. The emphasis is on skills development, with focus on case-work using participants own experiences of loss and crises.

Geographic distribution:



Title: Counselling Center for Cancer Patients

Source of funding: USAID, Umbrella Grant

Project period: January 1994 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Prof. Musanovic, HO Sarajevo, Phone:+387 71/440-030 (IRC)

Activities: **Community Development/Social Services:**

Productive activities: knitting, crockery; recreational activities

Psychologically oriented group-work:

Self-help groups for cancer patients

Needs: expansion of activities

Psychological services:

Individual counselling for cancer patients

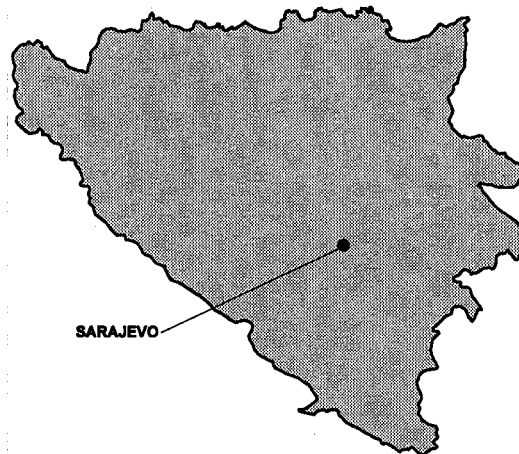
Needs: expansion and training in practical techniques for counselling and secondary trauma

Beneficiaries: Displaced and local war-traumatized women, men, elderly, physically handicapped/disabled

Staff Members: Local 3, International 0

Main goals of project: Psychological assistance to cancer patients that are also traumatized by war, and without anyone to care for them. Most of the patients live alone and they can socialize in the center located at Institute of Oncology.

Geographic distribution:



Title: Management and Technical Assistance to Refugees for Return and Reconstruction

Source of funding: Soros Foundation

Project period: February 1993 - unknown

Area of field work: Zagreb Area (Pokuplje)
Slavonia Area (Pakrac, Lipik, Osijek, Cepin)
Rijeka Area (Istra)
Split Area (Central Dalmatia)
Dubrovnik Area (Dubrovnik)

Contact: Ladislav Horvatinovic, HO Zagreb, Phone +385 41/234-979,
Fax: +385 41/235-604

Activities: **Community Development/Social Services:**

Income generating activities: sewing, weaving, toy making, sheep-breeding, vegetable planting

Education:

Vocational training

Needs: more vocational training

Training programme:

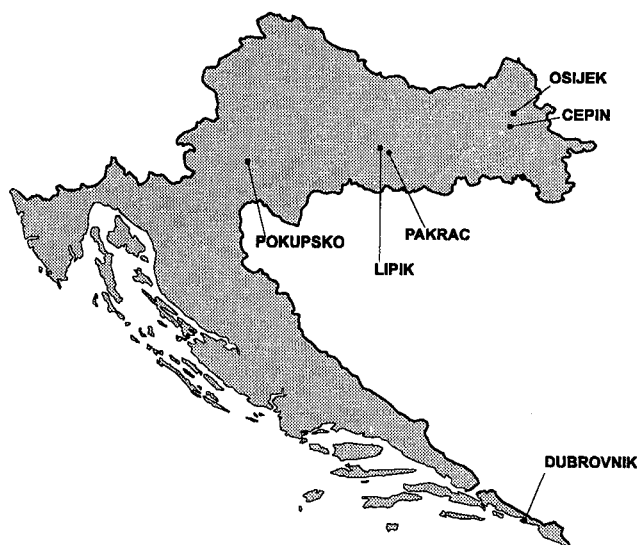
For teachers working in vocational training programmes: psychological problems and support of refugee students

Beneficiaries: Displaced, refugee and local war-traumatized women and men

Staff Members: Local 7, International 2

Main goals of project: To implement a range of activities supportive of self-organization and self-reliance in groups of returnees, refugees and displaced; to support them in taking an active role in their lives; to provide technical assistance to groups for development of project ideas; to encourage people to participate actively in all phases of the project. Most common projects are: 1) Income-generation (starting some activities in exile which can be continued after return); 2) up-grading of professional skills (or levels of education); 3) housing reconstruction.

Geographic distribution:



Title: Telephone for Psychological Help**Source of funding:** IRC-Umbrella Grant, seeking funding**Project period:** September 1991 - unknown**Area of field work:** Zagreb Area (Zagreb)**Contact:** Goranka Lugomer-Armano, HO Zagreb, Phone:+385 41/414-811,
Phone:+385 41/620-089(work), Phone:+385 41/612-675(home)**Activities: Psychological services:**

Supervision of phone counsellors by professional supervisors; assessment of clients (callers) and their reported problems; phone counselling; all types of psychological problems; for the general population: individual counselling;

Needs: more phone lines and face-to-face counselling as well as psychotherapy services for individuals and groups**Beneficiaries:** Displaced, refugee and local (physically and psychologically) war-traumatized children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped**Staff Members:** Local 25, International 0**Main goals of project:** To offer psychological counselling and information services to war victims such as refugees, displaced, war veterans and invalids, as well as to the general population of Croatia; to support the client in managing psychological stress; to establish a permanent service of telephone counselling in Zagreb and to develop of a phone service network; to establish a center for individual and group counselling and therapy.**Geographic distribution:**

Title: Surrealist's Hit Parade

Source of funding: USAID

Project period: March 1994 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Davor Sucic, HO Sarajevo, Phone:+387 71/440-030 (IRC)

Activities: **Community Development/Social Services:**

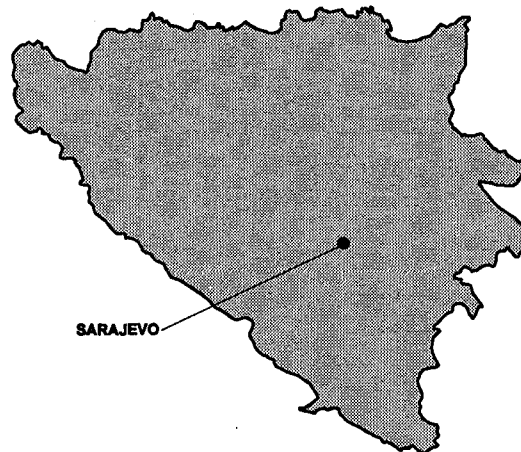
Cultural activities: humorous theatre, music, satiric performances, video projections

Beneficiaries: Displaced, refugee and local, war-traumatized (physically and psychologically) children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped **App.** 3000

Staff Members: Local 10, International 0

Main goals of project: To reduce people's feelings of isolation and anxiety through humor and music performances; to promote Bosnian culture.

Geographic distribution:



Title: Psychosocial Assistance for Women War Victims**Source of funding:** AUSTCARE, European Parliament**Project period:** November 1993 - unknown**Area of field work:** Zagreb Area (Zagreb)**Contact:** Nina Kadic, HO Zagreb, Phone: +385 41/440-102, Fax: +385 41/440-103**Activities: Community Development/Social Services:**

Knitting, handicrafts, sewing for income generation

Needs: financial assistance; income generation; recreational activities**Education:**

English language courses

Needs: various forms of educational activities that help change the role of refugees and displaced as "sick" individuals to individuals who are part of the community**Psychologically oriented group-work:**

Informal supportive group discussions

Needs: more supportive and recreational activities**Psychological services:**

Day to day staff training, targeting personal and professional issues; individual counselling for women rape victims, refugees and displaced

Needs: more programs for people in private accommodation, particularly for elderly women and disabled**Training programme:**

For staff: supervision, personal development, trauma, psychological health

Needs: more regular supervision of staff, debriefing**Beneficiaries:** Displaced, refugee and local war-traumatized (physically and psychologically) women and elderly**Staff Members:** Local 5, International 2**Main goals of project:** To provide a range of services especially for women and girls who are war victims, particularly for those who are survivors of sexual violence. These services include solving health and medical problems, psychological support and counselling, humanitarian assistance and women's support groups, children's play-groups, crisis accommodation, financial assistance and promotion of handicrafts. A main objective is to investigate the incidence of rape, and document rape survivors' testimonies. Plans to provide support, education and referrals for women's health concerns, and to open a Women's Health Clinic in 1994.**Geographic distribution:** See map on page 232

Title: Unaccompanied Children in Exile**Source of funding:** USAID, IRC, Soros Humanitarian Foundation**Implementing partner(s):** Hurt (Zagreb), Luminis (Rijeka), Help (Split), Stvarnost (Osijek), 14 NGOs in countries of exile**Project period:** May 1993 - December 1994**Area of field work:** All Croatia
B&H Area (Sarajevo, Tuzla, Zenica)**Contact:** Vesna Bosnjak, HO Zagreb, Phone:+385 41/422-002, Phone:+385 41/434-617, Fax:+385 41/433-721**Activities: Community Development/Social Services:**

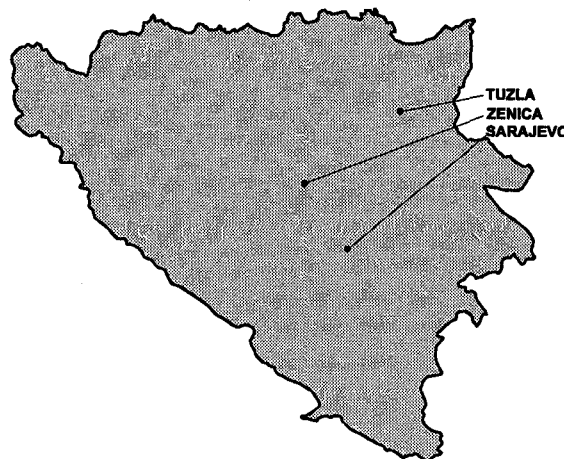
Unification of un-accompanied children with their parents; documentation of un-accompanied children; placement of children in foster care; establishment of database; production of brochures; advocacy for children's rights

Education:

Scholarships

Psychological services:

Counselling

Beneficiaries: Displaced and refugee children, youth, women and men **App.** 5000**Staff Members:** Local 10, International 0**Main goals of project:** To provide comprehensive legal and social welfare protection of refugee children without parents' care by filling the gaps in formal systems (governments, UNHCR, ICRC). Apart from tracing, registration and reunification with parents or relatives, the main activities in the interim care are: legal and psychological counselling; financial support to host families, placements in foster care, scholarships, etc. We have found that there is a need of training in methods of tracing abducted and other missing children.**Geographic distribution:**

Title: Psychosocial Project for Traumatized Children**Source of funding:** UNICEF**Implementing partner(s):** Government of B&H, Ministry of Education, Inst. of Pedagogy, University of Sarajevo: Faculty of Philosophy and Department of Psychology, UKJAID/JDC International, local educational and health institutions**Project period:** October 1992 - December 1995**Area of field work:** B&H Area (Sarajevo, Tuzla, Zenica, Mostar, Pale, Banja Luka)**Contact:** Mirjana Mavrak, FO Sarajevo, Phone:873 161 1407, Fax:873 161 1406
Rune Stuvland, HO Zagreb, Phone:+385 41/535 922, Fax:+385 41/536-002**Activities: Education:**

Psycho-education/awareness raising; information meetings for parents and teachers as well as local professionals: mass media activities

Needs: a more constant dissemination of information in mass-media on psycho-education**Psychologically oriented group-work:**

Art therapeutic activities and other group activities implemented in classes as part of normal curriculum.

Needs: extension of these activities to larger parts of the target population**Psychological services:**

Trained pedagogues and psychologists are supervising teachers carrying out therapeutic group interventions; samples of target population are systematically screened for war trauma and grief reactions; local care-givers are offering specific support to severely affected children and their families, according to capacity.

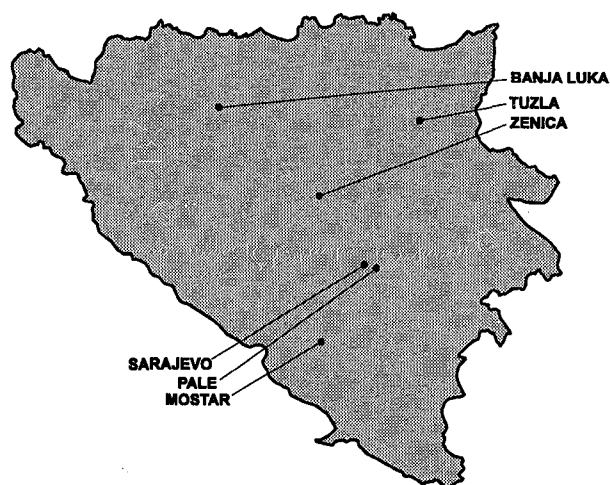
Needs: more training and support by professionals, and for professionals themselves.**Training programme:**

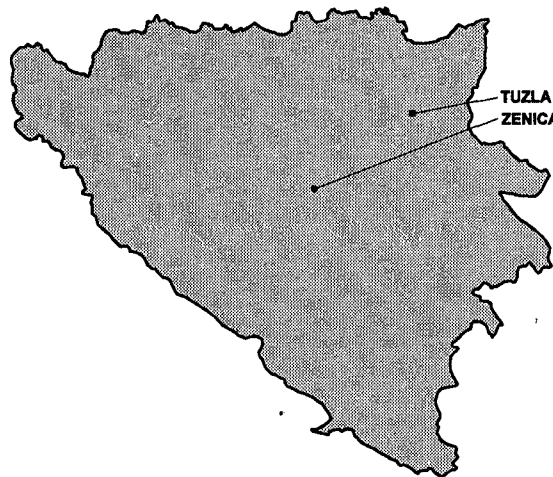
For teachers: recognition of and interventions with traumatized children with focus on art-therapy and group-debriefings; for school-psychologists / psychologists: work with children with PTSD (psychological debriefing, therapeutic interviews).

Needs: training for larger numbers of teachers and child professionals, for professional supervision and burn-out prevention.**Beneficiaries:** Displaced, refugee and local children **App.** 20500 parents and teachers**Staff Members:** Local 1, International 1

Main goals of project: The program is focusing on PTSD and other stress-related disturbances caused by direct exposure to war. Through training seminars special activities are implemented in primary schools and preschool institutions, to a lesser degree in special institutions including hospitals. So far, focus has been on establishing networks of local professionals, and basic training of these. With focus on group-activities the professionals are encouraged to implement special therapeutic activities in their institutions/communities. Through systematic screening of samples among the target populations with self-administered questionnaires, individuals at risk are identified, and also documentation produced which is important for raising the awareness in the local community.

Geographic distribution:

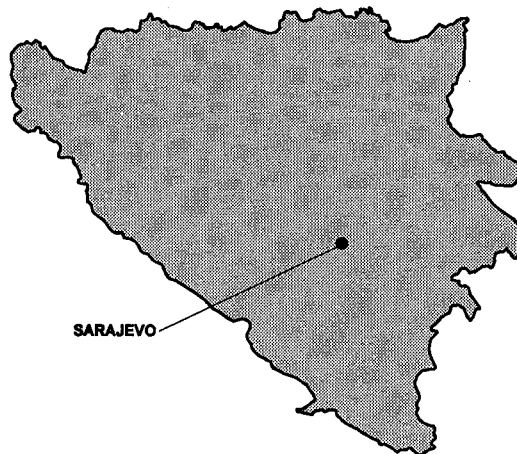


Title: Psychosocial Project for Traumatized Women**Source of funding:** UNICEF**Implementing partner(s):** Government of B&H, Ministry of Health and Social Welfare, local authorities, Norwegian People's Aid, Danish Refugee Council**Project period:** September 1993 - December 1995**Area of field work:** B&H Area (Tuzla, Zenica)**Contact:** Mirjana Mavrak, FO Sarajevo, Phone:873 161 1407, Fax:873 161 1406
Rune Stuvland, HO Zagreb, Phone:+385 41/535 922, Fax:+385 41/536-002**Beneficiaries:** War-traumatized women and girls**Main goals of project:** The program is focusing on the effects of multiple traumas on girls and women, with special focus on war-induced traumas. A service-center has been established in Tuzla, Spring 1994, by the NGOs in which occupational activities as well as specific therapeutic services are provided. UNICEF has developed training manuals and assessment instruments, and a network of 24 therapists from Tuzla, Zenica and Mostar have been trained. Follow-up training will be offered, enabling the therapists to carry out local training seminars**Geographic distribution:**

Title: Social Welfare Project**Source of funding:** UNICEF**Implementing partner(s):** Government of B&H, Ministry of Social Welfare, University College Cork - Ireland**Project period:** January 1994 - December 1995**Area of field work:** B&H Area (Sarajevo)**Contact:** Ann Murphy, University College of Cork, c/o FO Sarajevo, Phone:873 161 1407, Fax:873 161 1406

Mirjana Mavrak, FO Sarajevo, Phone:873 161 1407, Fax:873 161 1406

Rune Stuvland, HO Zagreb, Phone:+385 41/535 922, Fax:+385 41/536-002

Beneficiaries: Displaced, refugee and local children**Staff Members:** Local 0, International 1**Main goals of project:** This program is implemented by University College Cork, Ireland. Focus is on the especially vulnerable groups of children, among them children in special institutions and children without adequate care. Regular training is being carried out with staff in Sarajevo's institutions for orphaned children and for mentally handicapped children. An ongoing study is identifying the special needs of children without proper social support, many of whom are spending most of their time on the streets. The program will be expanded to Central Bosnia.**Geographic distribution:**

Title: Direct Psycho-Social Services for War-Traumatized Children in Primary Health Care Centers**Source of funding:** UNICEF**Implementing partner(s):** Institute for Mother and Child Care**Project period:** June 1993 - December 1995**Area of field work:** Zagreb Area (Zagreb, Varazdin, Karlovac)
Slavonia Area (Osijek, Vinkovci, Djakovo, Donji Miholjac, Orahovica, Slatina, Slavonski Brod)
Rijeka Area (Rijeka, Pula, Gospic)
Split Area (Split)
Dubrovnik Area (Dubrovnik)**Contact:** Dubravka Kocijan, M.D., Ph.D., HO Zagreb, Phone:+385 41/440 455,
Fax:+385 41/451 308
Rune Stuvland, HO Zagreb, Phone:+385 41/535 922, Fax:+385 41/536 002**Activities: Psychological services:**

Supervision of Primary Health Center workers in dealing with traumatized children

Needs: training in more specific interventions for pediatricians and school physicians**Training programme:**

For professional care-givers: identification of PTSD, grief, trauma in children, child abuse, problematic mother-infant relations, crisis intervention, mental health, treatment of war trauma and self-care

Needs: more training in intervention methods on the level of primary health care**Beneficiaries:** Displaced, refugee and local war-traumatized (physically and psychologically) children, youth and physically handicapped/disabled **App.** 3000**Staff Members:** Local 7, International 0**Main goals of project:** To include the primary health care workers in a national network that helps traumatized children and women; to extend the project to 6 new locations; to provide primary health care workers with written material on what to do and how to help traumatized patients and themselves; to provide psychological help and support to mothers with infants in primary health care institutions.

Geographic distribution:



Title: Direct Psycho-Social Services for War-Traumatized Children in Primary Schools (School Project, I and II Phase)**Source of funding:** UNICEF**Implementing partner(s):** Ministry of Culture and Education**Project period:** October 1992 - unknown**Area of field work:** Zagreb Area (Zagreb, Samobor, Karlovac, Sisak)
Slavonia Area (Osijek, Slavonski Brod, Vinkovci, Pleternica, Djakovo, Cepin, Pozega)
Rijeka Area (Rijeka, Pula, Porec, Opatija)
Split Area (Split, Kastel Stari, Sinj, Sibenik, Zadar)
Dubrovnik Area (Dubrovnik)**Contact:** Zivana Miharija, HO Zagreb, Phone:+385 41/333-502, Fax:+385 41/339-153
Tamara Sterk, HO Zagreb, Phone:+385 41/614-722, Fax:+385 41/536-002
Rune Stuvland, HO Zagreb, Phone:+385 41/535 922, Fax:+385 41/536 002**Activities: Psychologically oriented group-work:**

Self-help groups for children

Needs: supervision for care-givers; self-help groups for school professionals on local level**Psychological services:**

Supervision of staff on the regional level; evaluation workshops; supervision of national programmes, workshops (by international expert), screening; individual and group counselling for children and parents

Needs: more free time for school psychologists to dedicate to counselling, not to school management; more school psychologists in Croatia, in general**Training programme:**

For art teachers: trauma recognition and art-therapy programme; for school psychologists: crisis intervention, mental health, treatment of war trauma, PTSD

Needs: more training in other crisis areas and more follow up workshops on the same topics with more techniques and supervision**Beneficiaries:** Displaced, refugee and local children and women **App.** 40000 children, 800 care-givers**Staff Members:** Local 10, International 0**Main goals of project:** To improve knowledge and practical skills of teachers and school professionals in dealing with traumatized children through additional training, supervision and workshops; to increase the number of trained school professionals and teachers able to deal with war-traumatized children; to publish a brochure with the already existing techniques and experiences of teachers on how to deal with traumatic experiences of children through the regular curriculum in primary schools; to recommend psychological first aid techniques for dealing with aggressiveness, depression, attention disorders, grief and conflicts; to raise public awareness of the psychological suffering of traumatized children.

Geographic distribution:



Title: Direct Psycho-Social Services for War-Traumatized Children in Kindergartens

Source of funding: UNICEF

Implementing partner(s): Ministry of Culture and Education

Project period: May 1993 - December 1995

Area of field work: Zagreb Area (Zagreb, Sisak, Karlovac, Moscenica, Samobor, Velika Gorica)
 Slavonia Area (Osijek, Slavonski Brod, Pozega, Nova Gradiska, Donji Miholjac, Vinkovci)
 Rijeka Area (Rijeka, Rovinj, Pula, Crikvenica, Opatija, Porec)
 Split Area (Split, Trogir, Brac, Hvar, Sibenik, Biograd, Zadar, Sinj, Makarska, Imotski)
 Dubrovnik Area (Dubrovnik, Ploce, Opuzen, Metkovic)

Contact: Matilda Markocic, HO Zagreb, Phone:+385 41/433-903, Fax:+385 41/339-153
 Tamara Sterk, HO Zagreb, Phone:+385 41/614-722, Fax:+385 41/536-002
 Rune Stuvland, HO Zagreb, Phone:+385 41/535 922, Fax:+385 41/536 002

Activities: Psychologically oriented group-work:
 Self-help groups for children and parents

Needs: more group work for kindergarten professionals (prevention of burn out, support)

Psychological services:

Regional and local supervision programme; screening and monitoring organized by Ministry of Culture and Education; individual and group counselling for children and parents

Needs: spreading the programme to crisis areas

Training programme:

For teachers: counselling, trauma recognition, group work; integrative methods in preschool education

Needs: more training in crisis intervention, PTSD treatment, dealing with aggression and grief

Beneficiaries: Displaced and refugee war-traumatized pre-school children **App.** 6000 children, 270 care-givers

Staff Members: Local 25, International 0

Main goals of project: To alleviate the influence of traumatic experiences on children's development; to extend the programme to all kindergartens in two of the most affected war areas: Karlovac-Sisak-Petrinja and Zadar-Biograd-Sibenik (about 60 new trainees); to improve the knowledge and skills of the previously trained preschool professionals (about 130) in the field of trauma interventions; to improve the model of supervision of kindergartens included in the programme and provide them with further education; to promote effective communication with parents, and establish formal ways of counselling parents in a kindergarten setting.

Geographic distribution:



Title: Direct Psycho-Social Services for War-Traumatized Children in Libraries

Source of funding: UNICEF

Implementing partner(s): Ministry of Culture and Education

Project period: May 1994 - December 1995

Area of field work: Zagreb Area (Karlovac)
 Slavonia Area (Osijek, Vinkovci, Slavonski Brod, Pozega)
 Rijeka Area (Rijeka)
 Split Area (Zadar, Sibenik)
 Dubrovnik Area (Dubrovnik)

Contact: Ljiljana Sabljak, HO Zagreb, Phone:+385 41/444-114, Fax:+385 41/446-267
 Tamara Sterk, HO Zagreb, Phone:+385 41/614-722, Fax:+385 41/536-002
 Rune Stuvland, HO Zagreb, Phone:+385 41/535 922, Fax:+385 41/536 002

Activities: Community Development/Social Services:

Recreational activities: art, music, media; workshops for children in the play-rooms of public libraries on coping with war related problems

Needs: more cooperation with mental health institutions, schools, kindergartens

Education:

Substitute programme for professionals working in children's department of public libraries

Training programme:

For professionals working in public libraries: war related problems in children

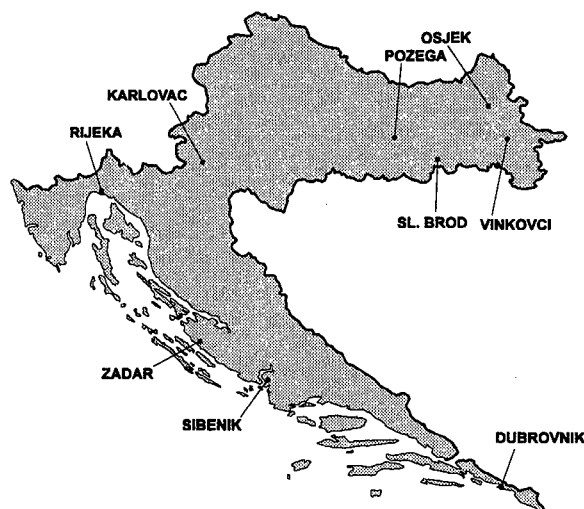
Needs: more training in other areas of Croatia

Beneficiaries: Displaced and local war-traumatized children and youth **App.** 1200 children

Staff Members: Local 10, International 0

Main goals of project: To create and recommend for general use a series of innovative mental health and educational programmes for helping children and their families cope with their own traumatic war experiences; to provide an environment for implementing these activities and strengthen and support existing human resources in the communities.

Geographic distribution:



United Methodist Committee on Relief (UMCOR)

109

International NGO

Title: Youth House Facility in Central B&H

Source of funding: UNHCR

Project period: May 1994 - unknown

Area of field work: B&H Area (Zenica)

Contact: Dirk van Gorp, FO Split, Phone: +385 58/512-590

Activities: **Community Development/Social Services:**

Sports, recreation, drama, dance; income generating project for youth: selling of self made products, provision of services to local community (graphic design, photocopying etc.), sports equipment and bicycle repairs; library services, audio-visual courses, health care courses

Education:

English language lessons, computer courses, music lessons,

Psychological services:

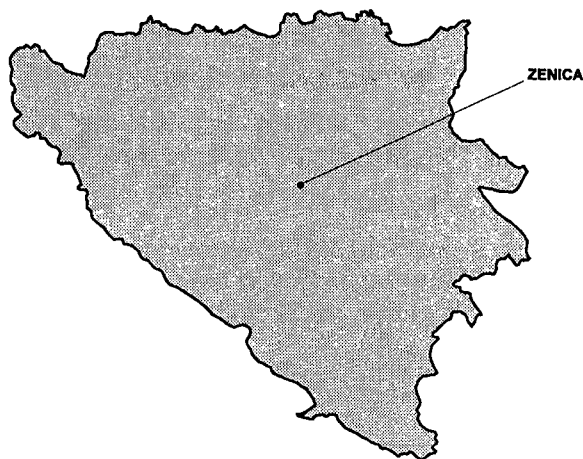
Psychological evaluation and counselling service; individual and family therapy

Beneficiaries: Displaced and local war-traumatized children and youth **App.** 3000 children

Staff Members: Local 23, International 2

Main goals of project: To provide cultural, educational and recreational activities for displaced and local children through the establishment of a youth house facility in Zenica municipality. The specific objectives are: 1) To bring the children together in a non-threatening community environment; 2) to aid the children in regaining and/or learning positive working habits; 3) to provide them with new skills and knowledge for future employment; 4) to improve the relationship between the local citizens and the displaced people in Zenica, and thereby positively influence the development process of these children and adolescents.

Geographic distribution:



Title: Psycho-Social Women's Therapy Center for War-Traumatized Women and Children**Source of funding:** Donators, Germany government, Protestant Women's Work, Mona Lisa**Implementing partner(s):** Cooperation with Medica Zenica**Project period:** April 1994 - March 1997**Area of field work:** B&H Area (Tuzla)**Contact:** Cornelia Suhan, HO Dortmund, Phone:+231 816-182, Fax:+231 8390143
Gabriele Kramer, FO Tuzla, Phone:+387 75/213-836
Inga Kacar, FO Tuzla, Phone:+387 75/235-682
Klelija Balta, FO Tuzla, Phone:+387 75/224-217**Activities: Community Development/Social Services:**

Workshops for knitting, sewing and other handicrafts, garden-farming; painting, music, reading, gymnastic classes; kindergarten, cosmetic courses

Needs: income generating facilities**Education:**

Foreign language classes for adults.

Psychologically oriented group-work:

Trauma-survivor groups for women and children, victims of rape and other violence; groups for women monitored by psychologist

Psychological services:

Weekly group supervision by international professionals; individual and group counselling; psychotherapy for children, youth, adults and rape victims

Needs: more qualified psychotherapeutic staff, possibility for out-patient treatment**Psychiatric services:***Needs:* medicine, supervision, facilities, staff**Training programme:**

For professional care-givers: treatment of war-traumatized children

Needs: more training for care-givers**Beneficiaries:** Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women and elderly; psychiatric patients/mentally handicapped**Staff Members:** Local 20, International 2**Main goals of project:** To help women and children overcome war trauma; to help women settle down to a normal life living alone with their children. In the future, the Women's Therapy Center will become an independent institution.**Geographic distribution:** See on page 183.

Title: It's Our Turn**Source of funding:** Donations, seeking funding**Implementing partner(s):** Peace Child International (England, United Games, Austria)**Project period:** April 1994 - unknown**Area of field work:** All Regions**Contact:** Danijela Zunec, FO Zagreb, Holistic Development Society, Poljana D. Kallea 10, 41000 Zagreb, Croatia, Phone/Fax:+385 41/560-216**Activities: Community Development/Social Services:**

Newsletter, radio-broadcast and a documentary film; educational activities: self-esteem training, open discussions, creative workshops, animation skills, journalistic skills (radio, newspapers), film making skills

Needs: financial support to include as many young people as possible

Psychologically oriented group-work:

Self-help groups for youth from B&H, Croatia, Kosovo, Serbia and Vojvodina

Psychological services:

Four professional psychologists help young people run their discussions

Training programme:

For young people: self-esteem and leadership skills training

Beneficiaries: Displaced, refugee and local youth **App. 90****Staff Members:** Local 7, International 10

Main goals of project: "It's Our Turn" is a youth initiated project. It gathers youth from Croatia, B&H, Kosovo, Serbia and Vojvodina, areas which are in war (directly or indirectly). Having lived in isolation from each other for 3 years already, it is easy to build strong prejudices and get into the circle of hate and aggression. This project represents an effort to stop that process and build new bridges between us. We don't want tomorrow to look like today.

War Theatre Sarajevo - Self-Supporting Acting Group - B&H

National NGO

Title: War Theatre

Source of funding: USAID, IRC

Project period: December 1993 - unknown

Area of field work: B&H Area (Sarajevo)

Contact: Dragan Janosevic, HO Sarajevo, Phone:+385 71/440-030

Activities: **Community Development/Social Services:**

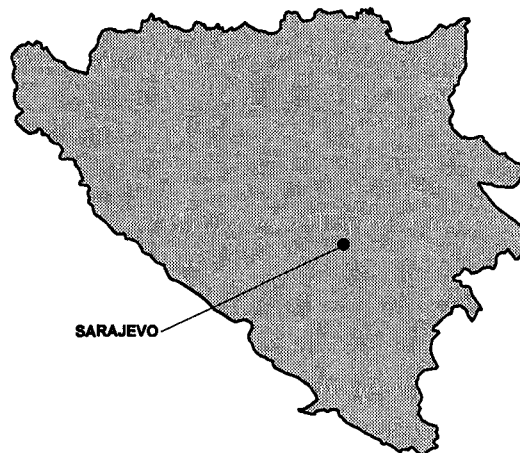
Cultural activities: theatre, music, art; pre-school education (playing, relaxation, theatre and music)

Beneficiaries: Displaced and local war-traumatized (physically and psychologically) children; physically handicapped/disabled and psychiatric patients/mentally handicapped

Staff Members: Local 5, International 0

Main goals of project: To educate children between 5-12 years by allowing them to actively take part in performances so that they through fun and playing can relax and at the same time get some new knowledge about life, theatre, music and art.

Geographic distribution:



Title: Counselling Center for War Survivors and Home Visiting Mobile Professional Teams

Source of funding: Private donors, Bishop W. Kasper of Rottenburg-Stuttgart - Germany, IRC-Umbrella Grant, Femmes D'Europe - Fondation de France, The European Women's Foundation - Ireland, Aktionsgruppe "Hilfe fur Kroatien", St. Florian - Austria

Project period: April 1993 - unknown

Area of field work: Zagreb Area (Zagreb)
Split Area (Split)

Contact: Mladen Havelka, Ph.D., HO Zagreb, Phone:+385 41/278-355,
Fax:+385 41/434-181

Mirjana Krizmanic, Ph.D., HO Zagreb, Phone:+385 41/620-199

Activities: Community Development/Social Services:

Educational TV broadcasts and video cassettes

Needs: educating and informing the general population about issues concerning war trauma

Education:

Publishing of books on the psychology of trauma

Needs: reprinting of published books and manuals

Psychological services:

Supervision; screening for psycho-social and health needs; individual and family counselling for children, youth, adults, elderly, ex-detainees, rape victims, and other people suffering from war trauma; cognitive and behavioral therapy

Needs: more professionals in the counselling center and especially in the mobile teams

Training programme:

For teachers: counselling, trauma recognition, group work; for professional care-givers: crisis intervention, mental health, treatment of war trauma, PTSD; for paraprofessionals: introductory courses in trauma psychology

Beneficiaries: Displaced, refugee and local war-traumatized children, youth, women, men and elderly

Staff Members: Local 30, International 0

Main goals of project: To mobilize and strengthen family and local resources as basic factors for providing psychological assistance and support. Six fundamental fields of activities are offered: 1) Seminars on trauma psychology, 2) screening for posttraumatic stress disorder symptoms, 3) psychological interventions, 4) educational interventions through mass media and printed materials, 5) supervision and support of field workers, 6) evaluation of interventions outcome.

Geographic distribution: See map on page 62.

Title: Summer Holidays**Source of funding:** NPA, Austrian Ministry for Women Affairs, Sukaina**Project period:** June 1994 - unknown**Area of field work:** Split Area (Split)**Contact:** Maja Borcic, HO Split, Phone:+385 58/47-906, Fax:+385 58/42-100
Edita Bacic, HO Split, Phone:+385 58/588-937, Fax:+385 58/42-100**Activities: Community Development/Social Services:**

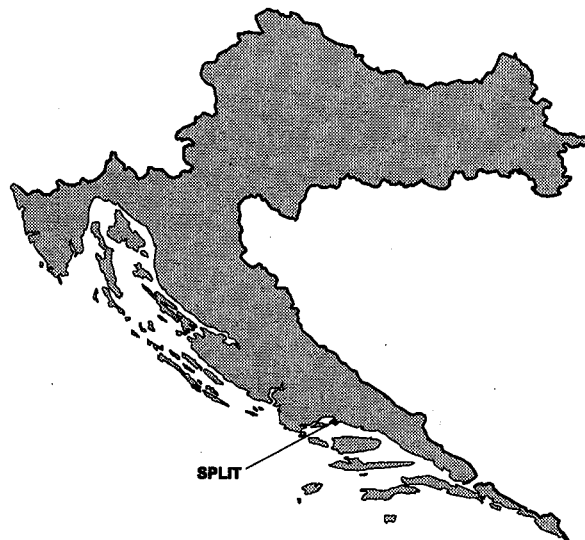
Dancing competitions, organizing "singing or telling stories competitions" for children; if the mothers want they can be "house wives" for a day; swimming school; organizing quizzes that can be a kind of non-official education

Psychologically oriented group-work:

Self-help groups for women

Psychological services:

Individual and group counselling

Beneficiaries: Displaced and refugee children, youth and women **App. 100****Staff Members:** Local 8, International 0**Main goals of project:** To organize summer holidays for women and children. It's almost impossible to imagine what it means to children and their mothers to take them from the camp to "everyday life" where they can prepare food according to their own wishes and have "free time" with a lot of activities. We realized by visiting them in the camps that they really needed something to be changed or they would become hopelessly depressive.**Geographic distribution:**

Title: Psycho-Social Support to Women War Victims

Source of funding: NPA, Action: "War Victims: Raped Women" - Germany, Evangelische Frauenarbeit in Deutschland (EFD), Sukaina

Project period: April 1993 - unknown

Area of field work: Split Area (Split)

Contact: Maja Borcic, HO Split, Phone:+385 58/47-906, Fax:+385 58/42-100
Edita Bacic, HO Split, Phone:+385 58/588-937, Fax:+385 58/42-100

Activities: Community Development/Social Services:

Knitting gloves and socks, making table-cloths; going to cinemas, excursions; exhibitions of hand-made products in Austria

Needs: more financial support

Education:

Developing the interest of women and children for reading; supplying children with note-books, pencils

Psychologically oriented group-work:

Self-help groups

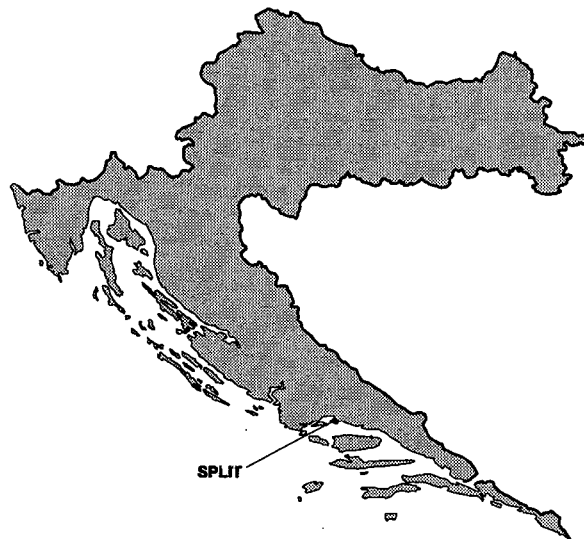
Psychological services:

Individual and group counselling

Beneficiaries: Displaced and refugee war-traumatized women **App. 300**

Staff Members: Local 8, International 0

Main goals of project: To visit the women in refugee camps, speak with them and try to help them survive this horrible war. We try to give them confidence so that they have strength to overcome this situation and trust that there is a future for them. Special efforts must be done with nationalism which is, unfortunately, very strong among many refugee women. Very often the nationalism is used to cover other problems, but we are aware that it is very dangerous, and we spend a lot of our time with the refugees to make them live in peace together.

Geographic distribution:

Title: **Women's Health Centers for War-Traumatized Women and Children**

Source of funding: Donators, government funds, Catholic and Protestant church funds

Implementing partner(s): Cooperation with Vive Zene, Tuzla

Project period: April 1993 - unknown

Area of field work: B&H Area (Zenica, Visoko)

Contact: Monika Hauser, HO Cologne, Phone:+49 221 9318980, Fax:+49 221 9318981
Marijana Senjak, Medica 1, FO Zenica, Phone:+387 72/26-594,
Satphone:871/1121241, Satfax:871/1121242,

Zilha Hadzihajdic, Medica 2, FO Zenica, Phone:+387 72/413-628,
Satphone:871/1121241, Satfax:871/1121242,

Selena Tufek, Medica 3, FO Zenica, Phone:+387 72/26-594, Phone:+387
72/413-628, Satphone:871/1121241, Satfax:871/1121242,

Activities: Community Development/Social Services:

Potato crops, knitting workshops, sewing and handicraft workshops, garden farming, two cows, poultry, exhibitions and selling facilities; music and reading sessions; kindergarten, special origami, singing, dancing, foreign languages classes for adults and children;

Needs: qualified staff and income generating facilities

Education:

Foreign languages classes for adults and children

Psychologically oriented group-work:

Trauma-survivor groups for women, children and rape victims; groups for women monitored by psychologist

Needs: more professional staff and locations

Psychological services:

Occasional supervision by psychologists/psychiatrists from abroad; individual and group counselling; psychotherapy for children, youth, adults and rape victims

Needs: more professional staff

Psychiatric services:

Needs: medicine, supervision, facilities and staff

Training programme:

For teachers and professional care-givers: crisis intervention, treatment of war trauma, PTSD; for kindergarten teachers: work with traumatized children

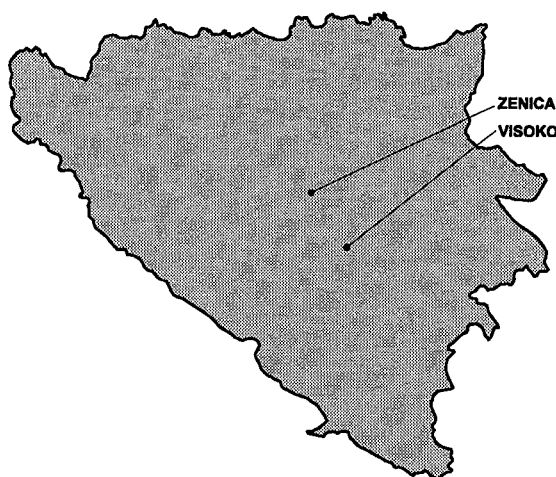
Needs: more training in therapy for war-traumatized raped women and for children

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) children, youth, women and elderly; psychiatric patients/mentally handicapped
App. 4000

Staff Members: Local 60, International 1

Main goals of project: To provide gynecological and general medical treatment for women and girls who have been war-raped, detained, held in home custody or displaced. Treatment is provided in a gynecological outpatient ward for refugee women and inhabitants of Zenica. The all female professional team consists of one gynecologist, one general practitioner, two anesthesiologists and six nurses. Also provision of psychological/psychiatric treatment in an inpatient ward for psychological and physical rehabilitation. This team consists of three psychologists, one psychiatrist and a female priest, all working in shifts. Shelter is provided for the refugee women. When the war ends the center can be transformed into a shelter for raped women and girls, if necessary. Women run their own households with support of the Medica-team and they also receive education. Another purpose of the project is to do sociological and analytical research.

Geographic distribution:



Title: WHO Rehabilitation Project for War Victims: The Mental Health Unit

Source of funding: International governments, UN

Implementing partner(s): National governmental organizations and institutions

Project period: February 1994 - unknown

Area of field work: All Regions

Contact: Sören Buus Jensen, M.D., Ph.D., HO Zagreb, Phone:+385 41/615-114, Fax:+385 41/538-005

Activities: **Psychological services:**

Supervision of WHO staff and mental health projects

Psychiatric services:

Assessments of mental health needs and resources; development of community based psychiatry; courses in modern psychiatric care and treatment; provision of mental health kits

Training programme:

For psychiatrists, psychologists, counsellors, GPs, nurses, social workers: training programmes both as part of the WHO Regional Model for Mental Health and as part of general training of national professionals

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped

Staff Members: Local 1, International 1

Main goals of project: To protect mental health of the populations in the countries of former Yugoslavia during the war, and prepare national mental health services for post-war development through: 1) Assessment and monitoring of the mental health status of the population in order to detect mental health problems, particularly conditions caused by the war and the deterioration of the health care system; 2) support of the local mental health care structures through identification and strengthening of existing resources and skills; 3) co-ordination of mental health related activities of the inter-governmental (IGO) and non-governmental (NGO) agencies and the public health system; 4) mental health interventions for victims of war, patients with traditional mental illness or retardation, mental health care providers; 5) liaison with the media (public and scientific) and provision of information on WHO's humanitarian activities within mental health care.

Title: **The WHO Regional Model for Mental Health**

Source of funding: UN, SIDA (Swedish government), Italian government

Project period: June 1994 - unknown

Area of field work: B&H Area (Sarajevo, Mostar (1995), Tuzla (1995))
Split Area (Split)

Contact: Sören Buus Jensen, M.D., Ph.D., HO Zagreb, Phone:+385 41/615-114,
Fax:+385 41/538-005
Milka Dancevic, M.D., FO Sarajevo, Phone:+387 71/483-164

Activities: **Community Development/Social Services:**

Development of community based psychiatry

Needs: more community based structures

Psychological services:

Continual supervision of staff and professionals as part of training programmes:
self-care for therapists are basic elements

Needs: development of more facilities for post-traumatic therapy and
counselling

Psychiatric services:

Supervision

Needs: more medicine, supervision, facilities, staff

Training programme:

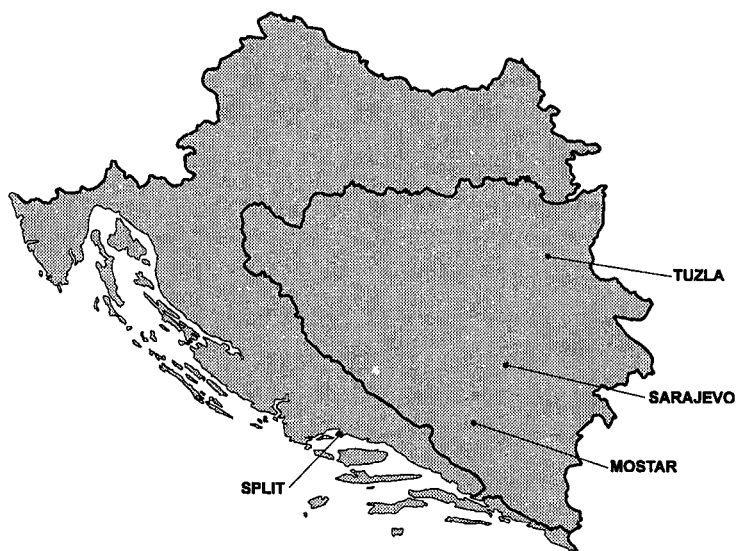
1) For psychotherapists (psychologists and psychiatrists): post-traumatic therapy - a one year diploma programme with focus on therapy and prevention of traumatic stress disorders (PTT-Course); 2) for social workers, nurses, GP: post-traumatic counselling - a one year diploma programme with focus on counselling and prevention of traumatic stress disorders (PTC-Course); 3) for school teachers: post-traumatic prevention - a one year diploma course with focus on prevention of traumatic stress disorders among children and adolescents (PTP-Course); 4) for primary health care providers: monthly training courses with focus on traumatic stress of patients seen in primary health care (PHC-Course); 5) for primary health care providers, staff from the social welfare system and local psychiatric hospital units: community based psychiatry (CBP-Course); 6) exchange programmes between national and international mental health institutions

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped

Staff Members: Local 10, International 1

Main goals of project: To coordinate activities of NGOs and IGOs with the public mental health system through establishment of regular psycho-social/mental health coordination meetings; to train various categories of care-givers in posttraumatic treatment for individuals and families with focus on case supervision and self care. The training programmes are recognized by local health authorities. An objective is also to strengthen interventions in primary health care and to introduce community based psychiatry.

Geographic distribution:



Title: Taking Care of the Care-Takers (TCCT)

Source of funding: UN, SIDA (Swedish government)

Project period: July 1994 - unknown

Area of field work: Zagreb Area (Zagreb)

Contact: Sören Buus Jensen, M.D., Ph.D., HO Zagreb, Phone:+385 41/615-114,
Fax:+385 41/538-005

Activities: Psychological services:

Stress-reduction seminars; emergency-debriefing (preliminarily for international staff)

Needs: to be assessed

Psychiatric services:

Supervision of staff

Needs: to be assessed

Beneficiaries: War-traumatized (physically and psychologically) humanitarian aid workers

Staff Members: Local 1, International 5

Main goals of project: To provide psychological support for international humanitarian aid workers; to provide briefing and debriefing of WHO staff and assist in emergency support to staff-members from international organizations.

Geographic distribution:



Title: Families of the Disappeared and Killed**Source of funding:** UN, SIDA (Swedish government), UNHCR, NPA**Project period:** November 1994 - unknown**Area of field work:** Zagreb Area (Zagreb)**Contact:** Sören Buus Jensen, M.D., Ph.D., HO Zagreb, Phone:+385 41/615-114,
Fax:+385 41/538-005**Activities: Training programme:**

For professional care-givers: psychological support for families of the disappeared and killed.

Beneficiaries: App. 50**Main goals of project:** WHO arranged an international seminar on "Families of the Disappeared and Killed" in November 1994. In the first seminar experts from Chile with extensive experience in treatment and care of these often severely traumatized families joined 50 local professionals to share experiences and knowledge. A report on the topic will be published, and more seminars are planned.**Geographic distribution:**

Title: **Psycho-Social Rehabilitation of Sexually Violated Male War Victims**

Source of funding: UN, SIDA (Swedish government)

Implementing partner(s): Medical Center for Human Rights

Project period: September 1994 - February 1995

Area of field work: Zagreb Area (Zagreb)

Contact: Sören Buus Jensen, M.D., Ph.D., HO Zagreb, Phone: +385 41/615-114,
Fax: +385 41/538-005

Mladen Loncar, M.D., HO Zagreb, Phone: +358 41/271-507,
Fax: +358 41/275-336

Activities: **Psychological services:**

Supervision of staff by experienced psychoanalyst; 50 sexually violated men and their partners are assessed from a bio-psycho-social approach; group treatment is offered; a new hot-line phone is provided

Needs: to be assessed

Psychiatric services:

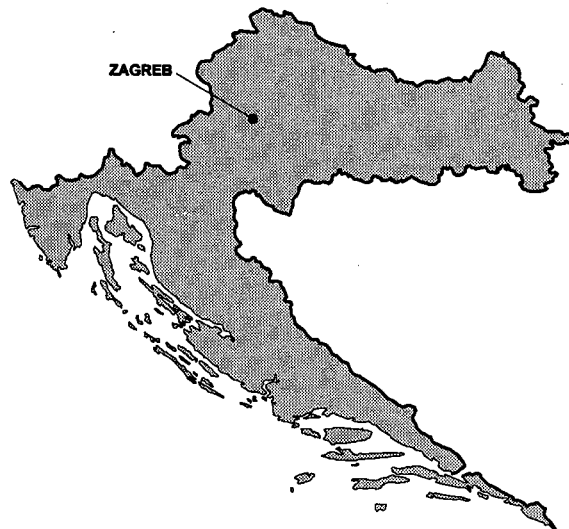
Referral to Psychiatric Departments if needed

Beneficiaries: Displaced, refugee and local war-traumatized (physically and psychologically) women and men, physically handicapped/disabled and psychiatric patients/mentally handicapped **App.** 100

Staff Members: Local 15, International 0

Main goals of project: To offer a careful assessment and treatment for 50 sexually violated male war victims and their partners; to assess the frequency and type of problems they have and explore different treatment models.

Geographic distribution:



Title: Health and Development for Displaced Population (HEDIP)**Source of funding:** Italian government, Italian Cooperation, Modena (twin town in Italy)**Implementing partner(s):** Local NGO's "Sunce", "Duga", "Most"; National University Split**Project period:** August 1993 - unknown**Area of field work:** Split Area (Split)**Contact:** Vedran Mardesic, WHO/HEDIP, Phone:+385 58/522-765, Fax:+385 58/364-828**Activities: Community Development/Social Services:**

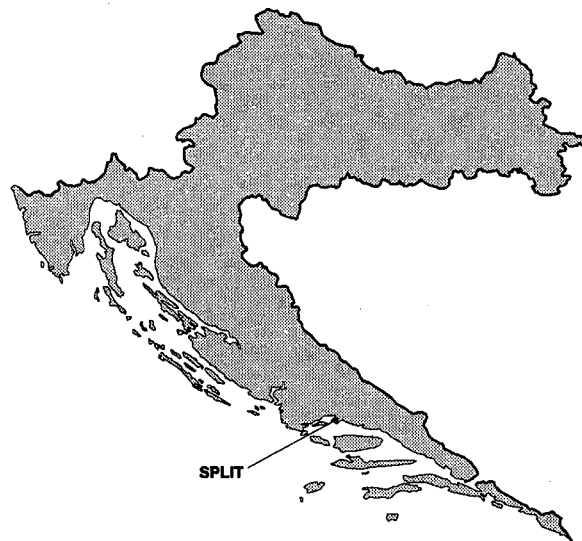
Art, theatre, sports, excursions, participation in carnivals and festivals, media

Needs: more community centers**Education:**

Health education for refugees and displaced; vocational training for auxiliary workers in health and social institutions; vocational training for welders; training for computer skills

Needs: more community centers**Training programme:**

For teachers and professional care-givers: workshops on psychological development, communication, drug addiction, alcoholism, smoking, sexuality, psychological trauma of war

Needs: more training in all subjects**Beneficiaries:** Displaced, refugee and local children, youth, women, men and elderly; physically handicapped/disabled and psychiatric patients/mentally handicapped**Staff Members:** Local 2, International 0**Main goals of project:** To prevent deterioration of the health and social situation of displaced, refugees and local people; to avoid social exclusion and isolation of vulnerable groups and to promote better conditions for human development and reconciliation.**Geographic distribution:**

Title: Psycho-Social and Economic Rehabilitation of Displaced and Traumatized Women in Bosnia**Source of funding:** Private and governmental resources from the US, Korea, Canada, Australia, Japan and Taiwan**Implementing partner(s):** Various women's organizations in Central Bosnia**Project period:** October 1994 - September 1995**Area of field work:** B&H Area (Zenica, Dobo)**Contact:** Milton Amayun, M.D., HO Helsinki,
David Jennings, FO Split,
Seida Tomasevic, FO Zenica,**Activities: Community Development/Social Services:**

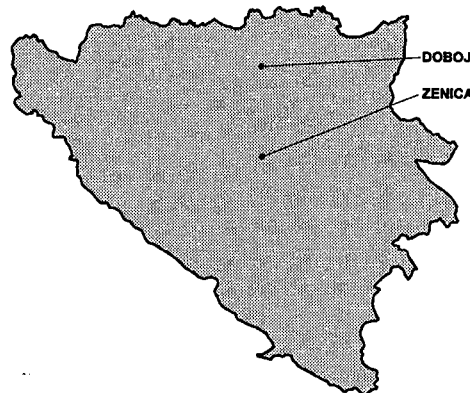
Agricultural production and animal raising; income generation by rabbit-raising, food processing and handicraft production; education in basic empowerment skills for women and various self awareness classes

Needs: trained experts at the community level who are focused on reconciliation between Christian and Muslim societies**Education:**

Primary and vocational education, rehabilitation of two primary school buildings

Needs: teachers, books, desks, computers, equipment**Psychologically oriented group-work:**

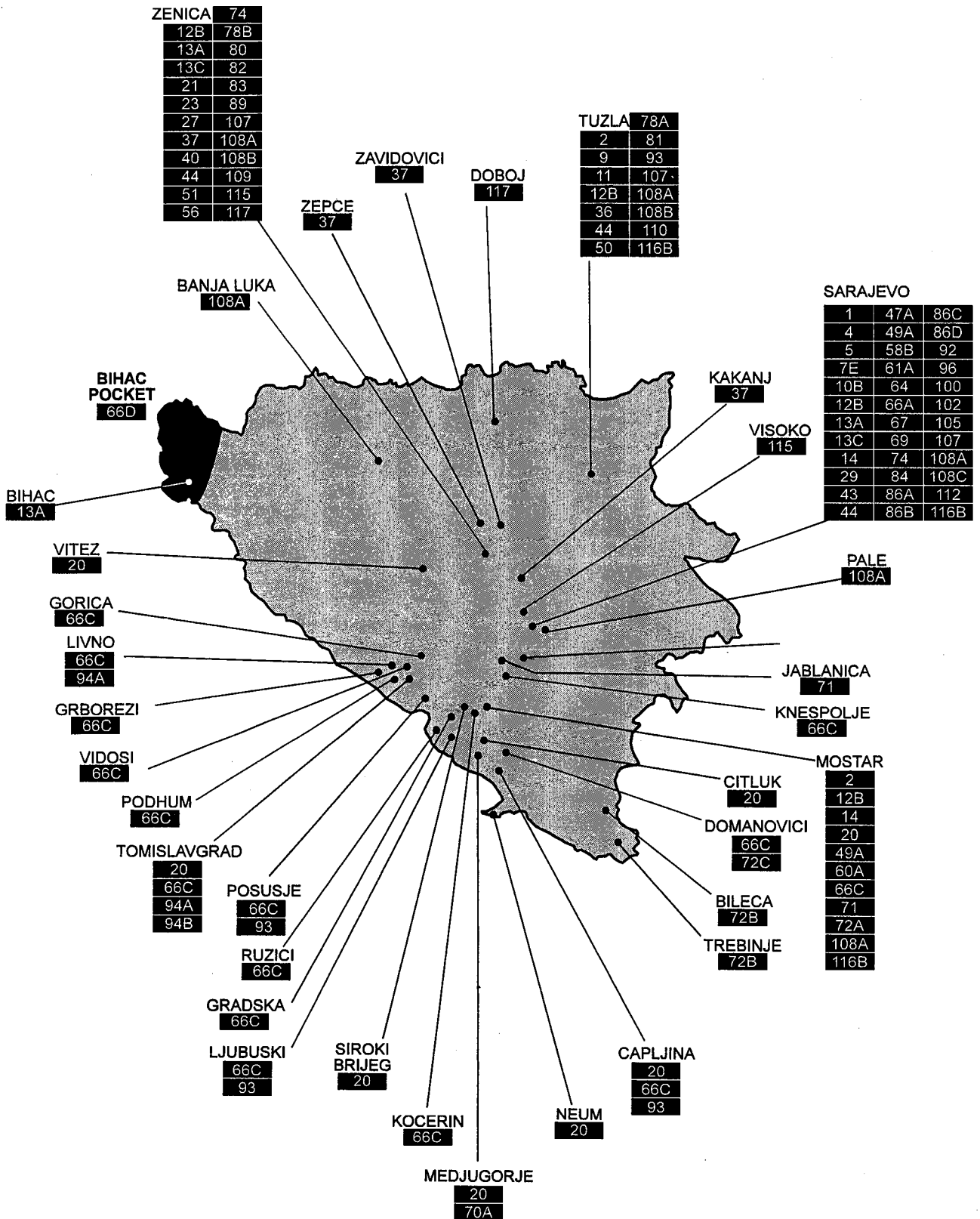
Self-help groups for children, women and single mothers

Needs: professionally trained consultants**Beneficiaries:** Displaced, refugee and local war-traumatized children, youth, women and elderly, **App.** 20000**Staff Members:** Local 3, International 1**Main goals of project:** To initiate educational and economic development activities for economically needy war widows and displaced women; to prepare displaced/traumatized women for reintegration into their communities; to provide seed funding and technical assistance to women entrepreneurs who want to set up their own micro-enterprise activities.**Geographic distribution:**

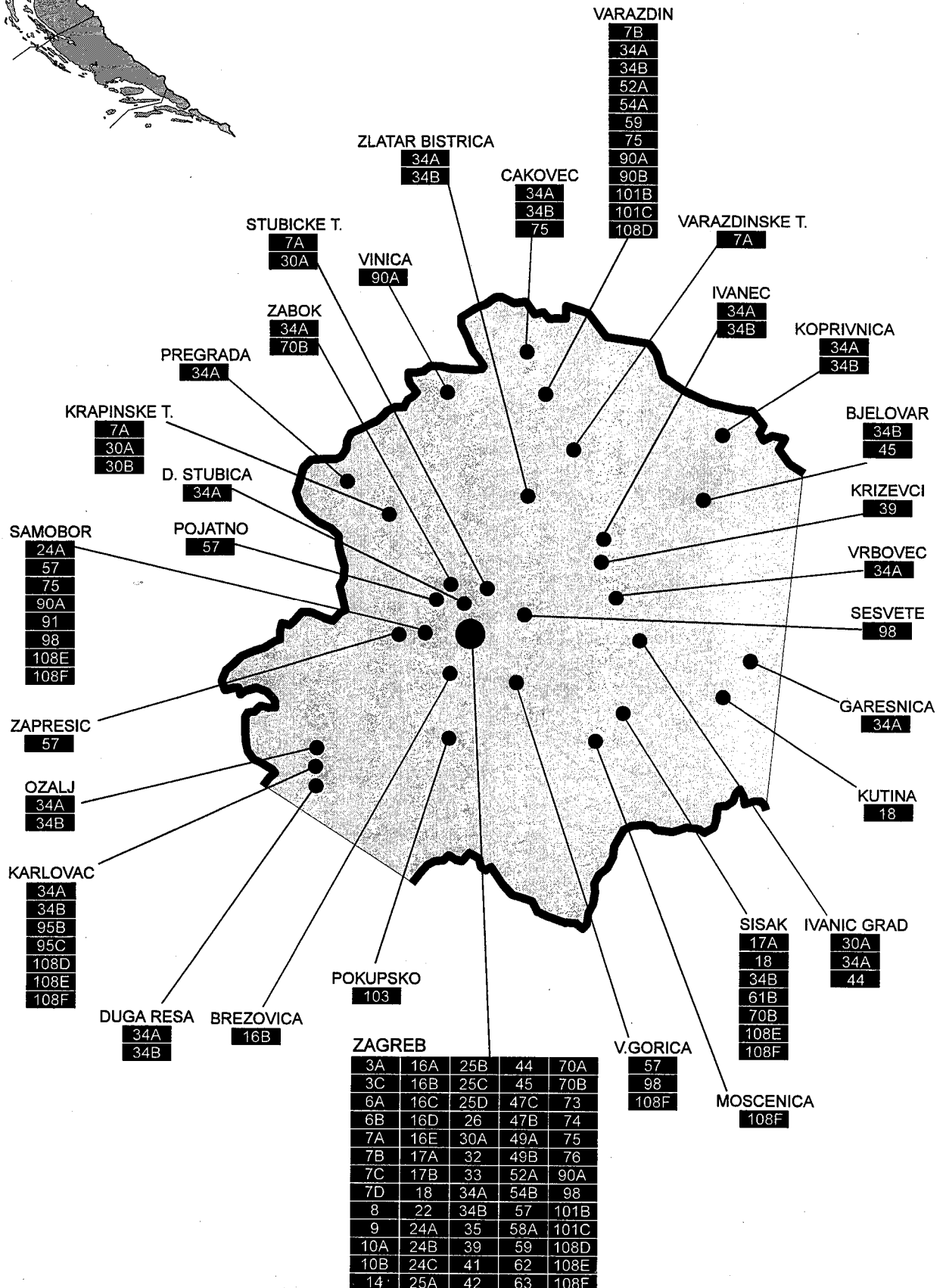
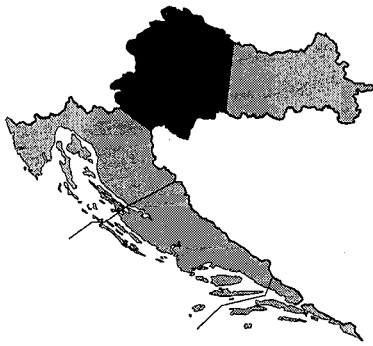
II. DISTRIBUTION OF PSYCHO-SOCIAL PROJECTS ACCORDING TO REGIONS

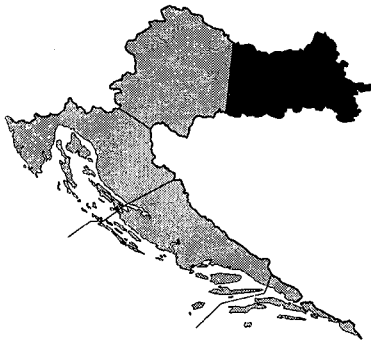


Bosnia-Herzegovina region

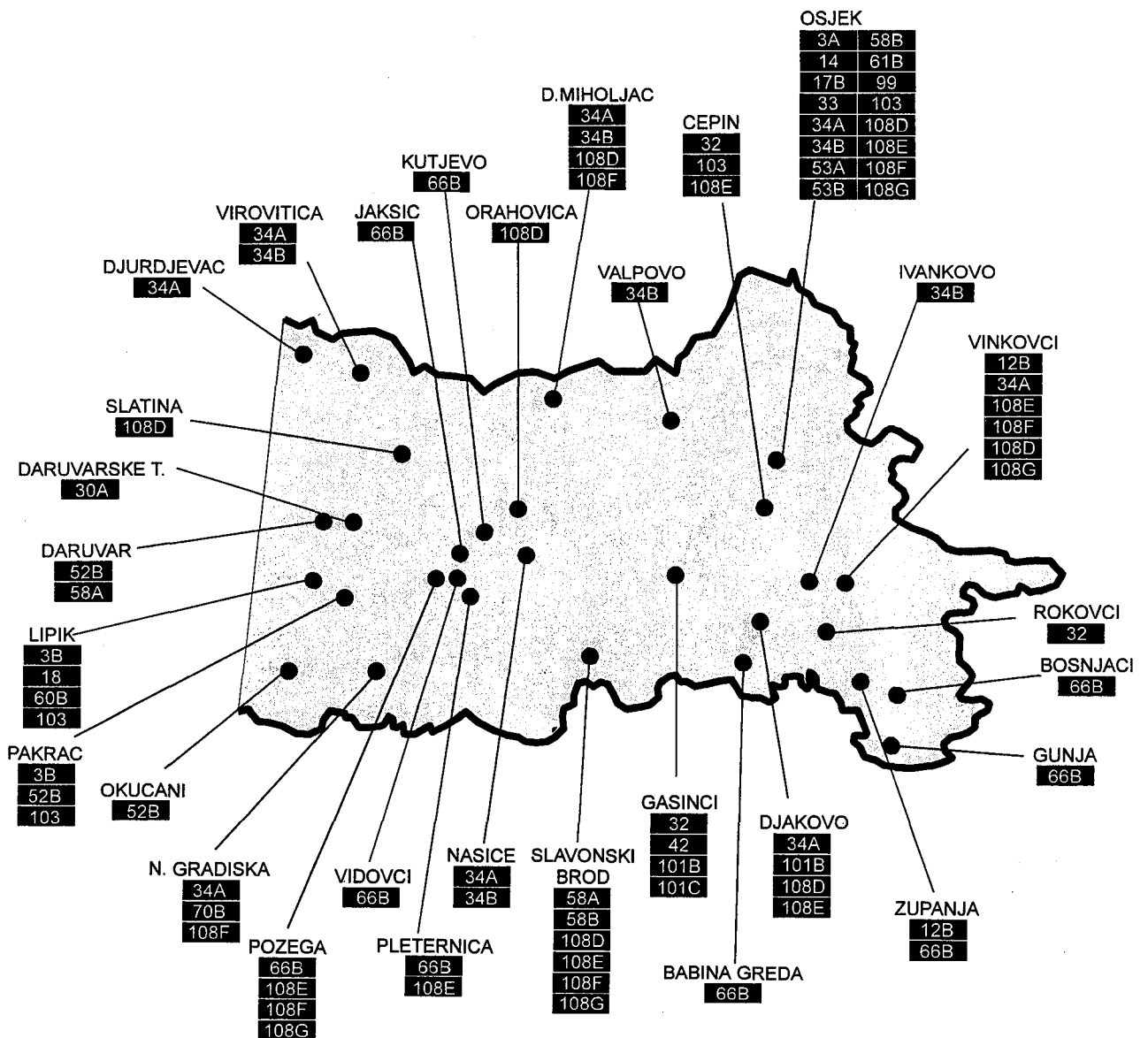


Zagreb region

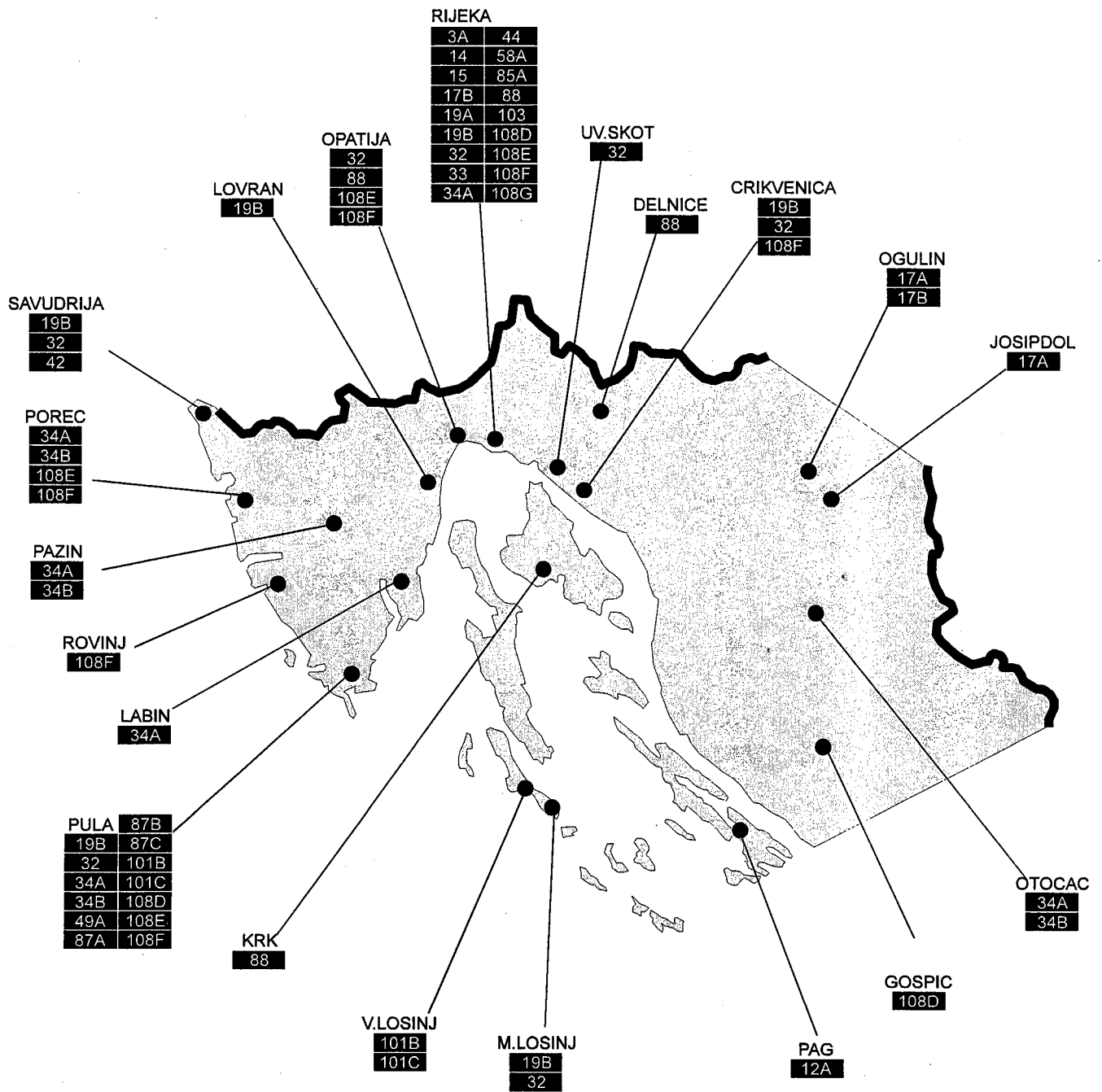
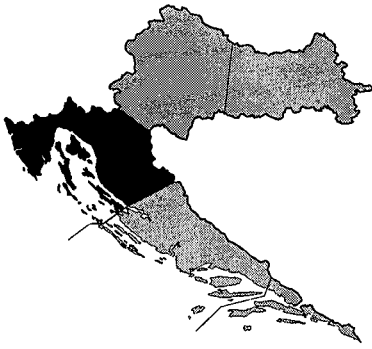




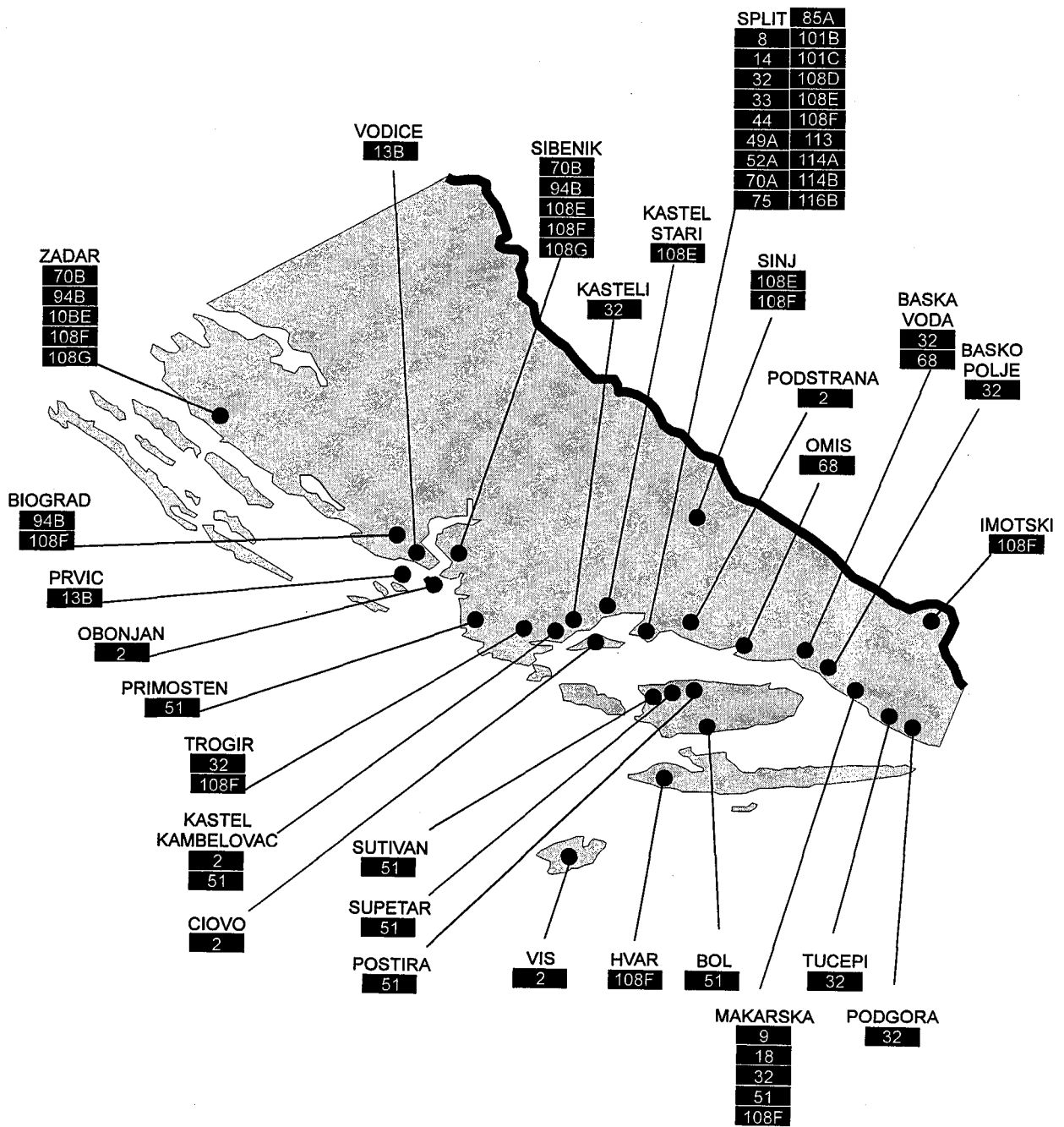
Slavonia region



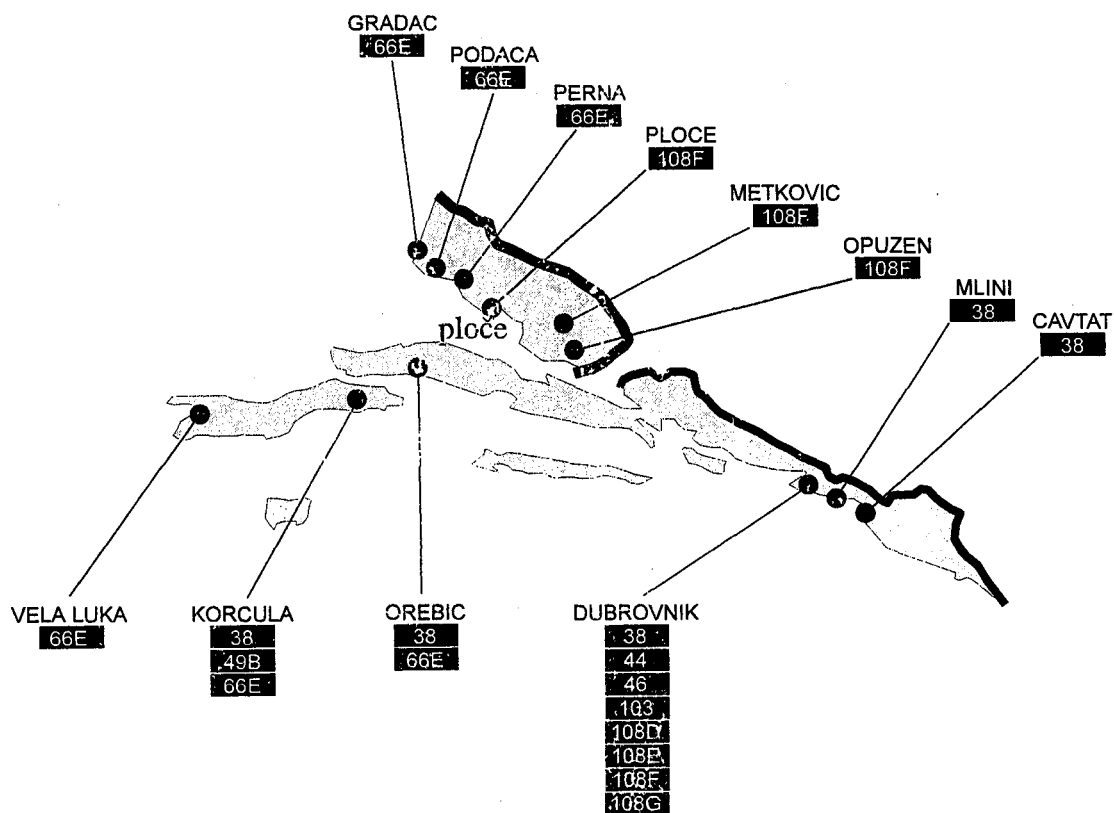
Rijeka region



Split region



Dubrovnik region

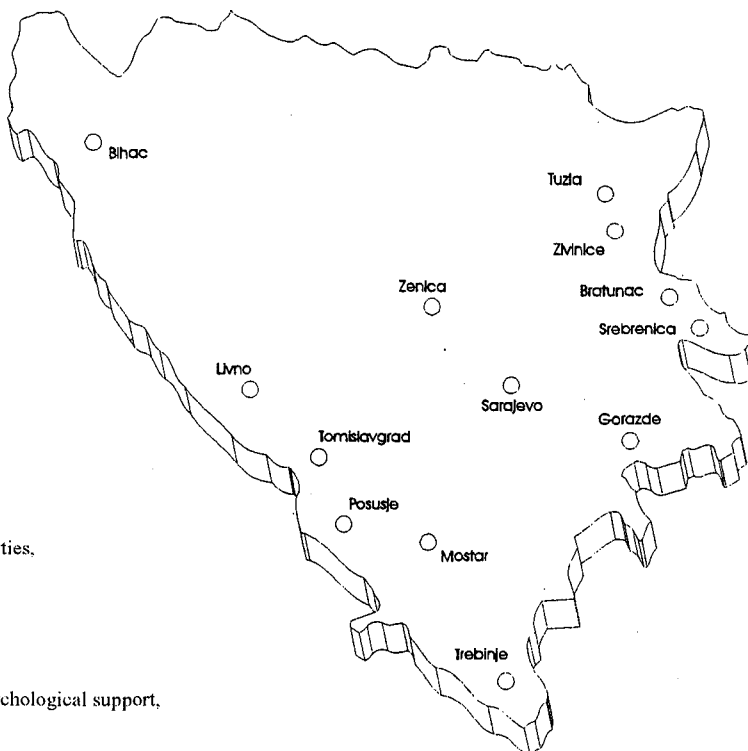


SOCIAL SERVICES PROJECTS IN BOSNIA AND HERZEGOVINA

Only shows projects partially or fully funded by UNHCR.

Legend:

- L: location
- A: activities
- B: beneficiaries
- DPs displaced persons
- CC collective centres



MPDL

- L: Trebinje
- A: supplementary food, cultural/recreational activities, mental health services
- B: DPs and social cases

MARIE STOPES INTERNATIONAL (MSI)

- L: Sarajevo, Bihac, west Herzegovina/Mostar
- A: women centers - occupational activities and psychological support, kindergartens
- B: local population and DP women and children

MSF

- L: Srebrenica, Gorazde
- A: health, sanitation, rehabilitation of CC
- B: DPs and local population

NORWEGIAN PEOPLES AID (NPA)

- L: Srebrenica, Bratunac, Zenica
- A: community services, education, social work, training of local caregivers, women centers, kindergartens
- B: DPs and local population, esp. vulnerable groups, women and children

DANISH REFUGEE COUNCIL

- L: Tuzla
- A: support to local infrastructure, handicraft/occupational and income generating projects, kindergarten, training of local caregivers
- B: DPs in CC and host families (esp. vulnerable groups)

GLOBAL OPERATIONS / FIRE RESCUE SERVICES

- L: Sarajevo
- A: to maintain and support the local fire department with resources and international volunteers
- B: community

INTERNATIONAL RESCUE COMMITTEE (IRC)

- L: Sarajevo
- A: publishing mental health magazine (local / international contributors), community counselling centres, mental health campaign (posters and radio)
- B: community

CORIDOR

- L: Sarajevo
- A: social and counselling support / self help groups, training of local social services staff in counselling techniques
- B: DPs in CC, elderly, orphans

CARE CANADA

- L: Bihac
- A: assessment of social structure and needs to support care givers
- B: community, esp. vulnerable groups

L: Sarajevo / Zenica

- A: material and supplementary food assistance, basic nursing care and counselling
- B: Bed ridden or most vulnerable elderly (DPs or locals)

AICF

- L: Mostar / Sarajevo
- A: sanitary product, supplementary feeding and basic health care
- B: Most vulnerable elderly in private accommodation or CC

IMC

- L: Zenica
- A: pediatric surgical ward, community outreach for psychological support to children
- B: Children most traumatized by war

OXFAM (UK)

- L: Tuzla
- A: occupational therapy and education centers
- B: 6,000 locals and DPs women and children

UMCOR

- L: Zenica
- A: establishment and running of youth house: sport, music, language, income generating activities, psychological support
- B: locals / DPs children and teenagers (5-17 years)

SCF (US)

- L: Tomislavgrad / Livno
- A: Psycho-social assistance through education of war affected children and mothers
- B: DPs preschool children



SOCIAL SERVICES PROJECTS IN CROATIA *



Legend:

- L: location
- A: activities
- B: beneficiaries
- Ref: refugees
- DPs: displaced persons
- CC: collective centres

STEARNOST

- L: Osijek
- A: social workers visiting families - reality therapy in the homes
- B: Ref/DPs in private accommodation

MEDECINS SANS FRONTIERES (MSF)

- L: Gasinci
- A: primary medical care
- B: ex-detainees and their families

KNIN RED CROSS

- L: UNPA South - Knin, Benkovac, Korenica
- A: social workers - reorganizing community systems, developing social activities
- B: DPs in CC and private accommodations (esp. women - children)

INTERNATIONAL RESCUE COMMITTEE (IRC)

- L: Slavonski Brod, Dalmatia
- A: mental health teams - developing community service activities
- B: Ref/DPs in private accommodation (esp. women)

HELPPAGE

- L: Zagreb, Varazdin, Split
- A: training for the local caregivers to the elderly
- B: Ref/DPs - elderly in small collective shelters or private accommodations

CROATIAN RED CROSS

- L: Northern Croatia - 35 opcina
- A: social programmes and home visits
- B: Ref/DPs in private accommodation

SUNCOKRET

- L: Gasinci, Savudrija, Djakovo
- A: developing community service activities in CC
- B: Ref/DPs - esp. women, children and elderly in CC

MERIAMET

- L: Zagreb
- A: 1. community support services during and after pregnancy
2. primary health care - home visits by family doctors
- B: Ref/DPs pregnant women; Ref/DPs in private accommodations

CROATIAN PSYCHIATRIC ASSOCIATION

- L: Gasinci, Cepin, Rokovci, Dalmatia (10 centres), Pula, Opatija, Crikvenica, Mali Losinj
- A: mental health teams specialized in trauma - psychiatric assessment and treatment; assisting integration into the local community
- B: Ref/DPs in CCs

IMMIGRATION AND REFUGEE SERVICES OF AMERICA

- L: Varazdin
- A: youth activities
- B: Ref/DPs youth population in private accommodation

ODPR

- L: Zagreb
- A: counselling center
- B: Ref/DPs in private accommodation

L: Pula

- A: income generating, home visits, counselling
- B: Ref/DPs in private accommodation

L: Dubrovnik

- A: income generating
- B: Ref/DPs

L: Labin

- A: sport activities
- B: Ref/DPs

REGIONAL HEALTH CENTER

- L: Sector West - Grubisno Polje
- A: home visits
- B: elderly population

LOCAL SPORTS CLUB

- L: Dubrovnik
- A: sport activities
- B: Ref/DPs teenagers

SAVE THE CHILDREN

- L: Dalmatian coast
- A: kindergarden activities
- B: Ref/DPs children - preschool age

CARE CANADA

- L: a) Prvic Luka b) Vodice
- A: a) children home b) elderly home
- B: Ref/DPs - children, elderly

* Only shows projects partially or fully funded by UNHCR



Bosnia and Herzegovina

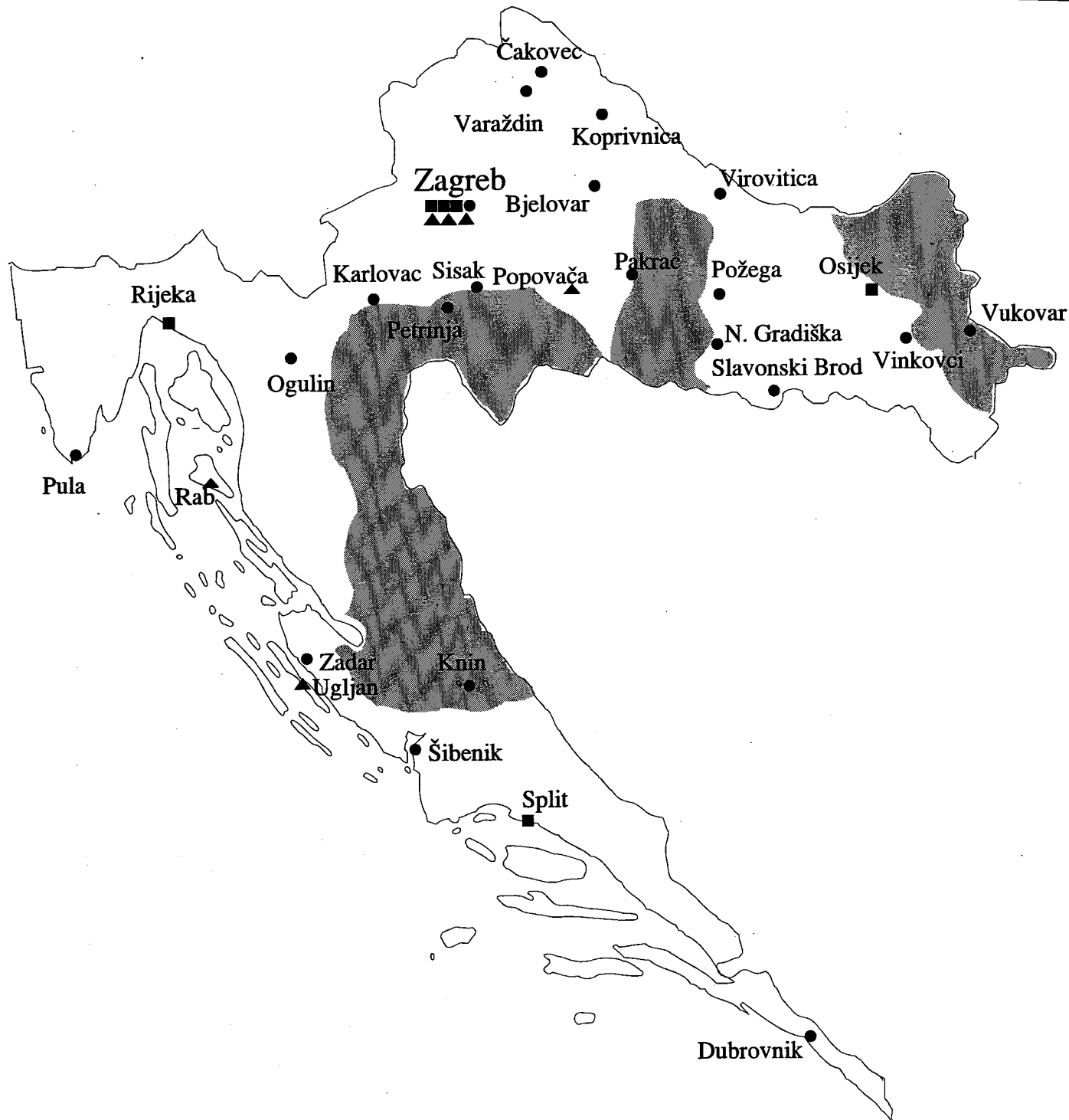


- University Clinic
- Institutes
- ▲ Psychiatric Hospital
- Psychiatric department in General Hospital



WHO Zagreb Area Office
Mental Health Unit 1994

Croatia



- University Clinic
- Institutes
- ▲ Psychiatric Hospital
- Psychiatric department in General Hospital



WHO Zagreb Area Office
Mental Health Unit 1994

III. LIST OF ORGANISATIONS

LIST OF ORGANIZATIONS



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ECHO's involvement in caring for the psychological and social needs of victims of war has been a constant since the images of mass detention and rape first came to light. ECTF's Psycho-Social Unit was created to support ECHO's assistance to traumatized women and children.

Among the tasks of ECTF's Psycho-Social Unit is the development of methods to ensure the best possible therapeutic assistance to victims of war trauma. This book addresses the question:

Under war conditions what defines a psycho-social project?

The book approaches this question from both a theoretical and practical point of view.



PART ONE

offers theoretical reflections on:

- Strategies of psycho-social projects for victims of war
- Understanding the trauma of humanitarian aid workers
- Trauma and testimony among refugee women

PART TWO

presents an overview of:

- The approaches of 117 organizations assisting victims of war through 185 psycho-social projects in Bosnia-Herzegovina and Croatia during 1994
- This section documents the pioneering efforts of diverse humanitarian agencies to bring relief in the midst of a tragic war

