

English



Government of Lebanon
Ministry of Labour

Information Guide for Migrant Domestic Workers in Lebanon





Ministry of Labour
Republic of Lebanon

Information Guide for Migrant Domestic Workers in Lebanon



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development
and Cooperation SDC

Swiss Agency for Development and
Cooperation SDC



International Labour Organization
Regional Office for Arab States



Project funded by the
European Union

Copyright © International Labour Organization 2012
First published in English 2012

Publications of the International Labour Office enjoy copyright under Protocol 2 of the Universal Copyright Convention. Nevertheless, short excerpts from them may be reproduced without authorization, on condition that the source is indicated. For rights of reproduction or translation, application should be made to ILO Publications (Rights and Permissions), International Labour Office, CH-1211 Geneva 22, Switzerland, or by email: pubdroit@ilo.org. The International Labour Office welcomes such applications.

Libraries, institutions and other users registered with reproduction rights organizations may make copies in accordance with the licences issued to them for this purpose. Visit www.ifro.org to find the reproduction rights organization in your country.

Information Guide for Migrant Domestic Workers in Lebanon
Beirut, International Labour Organization, 2012

ISBN: 978-92-2-125843-8 (print)
ISBN: 978-92-2-125844-5 (web pdf)

Also available in French: Guide d'informations pour les travailleuses domestiques migrantes au Liban, ISBN 978-92-2-225843-7, Beirut, 2012; and in Arabic : دليل ارشادي للعاملات المنزليات المهاجرات في لبنان , ISBN 978-92-2-625843-3, Beirut, 2012.

The designations employed in ILO, EU and SDC publications, which are in conformity with United Nations practice, and the presentation of material therein do not imply the expression of any opinion whatsoever on the part of the ILO, EU and SDC concerning the legal status of any country, area or territory or of its authorities, or concerning the delimitation of its frontiers.

The responsibility for opinions expressed in signed articles, studies and other contributions rests solely with their authors, and publication does not constitute an endorsement by the ILO, EU and SDC of the opinions expressed in them.

Reference to names of firms and commercial products and processes does not imply their endorsement by the ILO, EU and SDC, and any failure to mention a particular firm, commercial product or process is not a sign of disapproval.

This publication has been produced by ILO Regional Office for Arab States in collaboration with the Ministry of Labour in Lebanon, and with the financial assistance of the European Union (EU), Swiss Agency for Development and Cooperation (SDC).

The boundaries and names shown and the designations used on maps included in this document do not imply official endorsement by the ILO.

ILO publications and electronic products can be obtained through major booksellers or ILO local offices in many countries, or direct from ILO Publications, International Labour Office, CH-1211 Geneva 22, Switzerland. Catalogues or lists of new publications are available free of charge from the above address, or by email: pubvente@ilo.org or visit our website: www.ilo.org/publns

For ILO Regional Office for Arab States Publications, please contact:
ILO Regional Office for Arab States
P.O.Box 11-4088 Riad El Solh 1107-2150
Beirut – Lebanon
website: www.ilo.org/arabstates

Printed in [Nepal]

Foreword

Labour migration, if well-managed, can be beneficial to both countries of origin and destination, as it provides jobs and employment opportunities for millions of women and men from countries of origin and contributes to economic growth in countries of destination.

Today, half of the 90 million migrant workers in the world are women. There are significant differences in labour patterns of women and men in countries of destination. In the case of women, the jobs available are mostly an extension of what is considered “women’s care work” in the household in the form of domestic work, child care and sick and elderly care. Despite the many challenges that migrant workers might face while leaving their countries to work abroad, labour migration can also be empowering for women and men by increasing their self-esteem, and economic independence.

In Lebanon, the International Labour Organization has engaged in a participatory policy dialogue with the Lebanese authorities and civil society to ensure terms and conditions of decent work for women migrant domestic workers. As a result, this Information Guide for Migrant Domestic Workers is a joint effort of the members of the National Steering Committee on Women Migrant Domestic Workers in Lebanon, which was established in April 2007 under the auspices of the Ministry of Labour.

At the global level, an International Convention¹ supplemented by a Recommendation² on Decent Work for Domestic Workers has been adopted during the 100th Session of the International Labour Conference in June 2011. These new international labour standards are historic steps towards protecting the rights of domestic workers.

We hope this Information guide will serve to improve the wellbeing of migrant domestic workers in Lebanon.

Ms. Nada Al-Nashif
Regional Director
Regional Office for Arab States
International Labour Organization

Mr. Charbel Nahhas
Minister
Ministry of Labour
Government of Lebanon

-
- 1) Convention No. 189 titled Decent Work for Domestic Workers Convention, year 2011
http://www.ilo.org/ilc/ILCSessions/100thSession/reports/provisional-records/WCMS_157836/lang--en/index.htm
- 2) Recommendation No. 201 titled Decent Work for Domestic Workers Recommendation, year 2011
http://www.ilo.org/wcmsp5/groups/public/@ed_norm/@relconf/documents/meetingdocument/wcms_157837.pdf

Acknowledgments

We would like to extend our sincere thanks to the individuals who participated in the development of this guide.

Ms. Emanuela Pozzan; Ms. Simel Esim; Ms. Joyet Beyene; Ms. Rana Rayes; Ms. Marie Noelle Abi Yaghi; Ms. Sanaa Abou Sleiman; Ms. Ghida Ghandour; Ms. Lea Moubayed; Ms. Gudrun Jevne; Ms. Helene Harroff Tavel; Ms. Zeinab Ribai; Mr. Nabil Abdo; and Mr. Mansour Omeira were instrumental in collecting the data which informed this guide, and in drafting and editing the guide's various modules. Ms. Zeina Mezher; Ms. Tania Massad; Ms. Marie-Jose Tayah; and Ms. Reham Rached were instrumental in finalizing the editing of the guide, publishing the guide, in book and online format, and disseminating it in 12 languages.

Mr. Abdallah Razzouk, Mr. Fawzy Al-Hajj Hassan, Ms. May Saab, Mr. Adel Zubian, Ms. Marleine Atallah, Ms. Sausan Sabra, Ms. Nazha Shallita, Mr. Nabil Isbir and Mr. Ali Berro from the Ministry of Labour; Ms. Hala Abu Samra from the Ministry of Justice; Ms. Abeer Abd Samad from the Ministry of Social Affairs; Mr. Salim Baddoura from the Ministry of Foreign Affairs; Mr. Elie Asmar from the Interior Security Forces; Ms. Amal al-Wehbe from the Directorate General of the General Security; Ms. Elizabeth Zakharia Sioufi from the Beirut Bar Association (Institute for Human Rights); Mr. Ali Amin from the Syndicate of Recruitment Agencies; and colleagues from the diplomatic missions of the Philippines and Sri Lanka in Lebanon all provided very valuable inputs. Colleagues from international and non-governmental organizations have also given their inputs. They include: colleagues from Human Rights Watch, International Organization for Migration; Kafa; UNIFEM (now UN Women) Regional Office for Arab States; Ms. Najla Chahda, Ms. Rania Hokayem, and Ms. Isabelle Saadeh Feghali from Caritas Liban Foreign Centre; Father Martin McDermott and Mr. Roland Tawq from the Pastoral Committee for Afro-Asian Migrants (PCCAM); and Mr. Nidal Al-Jurdi from the Office of the United Nations High Commissioner for Human Rights Regional Office for the Middle East (OHCHR).

Special recognition is due to several ILO officials who read the guide and commented on it through its several iterations. They include: Ms. Nada Al-Nashif, Mr. Maurizio Bussi, Ms. Rasha Tabbara, Ms. Christine Behrendt, and Ms. Najwa Ksaifi from the International Labour Organization's Regional Office for Arab States; Ms. Niloufer Mukhifor from the ILO TURIN; Ms. Nelien Haspels from ILO Bangkok; Ms. Gloria Moreno-Fontes from ILO MIGRANT Geneva; Ms. Katerine Landuyt from ILO NORMES Geneva; Ms. Bina Thapa from ILO CO Kathmandu; Ms. Hilda Tidalgo from ILO CO Manila; Ms. Pramo Weerasekera from ILO CO Colombo; Ms. Christina Holmgren, Ms. Alem Brook, and Mr. Bayou Mulat from ILO CO Addis Ababa; Ms. Nombana Razafinisoa and Ms. Anne-Marie Ralaivola from ILO CO Antananarivo; Ms. Lotte Kejser from ILO CO Jakarta; Ms. Mai Thuy Nguyen from ILO CO Hanoi; and Mr. Gregoire Crettaz and Mr. Shahabuddin Khan from ILO CA Dhaka. We thank them all for their valuable contributions.

Contents

Foreword.....	1
Acknowledgment	2
Dear worker.....	5
How to read this guide.....	6

Chapter 1: Travelling to Lebanon as a migrant domestic worker7

1. Before you depart for Lebanon	8
♦ Things to know before travelling to Lebanon.....	8
♦ Box 1: Medical tests and reports.....	9
♦ Tips before travelling.....	9
♦ Box 2: Suggestions of questions to ask.....	10
2. After you arrive in Lebanon	10
♦ To legally work in Lebanon.....	10
♦ Do you know that	11
♦ Tips.....	11
3. Nine steps to follow after your arrival in Lebanon	12
4. When you exit Lebanon	12

Chapter 2: Your rights and responsibilities.....13

1. Your employment contract: what does it say?	14
---	-----------

Chapter 3: What to do when you are in trouble16

1. You are in trouble when you lose your legal residence status	17
♦ You lose your legal residence status when.....	17
♦ What happens when you lose your legal residence status?.....	17
♦ Box 3: “Running Away”.....	18
♦ Tips.....	18
2. What to do in case of disputes with the employers?	18
3. What is labour abuse?	19
4. Changing your employer	20
5. Legal assistance	20
♦ Tips.....	21

6.	Know more about:	21
	Safety in the workplace	21
	Marriage	21
	Pregnancy	22
	Trafficking in persons	22

Chapter 4: Adapting to the Lebanese culture 23

1.	About Lebanon: country description	24
2.	Social practices	25
3.	Integration into the employer's family	26
4.	Religion	26
5.	Social manners and conduct	27
6.	Food	27
7.	Standards of cleanliness	27
8.	How to communicate with your family in your country	28
	♦ Box 4: International country codes.....	28
9.	How to send money home	29
10.	Transportation	29
	♦ Tips.....	29
11.	Shopping	29
	Dear Worker	30

Annexes

1.	Arabic language	31
2.	Asking for help	37
3.	Personal calendar	41
4.	Useful information on unions, pre-departure training courses and migrants' associations in your country	42
5.	How to use household appliances and cleaning materials	46
6.	Working Skills for Migrant Domestic Workers	47
7.	Work Contract for Migrant Domestic Workers	49
8.	Receipt book for salaries	52
9.	How to obtain this guide	53

Dear worker,

You are about to start a new experience that will bring you to live and work in Lebanon. Your employer's social and cultural customs will be different from yours. Please remember that respect should be mutual between you and your employer. In order for your employer to understand and respect your rights as a person and as a worker³, you will also need to respect the rights of your employer and his/her family and accomplish the tasks required of you.

This guide is based on the current laws and policies that are in effect in Lebanon and on the employment contract for migrant domestic workers approved by the Ministry of Labour on March 16, 2009. Please be advised that the information provided in chapter 3 and annex 7 will be altered upon the revision of relevant laws and the employment contract.

This guide:

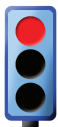
- ◆ Tells you about how to protect your rights and fulfill your obligations when working in Lebanon.
- ◆ Helps you learn about the country, its people, their customs and ways of living.

We wish you a very positive working experience in Lebanon!

3) Please note that for the English version of this guide, we opted for gender-neutral language, as we hope it can be an important source of information for both female and male migrant workers.

How to read this guide:

When you see:



Stop and consider the risks involved.



Please proceed with caution.



You are safe to proceed.



Read the text carefully. It can provide you with helpful tips.



You will find some information on human rights that are stated in international conventions and labour standards.



Read very carefully. The text can provide you with useful and important information.



We provide practical answers to frequently asked questions.

Chapter 1

Travelling to Lebanon as a migrant domestic worker



Photo taken from the video "Maid in Lebanon" by Carol Mansour

1. Before you depart for Lebanon:



Things to know before travelling to Lebanon:

You are preparing yourself to travel to Lebanon as a LEGAL migrant domestic worker. Therefore, before leaving your country, make sure you have reviewed this list:

TO DO	DONE	NOT DONE
1. You HAVE all the valid travel documents: • PASSPORT • VISA • MEDICAL REPORT (see Box 1) • EMPLOYMENT CONTRACT	☒	☐
2. You HAVE carefully READ and UNDERSTOOD the terms and conditions in the contract you signed in your country and you agree with its contents.	☒	☐
3. You HAVE PHOTOCOPIED all the above-mentioned documents and left copies with your family and friends.	☒	☐
4. You HAVE GIVEN the addresses of the recruitment agency in your country and the employment agency in Lebanon, as well as the address of your employer in Lebanon to your family and/or friends.	☒	☐
5. You HAVE MEMORIZED the phone numbers of your Embassy in Lebanon and the hotline numbers available to you at the end of this guide.	☒	☐

Box 1: MEDICAL TESTS and REPORTS

In addition to the usual pregnancy test that you are asked to take, other medical tests that you will be asked to take before travelling and once you are in Lebanon include malaria, tuberculosis and sexually transmitted diseases.

For your information:

HIV/AIDS: AIDS is a dangerous and deadly disease. It is spread with exposure to HIV-contaminated blood through: unprotected sexual intercourse with an infected partner; an infected mother that passes the virus to her newborn child; HIV-contaminated blood transfusion; the use of HIV-contaminated instruments such as needles and unsterilized instruments such as those used in dental clinics and during various surgical interventions, sharp or skin piercing tools that have already been used on AIDS patients. The Lebanese government requires a negative HIV test result as a prerequisite before issuing a visa.

TUBERCULOSIS (TB): Tuberculosis is a common and **infectious disease** that can lead to death if not treated properly and promptly. TB usually affects the lungs but can also affect other organs such as the **bones, joints** and even the **skin**. Not everyone who is infected with the TB microbe develops the disease. What is called an **Asymptomatic Latent TB infection** is most common and you may be a carrier and transmit TB to others without displaying any illness symptoms. Symptoms include a productive, prolonged cough of more than three weeks' duration, chest pain and **coughing up blood**. Symptoms include fever, chills, **night sweats, appetite loss**, weight loss and paling, and those afflicted get easily tired.



Tips before travelling:

- ♦ If you know people who worked in Lebanon or in the Arab States before, contact them and ask about their experiences both before your departure and after your arrival in Lebanon. Ask the Ministry of Labour in your country of origin about the reputation of the agency recruiting you. Some agencies are blacklisted in your country for bad practices. Also ask the recruitment agency to give you information about your work in Lebanon.
- ♦ If available in your country, undertake a preparatory training course for domestic workers. (See Annex 4)
- ♦ Get in contact with migrant workers' organizations, domestic workers' unions and support organizations in your country that work with migrants to support them and their families. (See Annex 4)



Box 2: Suggestions of questions to ask

To friends and people who have migrated before:

- What is the name of the agency that recruited you?
- Does this agency have a good reputation?
- Did the agency provide you with accurate and truthful information about the household where you worked?

To the recruitment agency:

- Is my employer married?
- Does he/she have any children? If so, how many? How old are they?
- Are there any elderly/disabled/sick persons in the family?
- Am I going to be paid every working month, in cash starting from the first working month? How much?
- What about the terms and conditions of the contract (where will I sleep, will I have a day off, will I be insured...)? What tasks will I have to perform?
- Who should I contact if I have any problems?

2. After you arrive in Lebanon

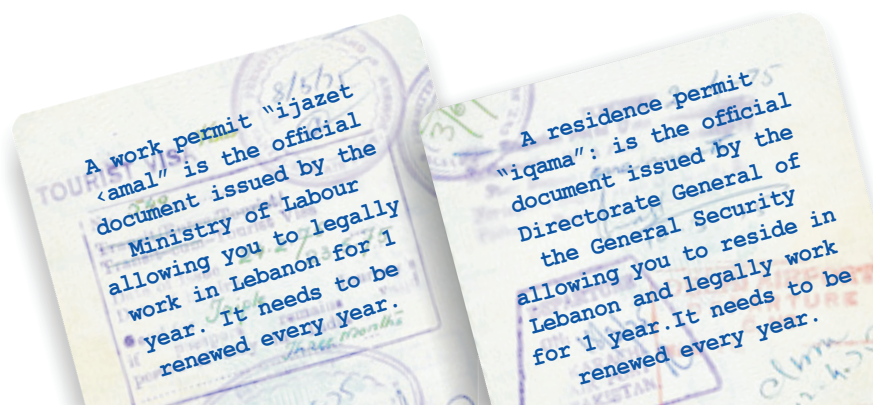


To enter, stay and work legally in Lebanon as a migrant worker, you need to be registered with valid work and residence permits for the whole duration of your stay in the country. Otherwise, you will risk detention and deportation.

To legally work in Lebanon:

To legally enter Lebanon and register as a migrant worker:

1. You need a sponsor. You come to Lebanon under a sponsorship (Kafala) system. Your sponsor (kafil) is also your employer, who is legally responsible for your stay and work in Lebanon. Under the current laws in Lebanon, this is **the only way** you can **legally** reside and work in the country as a migrant domestic worker.
2. You also need a valid passport and entry visa. Make sure that your personal documents (visa, passport, residence and work permits) are regularly renewed and updated. This is the responsibility of your employer. You must remind your employer to do that in case he/she forgets. To make it easier, note down in the calendar provided to you in Annex 3 the important dates you need to remember, like the date of the renewal of your papers, etc.



Do you know that:

- ◆ Your passport needs to be renewed every 5 years, and you should proceed with the renewal process before its expiry date because the renewal of your work permit is only possible at least 7 months before your passport expires. Therefore, before you reach the 7- months limit on your passport, with the help of your employer, you should contact your embassy/consulate and process your passport for renewal.
- ◆ Within 10 days of your arrival to Lebanon, remind your employer to apply for a work permit from the Ministry of Labour.
- ◆ Your residence permit must be issued within no later than 3 months of your arrival otherwise your employer will be penalized. Therefore it is preferred that your employer obtains your residence permit within 2 months of your arrival.
- ◆ Both the work and residence permits have to be renewed every year before their expiry date.



TIPS:

- ◆ Remember that it is your right to keep your passport and all your legal papers with you, including an original copy of your contract.
- ◆ Your employer can keep a photocopy of your passport and permits.
- ◆ Be aware that false personal documents can cause you problems and result in imprisonment.

3. Nine steps to follow after your arrival in Lebanon



4. When you exit Lebanon

To leave Lebanon, you will need:

1. A valid passport;
2. A valid residence permit (iqama);
3. A ticket to your country of destination ; and
4. The approval of your employer

Chapter 2

Your rights and responsibilities



Photo taken from the video "Maid in Lebanon" by Carol Mansour

1. Your employment contract: what does it say?

As a migrant domestic worker, the terms and conditions of your work are explained in the employment contract that both your employer (First Party) and you (Second Party) sign at the notary public. The full text of the employment contract is available in your language in Annex 7.

♦ **Type of work:** You are employed as a domestic worker (Introduction).

♦ **Place of work:** Your employer's house (Article 2).

♦ **Duration of employment:** One (1) year to be renewed annually by your employer (Article 4).

♦ **Starting work date:** When both Parties (you and your employer) sign the contract in front of a notary public. The contract includes a probationary period of three (3) months (Article 5).

♦ **Monthly payment:**

1. You have the right to be paid the same monthly amount as written in the contract;
2. You have the right to receive your full salary at the end of each working month without any unjustified delay.

♦ **Conduct:** You should fully undertake the tasks specified in your contract and assume responsibility for your work. Make sure you do not behave in any ways that could cause you and your employer problems inside the employer's home or outside during your day off.

♦ **Benefits:**

1. You have the right to a clean, safe and healthy space where you can rest and find some privacy.
2. You have the right to be provided with appropriate clothing for the season and regular and sufficient food according to your dietary needs (Article 8).

♦ **Medical Care:** You have the right to appropriate medical care when you are in need. This means that when you need to see a doctor, your employer shall arrange for it. The cost of your medical treatment in case of urgent accidents, as well as hospitalization, shall be covered by the medical insurance that your employer will pay for you. Dental and eye care are not included in your medical insurance (Article 9). However, they are on the charge of the employer.

For no reason your employer shall ask you to work in the house of someone else or to undertake a job that is different than the one of a domestic workers. (Article 3) Therefore, you have the right to refuse to carry out tasks that are not included in your contract. At the same time, you should not violate the terms of your contract nor work for someone else without your employer's consent.

Your employer can either pay your salary in cash or via bank transfer. In both cases you and your employer shall sign a written receipt. To facilitate this, a receipt book is included in this guide.

Do not easily trust people you do not know as they may put you in unsafe situations. Do not let any one take advantage of you. Respect the private life of your employer and members of the household as they should respect yours. Do not discuss private matters outside the house. Respect the religious beliefs of your employer and his/her family as they shall respect yours.

If you wish, you can buy more clothes with your own money. In some households, you may be required to wear a uniform that your employer will buy for you.

- ♦ **Work and Residence Permits:** Upon your arrival, it is the responsibility of your employer to ensure that you have regular work and residence permits to be renewed every year by your employer at his/her expenses (Article 10). (see chapter 1 for more information).
 - ♦ **Working hours:** You have the right to work for an average of ten (10) non-consecutive hours every day, with at least eight (8) continuous hours of rest at night (Article 11).
- This means that you can take breaks during the day and you can rest during the night for at least 8 hours. If your employer asks you to work in the evening and/or weekends and you agree to it, this work should not exceed 10 non-consecutive hours per day including breaks and meals. Make sure you agree with your employer on some free time for you to compensate for the time you have worked and tell him/her what time you will return so as to avoid misunderstandings.
- ♦ **Weekly rest:** You are entitled to one (1) day off per week for twenty-four (24) continuous hours during which you are totally responsible for yourself. You should agree with your employer on which day of the week you prefer to have a day off and what you are going to do during the weekly rest (Article 12).
 - ♦ **Annual leave:** You are entitled to six (6) days of holidays every year. Discuss with your employer when you will take these holidays and inform him/her about your plans (Article 12).
 - ♦ **Travel costs:** You have the right to a return ticket at the end of your contract. There are some exceptions you will learn about later in “termination of contract” (Article 13).
 - ♦ **Communication with your family:** You have the right to make and receive phone calls from your family members and friends and to send and receive letters and messages. Your employer shall facilitate some communication with your family and pay for one phone call per month. You shall pay for the other phone calls (Article 14). (See chapter 4.8 for more details)
 - ♦ **Sick leave:** If you fall sick or get injured, you are entitled to a sick leave based on a medical report for half a month with pay and half a month with half pay (Article 15).
 - ♦ **Termination of contract:**
 1. Your employer can terminate the contract with you in case you do something that causes serious problems to him/her or in case you commit an act that is punishable by the Lebanese laws. In these cases, you will pay for your return ticket (Article 16).
 2. You can terminate the contract with your employer in case your salary is not paid or underpaid for a period of three (3) consecutive months; in case of psychological or physical abuse proven by medical reports; in case you are exploited and obliged to do a job other than that of a domestic worker. In these cases, the employer will pay for your return ticket (Article 17).
 - ♦ **Disputes:** if you and your employer happen to have a dispute on issues related to your rights and responsibilities within the employment contract, a complaint can be lodged by you or your employer with the Ministry of Labour to settle it amicably (Article 18). Upon failure of an amicable settlement of the dispute, you and your employer are entitled to seek redress at the Lebanese Courts (Article 19). (See chapter 3.2).
 - ♦ **Official copies:** your contract is prepared in Arabic and it is in the process of being in your language as well. Make sure you sign, receive and keep a copy for you.

Chapter 3

What to do when you are in trouble?



Photo taken from the video "Maid in Lebanon" by Carol Mansour

1. You are in trouble when you lose your legal residence status.

You lose your legal residence status when:

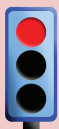


- ◆ Your work visa and/or residence permit have expired.
- ◆ You leave your employer's house (referred to as "running-away") and suspend your work without any legal or justified reason as per your contract.
- ◆ You work illegally (without a work permit).
- ◆ You commit criminal activities, such as stealing, killing, prostitution, fraud, falsification of documents, harmful acts, etc...

What happens when you lose your legal residence status?



- ◆ You lose the permission to stay and work in Lebanon. Some people may take advantage of you and exploit you.
- ◆ You can face threats of extortion (money, services, and servitude) and abuse (physical, sexual, etc.)
- ◆ You may live in fear of being arrested, detained, and deported.
- ◆ You may be legally detained and deported because, under the Lebanese legislation, you will be considered in violation of the immigration and residence laws of the country under the sponsorship system.
- ◆ You may find it difficult to receive protection from the law, healthcare and other services that apply to legal workers.
- ◆ If you are arrested and put in prison because of your "illegal residence status", the Lebanese authorities have the right to hold you in a detention centre until your case is "solved".
- ◆ If you are found guilty of committing the crime of stealing or prostitution, you will be tried in a criminal court and will receive a prison sentence. That is why you should abstain from committing such crimes.
- ◆ Being sent to prison with a criminal sentence can be a very serious matter. Please be careful to avoid becoming a part of any criminal activity that can cause imprisonment.



Box 3: “Running-Away”

It is common practice to use this term to refer to a migrant domestic worker who left the house of her/his employer because:

- of bad treatment;
- of non-payment of salary;
- of personal reasons and wanted to work outside her employer's house as a freelancer;
- she did not like the job.

Remember:

- “Running away” from the employer's house may put you in an even more uncomfortable or more dangerous situation than before.
- Do not leave the employer's house as a first resort.
- First, try to find a way to discuss your problems with your employer, especially if it relates to rights stated in your contract.
- If you do not succeed and you decide to leave the employer's house, do so only after attempting to contact people who can help you (found in Annex 2: “Asking for Help”).
- Make sure you have understood:
 - the options available to you and their outcomes;
 - the advice provided to you;
 - the implications of your actions.



Tips:

- ♦ When dealing with difficult situations:
 - ❖ “Keep calm!”
 - ❖ “Do not panic!”
 - ❖ “Do not act in haste and despair!”
 - ❖ “Try not to let anger and fear determine actions which you might later regret!”
 - ❖ “Focus on finding the safest and most suitable solution in this situation.”
 - ❖ “Don't do anything that could put your safety at risk!”
 - ❖ “Ask for assistance; remember you are not alone.”
 - ❖ “There are those who can help you.”

- ♦ First, try calling the numbers provided to you in annexes 2 and 4 of this guide (your Embassy, Help hotlines, Ministry of Labour, General Security).
- ♦ Try to explain your situation clearly, with honesty and listen to the options and advice available to you.
- ♦ If you can not reach a phone:
 - ❖ “Contact a neighbour”
 - ❖ “Seek help from a fellow domestic worker whom you trust.”

2. What to do in case of disputes with the employers?

We hope that you, as a worker, will have a good relationship with your employer. However, misunderstandings may occur. Disputes can sometimes arise between you and the family you are working for because of misunderstandings and differing expectations. When this happens, first try to communicate with your employer in order to reach solutions that are acceptable to both of you.

While good communication with your employer is very important, sometimes language differences can be a barrier. You may not be able to express yourself the way you want to, or to clearly understand what your employer says to you.

We encourage you to try to learn Arabic in your workplace, or to ask friends from your country who have been in Lebanon for some time to help you with words. For this reason, we are providing you with some basic vocabulary (See Annex 1) in the Arabic language which will help you communicate with your employer and his/her family. We also suggest that you explain your point of view to your employer with calm and patience.

Your contract suggests that if disputes between you and your employer cannot be resolved directly, both you and your employer can file a complaint at the Ministry of Labour. And upon failure of an amicable settlement of the dispute, you and your employer are entitled to seek redress at the Lebanese Courts. We also suggest you ask help to the institutions mentioned in Annex 2 that can help you.

3. What is LABOUR ABUSE?



Abuse is when you are mistreated by your employer or any member of his/her household. Abuse has to be reported within 48 hours to your country's embassy, General Security and the Ministry of Labour. There are different forms of abuse:

1. **Economic abuse:** when any of the terms and conditions of your contract is violated by your employer, when you are not paid on time, or paid less, or not paid at all; when you are not provided with medical care, adequate accommodation, food, etc.

2. **Psychological abuse:** when your employer forbids you to communicate with your family, restricts your movement and free time, withholds your passport and personal documents, confines you to one room or in the home against your will.
3. **Verbal abuse:** when your employer uses degrading words, insults you, humiliates you, and makes fun of your race, religion, personal style, etc.
4. **Physical violence:** when you employer hits you, pinches you, kicks you, burns you, etc. (The list is long!).
5. **Sexual abuse:** when you are forced by a member of the household to have sex against your will or someone makes sexual advances towards you, etc.

If any of the above abuses happen to you, you have a valid reason to terminate your employment contract.



**** Remember that mistreating the employer or a member of his/her family is also abuse and it is a valid reason for your employer to terminate the contract. Depending on the type of abuse you commit, you can be prosecuted under the Lebanese law.**

4. Changing your employer

The first three months of your employment can be the most difficult. During this time you are adapting to your new work and living environment. You may not enjoy the work; it may be too difficult, heavy and tiring with long hours. You may face difficulties in getting along with your employer. You may feel misunderstood, mistreated and alone.

- ♦ Before you take any big decisions, and before you ask for a change of employer, it is best for you to first discuss these issues with your employer and see if you can find solutions for your concerns.
- ♦ If you do not find ways to improve your situation, then you can ask to change your employer. Employment agencies in Lebanon are required to assist you and your employer in changing place of employment within the first three months following your arrival and no later than that.

5. Legal Assistance

You have the right to legal assistance. For example, you can be assigned a lawyer to consult, or to represent you in court. Legal assistance can be costly and you may not be able to afford a lawyer. However, a number of non-governmental organizations (indicated in Annex 2) can provide you with free legal assistance. In case you need to appear in court for any reason, you can ask for an interpreter; sometimes your embassy and/or non-governmental organizations can help you with this. You have the right to contact your embassy or consulate for legal support and for help with translation.



Tips:

- ♦ Memorize the main phone numbers you need to contact urgently in case a serious dispute or problem arises between you and your employer and you need to resolve it immediately.
- ♦ The contact information of the police and ambulance is also listed in Annex 2 in case there is an emergency at home or around you that requires their intervention (fire, fall, etc.).

6. Know more about:

Safety in the workplace:

- ♦ Be careful not to use Clorox with hot water. You should wear plastic gloves when using household chemicals for cleaning. You can wear a mask in order not to inhale them while cleaning and you should also wear proper shoes to avoid slipping on wet floors.
- ♦ If you are asked to clean windows or balconies be sure to take extra safety precautions not to lose your balance when you are leaning over or reaching outside the railings.
- ♦ Do not stay in wet clothes for too long. Try to change into something dry to avoid getting sick.
- ♦ Always ask if you do not understand your employer's instructions and requests.

Marriage:

- ♦ As a migrant worker, you should know the possible legal outcomes of getting married or planning a pregnancy in Lebanon.
- ♦ There are no procedures for civil marriage in Lebanon; however, the Lebanese government recognizes civil marriage performed outside the country.
- ♦ According to the Lebanese constitution, it is legal for anyone to marry. However, when the migrant worker is under the sponsorship (kafala) system, getting married becomes a complex and difficult issue. It is recommended that the migrant worker with questions about marriage under the kafil system contact his/her embassy for advice and information (See Annex 2 "asking for help").

Pregnancy:

- ◆ Both before and soon after you arrive in Lebanon, you are requested to take a pregnancy test.
- ◆ In Lebanon, there is a NO PREGNANCY POLICY in effect as it applies to women migrant domestic workers.
- ◆ If you are pregnant, you cannot stay in the country as a migrant domestic worker and the employment agency will repatriate you immediately.
- ◆ There are efforts under way to change this that you need to be aware of.
- ◆ The health insurance that covers women migrant domestic workers does not include the fees for delivering a baby neither does your contract include maternity leave.
- ◆ Falsifying a pregnancy test can put you into a difficult situation.
- ◆ Bear in mind that according to the Lebanese law, it is not possible for a woman to pass her nationality to her children.

Trafficking in Persons:

- ◆ It is useful to familiarize yourself with the distinction between labour migration and trafficking in persons.
- ◆ Situations that may constitute human trafficking should be reported to the phone numbers in Annex 2.



The international definition of trafficking in persons says:

“Trafficking in persons” shall mean the recruitment, transportation, transfer, harbouring or receipt of persons, by means of threat or use of force or other forms of coercion, abduction, fraud, deception, the abuse of power or vulnerable positions in the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.

Exploitation includes prostitution or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.*

*United Nations Palermo Protocol, 2000.

Chapter 4

Adapting to the Lebanese culture



Photo by Carol Mansour



As a migrant worker, having a better sense of the culture and customs of the employer, his/her family and the country would help you to avoid misunderstandings and improve your life and experience in Lebanon.

1. About Lebanon: country description



- ◆ Lebanon is located on the eastern coast of the Mediterranean Sea.
- ◆ It includes mountainous areas and other internal or coastal plains parallel to the sea line.
- ◆ Its population counts about 4 million people.
- ◆ After Beirut, other main cities are Baalbek, Batroun, Beiteddin, Jezeen, Byblos, Jounieh, Sidon, Tripoli, Tyre, and Zahle. The capital is Beirut. It's a coastal city where almost half of the population lives.
- ◆ The national currency in Lebanon is the Lebanese Lira (LL) or (LBP). US \$1 equals LL 1,500 (the exchange rate can change). US Dollars are also used in daily transactions.
- ◆ The climate in Lebanon is usually moderate; it varies depending on the location and the season from hot to cold. The hot season lasts from June to September, and the cold and rainy season starts in October and ends in April.
- ◆ The temperature is moderate in April and May. The seaside is always warmer than the mountains.
- ◆ For the warm days and during the summer you will need clothes made of cotton and other light fabrics.
- ◆ For the cold season, you will need thick clothes made of wool (a jacket, a sweater, socks, a scarf and possibly a hat).
- ◆ People of different religions, ethnicities and nationalities are living and working in Lebanon. Religious, ethnic and racial harmony is important for these different people to be able to live together.
- ◆ Make sure you are informed of the political developments in the country and you follow some basic security rules; for example not going out during times of tension, and avoiding crowded places.



2. Social practices

- ◆ In Lebanon, people may sometimes speak with a loud voice. This does not mean that they are angry at you or that they do not like you. This is a different way of communicating from what you are used to.
- ◆ People may also all speak at the same time. As you may receive many different instructions from different members of the family at the same time. When this happens, you can ask your employer to tell you what should be done first.
- ◆ Lebanese people often say “NO” by raising their eyebrows, shaking the heads from one side to the other or raising them high.
- ◆ It is quite common for people in Lebanon to entertain a large number of guests till late hours of the night in their homes.

3. Integration into the employer's family

- ♦ You should familiarize yourself with the family of the employer. Try to understand the employer's social, cultural and religious practices and the routines family members follow so that you are better integrated into the life within the household.



Photo by Carol Mansour

4. Religion

- ♦ The Lebanese constitution applies to all the people living in the country, including you as a migrant domestic worker.
- ♦ Religion plays a major role in the Lebanese society. There are two main religions in Lebanon : Christians and muslims.
- ♦ Christians in Lebanon include the following sects: Catholics, Maronites, Greek Orthodox, Protestants and other sects.
- ♦ Muslims in Lebanon include: Shiites, Sunnis, Alawites and Druze.
- ♦ Each religious community has its own customs, practices and family laws for marriage, inheritance, etc.

The religion of your employer may be different from yours. It is important for you and your employer to understand and respect the religious practices of one another.

5. Social manners and conduct

What may be considered good conduct and manners in your home country may be different from those practised by your employer in Lebanon. It will be important for you to discuss the following issues with your employer:

- ♦ How you should dress both inside and outside your employer's household. It is recommended that you do not wear clothes like shorts, short skirts or tight fitting shirts while working. In some households, it is common to wear a uniform that is given to you by the employer.
- ♦ When you talk to men, there may be misunderstandings because of cultural differences. What you may consider a harmless friendly gesture may be mistaken for willingness or interest on your part to engage in more serious relations. You should observe how men and women talk to each other in different contexts in Lebanon and act accordingly to make sure you will not be misunderstood.

6. Food

Lebanese cuisine is considered one of the most balanced diets. It includes an abundance of bread, fresh and cooked fruits and vegetables, meat and seafood. One of the most world-known Lebanese specialties is called the "Mezze", which is a selection of appetisers consisting of: olives, cheeses, yogurt, sausages, vegetable salads, etc...



Different cultures in Lebanon have different food habits and customs. For instance, some households will not eat pork, nor allow pork products to be brought into the house. In other households, eating with one's hands may not be well received. In some households, alcohol is not allowed.

Therefore, you should ask your employer if they have any rules concerning buying or eating certain types of food.

You should explain to your employer your food habits, (rice as a staple with every meal) so that you both understand and respect each others' dietary needs:

7. Standards of cleanliness

- ♦ What is considered "clean" can vary from one household to another and from one culture to the next.
- ♦ Since you and your employer will be working and living in the same house, it will be important for you both to clarify expectations and standards around cleanliness.

- ◆ Differences in standards of cleanliness can apply to cleaning food, dishes, floors and windows as well as personal cleanliness.
- ◆ You should adapt your practices in preparing food and drinks to your employers' requirements.
- ◆ Personal hygiene is very important especially when taking care of young children. In order to avoid the spread of common colds, you should wash your hands frequently with water and soap.

8. How to communicate with your family in your country

***Prices are expected to rise, ask regularly about any changes in prices.**

- ◆ Lebanon uses the direct dialling system for phone calls. There are phone booths where you can make local and international calls using phone cards. You can buy a telephone card called "telecarte" to make calls at these phone booths from most commercial shops. You can also go to government phone offices (called "centrale" in Arabic), where you can make local and international phone calls, and pay in cash.
- ◆ You can ask about mail options and services at "Liban Post": the domestic and international postal service in Lebanon.

Box 4: International country codes:

Country	Code
Bangladesh	00880, Dhaka: 00880-2-the number you are calling.
Ethiopia	00251, Addis Ababa: 00251-1-the number you are calling.
Indonesia	0062, Jakarta: 0062-21-the number you are calling.
Madagascar	00261, Antananarivo: 00261-22- the number you are calling.
Nepal	00977, Kathmandu: 00977-1- the number you are calling
The Philippines	0063, Manila: 0063-2-the number you are calling.
Sri Lanka	0094, Colombo: 0094-11-the number you are calling.
Vietnam	0084, Hanoi: 0084-4-the number you are calling.

9. How to send money home

- ♦ While in Lebanon, you can send money home through international money transfer services. The cost for money transfer depends on the destination country. In general, it will cost US \$15 to transfer any amount between US \$100 and US \$1,000.
- ♦ Bank transfers can be done from the bank account of your employer to your own bank account in your home country. You may wish to open a bank account before leaving your country to facilitate such financial transactions. Please note that both the sending bank in Lebanon and the receiving bank in your country may charge fees for each money transfer. You should find out about these costs before you decide on your method of sending money home.
- ♦ You can send money back to your country with people you know, trust and will follow your instructions.

10. Transportation

There are a number of means of transportation available in Beirut and in the country:

- ♦ Buses and minibuses serve most of the cities in Lebanon, and connect them among each other.
- ♦ Private taxis and service serve both within and between cities. A “service” is a taxi that is shared by passengers. The cost of a service may be double for longer distances, and it is then called “serveesayn” or 2 “service”. Taxis’ and services’ plates are red.



Tips:

- ♦ Be sure to indicate to the driver whether you want a service or taxi before you get into the car and negotiate the price according to where you are going.
- ♦ Prices of transportation keep on increasing; it is always worth checking and negotiating.
- ♦ Familiarize yourself with the area where you live so that you can find your way around without getting lost.
- ♦ Identify a landmark close to the house (it could be a shop, a museum, a building, a ministry, a cinema, etc.).
- ♦ Always carry the address and phone number of your employer in both Arabic and English, in case you need to ask for directions.

11. Shopping

In the main towns, there are many places where you can do your shopping, both for clothes and for food. However, be informed that prices vary. Imported products can be very expensive.

Dear Worker,

We hope this guide has provided you with some useful information that will ease your transition to work and live in Lebanon. Finally, we would like to ensure you that the government of Lebanon is cooperating with international agencies and non-governmental organizations to improve your working conditions on the basis of providing “decent work for all”. Unfortunately, the rights described in this guide will not always be available to you. Your employer might withhold your passport, withhold your pay, and deny your day off. Know that we are all working towards improving your working conditions. We are cooperating with the Lebanese Government to ensure the necessary guarantees for your decent stay in Lebanon and we hope to succeed with your help.



Photo by Carol Mansour

Annex 1: Arabic Language

Arabic is the official language of Lebanon, but English and French are also spoken. Here are some common words in the spoken Arabic language:

GREETINGS:

● Hi:	marhaba
● Hi (response):	marhabtain
● Goodbye:	ma'a salaama / Allah ma'ak
● Good morning:	sabah al-khayr
● Good morning (response):	sabah al-noor
● Good evening:	masa' al-khayr
● Good evening (response):	masa 'an-noor
● Good night:	tisbah 'ala khayr
● Good night (response):	wa inta min ahlu
● Yes:	na'am / aiwa
● Yeah:	ay
● No:	la
● Please (request):	iza bitreed / iza bitreedi (male / female)
● Please (polite):	law samaht / law samahti (male / female)
● Please (come in):	tfaddal / tfaddali (male / female)
● Thank you:	shukran / merci
● Thank you very much:	shukran kteer
● You're welcome:	'afwan or tikram / tikrami (male / female)
● One moment please:	lahza min fadlak / fadlaki (male / female)
● Pardon / excuse me:	'afwan
● Sorry:	aasif / aasifa (male / female)
● No problem:	mafi mushkili
● Never mind:	ma'alesh
● Just a moment:	lahza
● Congratulations:	mabrouk
● How are you?:	kifak? / kifik? (male / female)
● Fine thank you:	bikher il-hamdu lillah
● What's your name?:	shu-ismak? / shu ismik? (male / female)
● My name is...:	ismi...
● Pleased to meet you:	tsharrafna
● Where are you from...?:	min wayn inta? / inti? (male/ female)
● I'm from ...:	ana min...
● Do you like...?:	inta bitheb? / inti bithebi? (male / female)
● I like...:	ana bheb...
● I don't like...:	ana ma bheb...



DIRECTIONS:

● How do I get to...?:	keef boosal ala...?
● This way:	min hon
● Here / there:	hon / honeek
● In front of:	iddaam
● Near:	qareeb
● Far:	ba'eed
● North:	shimaal
● South:	janoub
● East:	sharq
● West:	gharb

EMERGENCIES:

● Help me!:	saa'idoone!
● I'm sick:	ana mareed / mareeda (male / female)
● Call the police:	ittasil bil bolees
● Doctor:	daktoor
● Hospital:	al-mustash-fa
● Police:	al bolees
● Go away!:	imshee! / rouh min hon!
● Shame (on you)!:	aayb!

NUMBERS:

● 0:	sifr
● 1:	wahid (wahad)
● 2:	itnayn / tintayn
● 3:	talaata
● 4:	araba'a
● 5:	khamisa
● 6:	sitta
● 7:	saba'a
● 8:	tamanya
● 9:	tis'a
● 10:	'ashara
● 11:	yeehdaa'sh
● 12:	yeetnaa'sh
● 13:	talaatash
● 14:	arbatash
● 15:	khamastash
● 16:	sittash
● 17:	sabatash
● 18:	tamantash
● 19:	tasatash



● 20:	'ashreen
● 21:	wahid (wahad) wa 'ashreen
● 30:	talaateen
● 40:	arba'een
● 50:	khamseen
● 60:	sitteen
● 70:	saba'een
● 80:	'tamaneen
● 90:	tis'een
● 100:	miyya
● 200:	miyyatayn
● 1,000:	'alf
● 2,000:	'alfayn
● 3,000:	talaat-alaf

TIME & DAY:

● What's the time:	addaysh essa'aa?
● When?:	emta?
● Now:	halla'
● After:	b'adayn
● On time:	'al waket
● Early:	bakkeer
● Late:	ma'qar (ma'akhar)
● Daily:	kil youm
● Today:	al-youm
● Tomorrow:	bukra
● Day after tomorrow:	ba'ad bukra
● Yesterday:	imbaarih
● Minute:	dageeqa
● Hour:	saa'a
● Day:	youm
● Week:	usboo'
● Month:	shahr
● Year:	sana
● Morning:	soubeh
● Afternoon:	ba'ad deher
● Evening:	massa
● Night:	layl
● Monday:	al-tenayn
● Tuesday:	at-talaata
● Wednesday:	al-arba'a
● Thursday:	al-khamees



- Friday: al-jum'a
- Saturday: as-sabt
- Sunday: al-ahad

SHOPPING & SERVICES:

- I'm looking for...: ana abhath... aa'n
- Where is the ...?: wayn...?
- Embassy: saffara
- Airport: matar
- Church: kineesa
- Mosque: jemii
- Entrance: al-madkhal
- Exit: al-khurooj
- Laundry: al ghaseel
- Supermarket: supermarket
- Market (shop): dikkene (mahal)
- Post office: maktab al-bareed
- Restaurant: al-mata'am
- I want to change...: baddee sarref...
- Money: masaari
- What time does it open...?: emta byeftah?
- What time does it close...?: emta sakkir?
- What is this?: shu hayda? / shu hada?
- How much?: addaysh?
- How many?: kam wahid?
- How much is it?: bi'addaysh?
- That's too expensive: hayda kteer ghaalee
- Is there...?: fee...?
- Big / bigger: kbeer / akbar
- Small / smaller: sagheer / asghar
- Cheap / cheaper: rkhees / arkhas
- Expensive: ghaali
- Closed: msakkar
- Open: maftuh

PERSONAL INFORMATION:

- Date of birth: tareekh al-melad / -wilaada
- Place of birth: makan al-melad / -wilaada
- Nationality: al-jenseeya
- Name: al-ism
- Passport: jawaz al-safar (or paspor)
- Visa: visa / ta'shira

OTHER:

● I:	ana
● You singular:	inta / inti (male / female)
● He:	huwa
● She:	hiyya
● We:	nihna
● You plural:	into
● They:	hinne
● Bring me:	jibli
● Give me:	itini
● I want:	baddee
● House:	beit
● Local:	baladi
● Mountain:	jabal

MEANS OF TRANSPORT:

● Taxi:	taxi
● Bus:	bus
● Service:	Service
● Car:	Sayara
● Airplane:	attayara

HOLIDAYS:

● Christmas:	id el milad
● New years:	ras el sene
● Easter:	id el foseh – paques
● Friday saint:	jom'a al-'azimeh
● Palms' day:	Cha'nine

Ramadan: ninth month of the lunar Islamic calendar, during which Muslims fast from sunrise to sunset.

Adha: It happens 70 days after the end of Ramadan. It commemorates Abraham's sacrifice to Allah.

FOOD:

● Bread:	khubez
● Water:	maay
● Salt:	meleh
● Sugar:	sukkar
● Coffee:	gahwwah



- Meat: lahme
- Fruit: fuwaki
- Vegetables: khodra
- Sweets: helou

IN THE KITCHEN:

- Glass: kubbaya
- Cup: finjan
- Plate: sahhan
- Fork: shauki
- Knife: sukkin
- Spoon: malaaka
- Oven: furen
- Fridge: barrad
- Table: tawle
- Chair/s: cursa/ karaseh

AROUND THE HOUSE:

- Ladder: Sellom
- Stair/s: Daraj / Draj
- Bucket: Salla
- Dustbin: Sallet Zuballa
- Ashtray: Manfada
- Iron: Mekeweh
- Washing Machine: Ghassala
- Bed: Srir - Takht
- Bed sheets: Sharshaf
- Vacuum Cleaner: Vacuum or Hoover
- Curtains: Baradi
- Floors: Ard
- Carpet/s: Sajjedeh / Sejjed
- Window/s: Shebbak / Shbebak
- Balcony: Balcon
- Shutter: Stara
- Plug: Prese
- Gas: Gaz
- Electricity: Kahraba
- Door: Bab
- Lamp: Lamba
- Mirror: Mrayeh
- Picture/s: Soura/ Sowar



Annex 2: Asking for Help

An updated version of this table will be available online and accessible through :
www.mdwguide.com

NAME	RESPONSIBILITIES	CONTACT INFORMATION
General services / Government services		
Ministry of Labour - Department of Foreign Labour Force	Authorizes work permits for foreigners. Monitors illegal immigrants.	01/556829
Ministry of Interior - Directorate General of General Security - The Foreigners Service	Responsible for issuing work entry visas and residence permits. Monitors foreigners in Lebanon. Prepares documents related to foreigners' deportation and security breaching incidents. Follows up on residence permits for foreigners. Regulates and facilitates departure and arrival of travellers of different nationalities.	To inform the Directorate General of General Security of cases where workers have been subjected to physical or emotional abuse or sexual harassment, please contact the «Security Room» at the following numbers within 48 hours of the offence: 01/612401 01/612402 01/612405
Ministry of Interior - Police Forces	Monitors illegal immigrants in Lebanon and verifies the status of their papers such as passports, residence cards, work permits and other requirements, in coordination with relevant authorities in order to manage their return travel to their home countries.	To inform the police of any offence that has been committed, call 112.



NAME	RESPONSIBILITIES	CONTACT INFORMATION
Embassies/Consulates In addition to Lebanese government institutions, the diplomatic missions of your countries offer specific services you can benefit from when you are in need. Your embassy/consulate is your country's diplomatic representation in Lebanon. Its role is to protect your country's and your own interests.		
Bangladesh Consulate	Honory Consul : Mr. Mohammad Dandan	01/322005 Bechara El Khoury Ave., Eshmoun Building, 1st floor, Beirut, Lebanon Email: info@bangcons.com
Ethiopian Embassy	General Consul : Mr. Asamenew Bonsa	01/707333 - 01/388933 Badaro, Sami el Solh Highway, Manhaton Bldg, 2nd floor, Beirut, Lebanon Email: eth_con_leb8@hotmail.com
Madagascar Consulate	Consul: Mr. Marcel Abi Chedid	09/444333. New Center Theresa Beach, Jounieh, Lebanon
Nepali Honorary Consulate General	Honorary Consul: Mr. Joe Issa El Khoury	01/386690 - 01/386691 Badaro, Nadim Comair Bldg, 8th floor, Beirut, Lebanon, email: elkouryj@dm.net.lb
Philippines Embassy	Ambassador : Ms. Leah M. Basinang Ruiz	01/212001- Hotline: 03/859430 Achrafieh, Charles Malek Ave., across from Roadster Restaurant. Beirut, Lebanon Email: beirutpe@dfa.gov.ph
Sri Lankan Embassy	Ambassador: Mr. Ranjith Gunaratne	05/956031 - 05/596032 929 Mar Roukoz Str., Hazmieh, Lebanon Email: slemb1bn@cyberia.net.lb
Indonesia Embassy	Ambassador: Mr. Abdullah Syarwani	05/924682 Presidential Palace Str., Baabda, Lebanon Email: kbri@kbri-beirut.org
Vietnam	No embassy or Consulate in Lebanon	

Non-governmental and other organisations assisting migrant domestic workers in Lebanon

NAME	WHAT THEY DO	CONTACTS
Caritas Lebanon Migrant Centre	Provides support in terms of legal and social assistance, including counselling and access to health insurance to migrant workers and refugees. Provides education for migrants' children and assistance for repatriation and resettlement. Provides orientation sessions to help newly-arrived workers find mutual support and protect themselves. Assists trafficked women and migrant workers and provides support to detained workers in prisons.	01/502550. The Centre is located in Sin El Fil, Beirut. HOTLINE: +961 3/092538 from abroad 03/092538 from Lebanon.
The Pastoral Care of Afro-Asian Migrants (PCAAM)	Works in coordination with the Catholic priests and sisters who assist migrant workers. Provides migrant workers with spiritual guidance and promotes their collective sense of belonging. PCAAM meets monthly in the AAMC. It also provides those workers with legal assistance and guidance.	01/337655. PCAAM's President is Bishop Antoine-Nabil Andari; the centre is coordinated by Father Martin McDermott, a Jesuit priest at Université St. Joseph Church in Beirut. Located in 1st Floor, near Tabaris, Beirut.
The Afro-Asian Migrant Centre (AAMC)	Provides a place for housemaids to come on their day off. Provides religious instruction and guidance to migrants through a radio program on the Voice of Charity radio station 87.5 FM, 105.8 FM and 106.2 FM every Sunday between 8:00pm and 9:30pm, and on Friday afternoon at 4:00pm. The program includes a reading of the gospel, publicizes activities and offers advice to its listeners in their own languages. Publishes, with the assistance of migrant workers, a periodic newsletter entitled Solidarity.	
Beirut Bar Association (Institute for Human Rights)	Provides legal assistance when needed through its Committee of legal aid.	01 480551 / 01 423943. Located in Institute for Human Rights Qasr el Adel Beirut – Lebanon
Syndicate of recruitment agencies in Lebanon	Provides employment agencies in Lebanon with some training on codes of conduct and good practices.	01/612808. Located in Badaro Street, Traboulsi Building, 4th floor, Beirut.



NAME	WHAT THEY DO	CONTACTS
KAFA	KAFA (enough) Violence & Exploitation is a non-profit Lebanese Organization dedicated to fighting violence against women. KAFA's Listening and Counseling Center (LCC) assists victims of violence, including migrant domestic workers who are victims of physical and sexual abuse. The LCC provides: social and legal counseling, legal representation, referral to a forensic doctor for medical report (legal proof of abuse), and referral to a shelter.	Victims of violence can contact KAFA 24/7 at 03 018 019. Tel: 01 392220-1 Address: 43, Beydoun Building, 1st Fl., Badaro St., Beirut, Lebanon.
Migrant Workers Task Force (MWTF)	Migrant Workers Task Force (MWTF) aims at improving the situation of migrant workers in Lebanon through grassroots initiatives. Every Sunday, language classes in Arabic, English and French are held from 12 to 2 pm at Zico House in Sanayeh, Beirut.	Website: http://mwtaskforce.wordpress.com/ Tel: 00961 70 066880 Email: farahsalka@gmail.com
The Anti-Racism Mouvement (ARM)	The Anti-Racism Mouvement (ARM) is a movement aiming at monitoring, documenting and taking action against all forms of racism in Lebanon, especially towards migrant domestic workers. So if you have any story to share, any place/ beach/ restaurant/ agency to report, or have heard of any death case of a domestic worker, please write to farah@nasawiya.org . Also, if any migrant community wants to organize a cultural celebration, then members of ARM can support and help organize such events.	Website: http://antiracismmovement.blogspot.com/ Tel: 00 961- 71 421593



Annex 3: Personal Calendar

PERSONAL DOCUMENTS CALENDAR 1st Year

	Entry Visa	Annual Residency Permit	Work Permit	Passport Renewal
Beginning Date				
Ending Date				
Renewal Date				

PERSONAL DOCUMENTS CALENDAR 2nd Year

	Entry Visa	Annual Residency Permit	Work Permit	Passport Renewal
Beginning Date				
Ending Date				
Renewal Date				



Red Cross: 140



Fire Brigade: 125



Police: 112

Annex 4:

Useful information on unions, pre-departure training courses and migrants' associations in your country

An updated version of this table will be available online and accessible through : www.mdwguide.com



In the Philippines:

The Philippine Overseas Employment Administration (POEA): is the government agency responsible for optimizing the benefits of the country's overseas employment program. Its mandate is "to ensure decent and productive employment for Overseas Filipino Workers." It works closely with the Technical Education and Skills Development Authority (TESDA) to provide pre-departure training courses for overseas workers. For more details see: <http://www.poea.gov.ph/>

The Technical Education and Skills Development Authority (TESDA): is the government agency tasked to manage and supervise technical education and skills development in the Philippines. It is in charge of accrediting assessment and training centres for household service workers and issuing the skills certifications. It promotes skills training and knowledge orientation of its overseas domestic workers.

Address: Department of Labour and Employment, Muralla St. cor. Gen. Luna St., Intramuros, 1002 Manila, Philippines Hotline: +632 887 7777, Trunklines: +632 817 4076 to 82

The Overseas Workers Welfare Administration (OWWA): which is attached to the Department of Labour and Employment (DOLE) is the lead government agency tasked to protect and promote the welfare and well-being of Overseas Filipino Workers (OFWs) and their dependents. It conducts pre-employment information campaigns on immigrants and women's exploitation. It provides counselling, referrals and assistance in filing complaints with the Philippine Overseas Employment.

Address: SMEF Centre for Overseas Workers, 1043 Aurora Blvd., Quezon City, 1108 Philippines, Tel: +632 2 913 6439, Fax: +632 2 913 6438, <http://www.owwa.gov.ph>

Department of Labour and Employment (DOLE): is mandated to promote gainful employment opportunities, develop human resources; and protect workers and promote their welfare.

Hotline +632 527 8000; <http://www.dole.gov.ph/>

UNITED FILIPINO SEAFARERS: is a Philippine-based Workers' Federation. It is a workers' association for purposes of mutual aid and protection to promote the moral, social and economic well-being of its members with Registration No. 11863 issued October 2, 2000 by the Philippine Department of Labour and Employment (DOLE).

Address: 4F Room 402 Gedisco Terrace 1148 Roxas Blvd., Ermita, Manila, or Tel. +632 524 2336 & 524 4888.

KAKAMMPI: is a community-based organization of families of overseas Filipino workers and migrant returnees. Kakammpi was formed to protect the rights and welfare of overseas Filipinos and to effectively respond to the problems generated by overseas migration. Kakammpi is engaged in organizing, advocacy, case documentation and institutional networking. It responds to the problems and needs of migrant families by implementing an integrated program to strengthen family support system and facilitate their empowerment.

Address: P.O. Box SM 193 - 1008 Sta. Mesa Manila, Philippines
Tel. +632 435 4584; Telefax +632 921 5810 Email: kakammpi@skyinet.net

PHILIPPINE MIGRANTS RIGHTS WATCH: is a registered civil society network that was established in 1995 to encourage the recognition, protection and fulfilment of Filipino migrants' rights - both in the Philippines and abroad during the entire migration process. The centre carries out education, lobbying, and monitoring activities toward the recognition, protection, and fulfilment of the rights of all Filipino migrants and members of their families before departure, during migration, and upon return.

Address: 72 Matahimik Street Teachers' Village Quezon City, Philippines;
Telephone/fax: +632 433 0684; 9205003 Email: cma@tri-isys.com;
Website: <http://www.pmrw.org/>

GABRIELA COMMISSION ON OVERSEAS FILIPINAS:

Address: 35 Scout Delgado Street, Roxas District, Quezon City, Tel: +632 374 3452
Fax: +632 374 4423, contact person: Ms. ROSARIO PADILLA

SCALABRINI MIGRATION CENTER:

Address: 4, 13th street new Manila, 1112 Quezon City P.O. Box 10541 Broadway Centrum
Tel: +632 724-3512 Fax: +632 721-4296 Email: smc@smc.org.ph

ASILO DE SAN VICENTE DE PAUL:

Address: Paco, Manila Tel: +632 523 5264/522 1643 Fax: +632 522 8696
Email: asilomla@yahoo.com

DIOCESE OF SAN FERNANDO OF LA UNION:

Address: Santiago, Bauan Tel: (072) 705-0553 Fax: 0918 920 3578
Email: ezrazre@yahoo.com

COLEGIO DEL SAGRADA CORAZON DE JESUS:

Address: Gen.Hughes St., Illoilo City; Tel: (033) 336 9408; Fax: (033) 337 4654
Email: srbecca@yahoo.com



In Sri Lanka:

THE SRI LANKAN BUREAU OF EMPLOYMENT: provides training and pre-departure or orientation programmes on house-keeping for unskilled female migrant workers travelling to Middle East countries. Courses last 12 days.

Address: 234, Denzil Kobbekaduwa Mawatha, Koswatta, Battaramulla SRI LANKA.
Tel: +094 11 2864101

MIGRANT SERVICE CENTRE: is a trade union dedicated to assist migrant workers.

Address: 10, Council Lane, Dehiwala, Tel. +94 713 386.

SETIK- Caritas Kandy: Katugastota Road, Kandy. Tel: +94 77 351 3015 –
Tel: +94 81 447 1613 Fax: +94 81 222 2775, Email: setik@sltnet.lk

GOOD SHEPHERD CONGREGATION: 133, Anandarajakaruna Mawatha Colombo 10.
Tel: + 94 11 293 0255; Tel: +94 11 293 2575.

SEDEC - CARITAS SRILANKA: 133, Kynsey Road Colombo 08; Tel: +94 11 269 1885
Email: kathflem12@yahoo.com

SRILANKA CATHOLIC NATIONAL COMMISSION FOR MIGRANTS: 11, Borella Cross
Road Colombo 8. Email: slcnmigrants@sltnet.lk



In Ethiopia:

GOOD SHEPHERD SISTER: Bole road Addis-Ababa Tel/fax: +251 1 5513062

CARITAS ETHIOPIA: Addis Ababa, Ethiopia Phone: +251 1 55 03 00
Email: ECS@Telecom.net.et



In India:

CARITAS INDIA: CBCI centre New Delhi 110001, opp. Gole Dakkhana
Email: director@caritasindia.org



In Nepal:

CARITAS NEPAL: Dhobighat, Laliptur Kathmandu Tel: +977 1 5538172/977 +977 1 5543726
Email: caritas@mail.com.np

POURAKHI: Chandol, Kathmandu, P.O. Box: 7647, Kathmandu, Nepal Tel.: +977 1 4720573,
+977 1 2081644, Fax.: +977 1 4720573
Email: pourakhi@mail.com.np

NEPALESE INSTITUTE FOR DEVELOPMENT STUDIES (NIDS): Chandol, Kathmandu,
P.O. Box: 7647, Kathmandu Nepal. Tel.: +977 1 4421511, +977 1 4410756, Fax.: +977 1
4427306, Email: nids@mail.com.np

PEOPLE'S FORUM FOR HUMAN RIGHTS (PEOPLE'S FORUM): Kathmandu 33, Kalikasthan
P.O. Box.: 25001 Kathmandu, Nepal; Tel: +977 1 4423973; Fax: +977 1 4109004, Email:
spluitel@graduate.hku.hk

NEPALESE ASSOCIATION OF MIGRANT EMPLOYMENT AGENCIES: Lazimpat, Kathmandu,
Tel. +977 1 4423030, +977 1 4426717, Fax: +977 1 4426720

My useful addresses:

Annex 5:

How to use home appliances and cleaning materials.

When you start a new job, you need about three months to get used to it. As a domestic worker, it is important that you learn how to use all household appliances and cleaning materials in a safe way. Each family has different needs and habits. Therefore, you should ask your employer to teach you how to use household appliances and cleaning materials.

Read these useful advice relating to your safety and things you should get used to:



In the house:

- How to use the electric plugs safely
- How to close the windows, balconies and shutters
- How to lock the doors
- How to put off the gas, electricity, water supply
- How to heat water
- How to wash curtains, floors, carpets and windows
- Which product to use for each of these items
- How to dust furniture
- How to use the vacuum cleaner



In the kitchen:

- How to store food
- Where to throw the garbage
- How to defreeze and clean the fridge
- How to use the oven, the microwave, the blender, the kettle, mixer, toaster, coffee machine, etc.



In the bedroom:

- How to make the beds
- When to change the bed sheets



Clothes:

- How to wash clothes (by hand, by washing machine)
- How to use the washing machine (temperature, how much powder and softener)
- Separate clothes to be washed by colour
- Where and how to hang wet clothes to dry
- How to use the iron
- How to fold ironed clothes and where to put them

Annex 6: Working Skills for Migrant Domestic Workers

MANAGING YOUR TIME WELL:



Tips: Manage your time well; assess what you should do first, what requires more time and energy. If you are confused on the order of your tasks, ask your employer to tell you what goes first. Take a deep breath, take a rest...

MANAGING MISCOMMUNICATION:



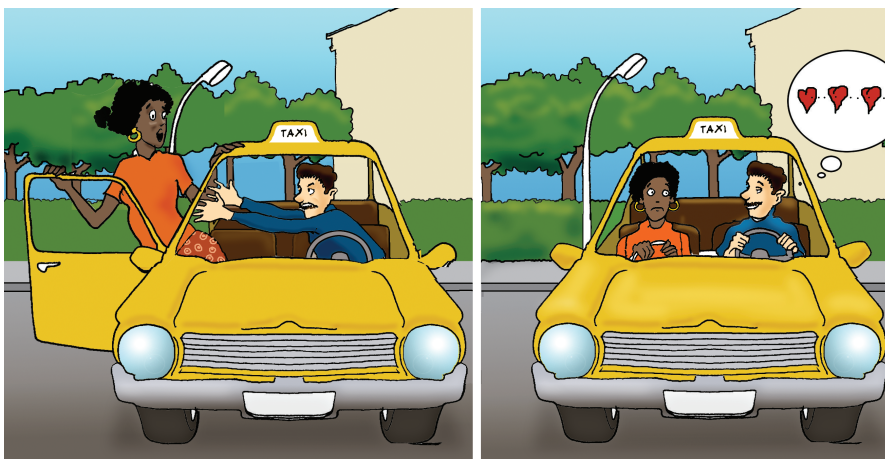
Tips: When you are in a situation where you are given contradictory instructions, ask your employers what they really want. Do not scream, and do not get upset. Try to explain yourself clearly and calmly.

MANAGING DIFFICULT SITUATIONS:



Tips: The best way to manage this situation is to remind your employer of her/his contractual responsibilities, such as paying on time, in full, each month. If it becomes clear to you that your employer cannot or will not pay, then ask for help.

HOW TO BEHAVE IN SITUATIONS OF DANGER:



Tips: Do not allow anyone to make unwanted advances. Do not befriend persons you do not know. If you find yourself in a situation as shown in the picture: put distance between yourself and the aggressor, get out of the taxi, scream, and ask for help.

Annex 7: Work Contract for Migrant Domestic Workers*

The Republic of Lebanon
Ministry of Labour

WORK CONTRACT FOR MIGRANT DOMESTIC WORKERS

Signed between:

The First Party: (Employer): Full Name: Nationality:
Born in: Having his/her place of residence at:
Family Status: Location of Register:
ID, Individual Registration Certificate:
Address: Telephone:

And

The Second Party: (Employee): Full Name: Nationality:
Passport no.: Date of issue: Date of expiration:
Born in: Family Status:
Having his/her place of residence at address:

Whereas the First Party wishes to employ a person who enjoys competence, experience and skill to work for him/her in the capacity of a domestic worker.

Whereas the Second Party enjoys the aforementioned characteristics.

Therefore, both Parties mutually agreed on the following:

- 1) The introduction to this Contract shall be an integral part thereof.
- 2) The First Party agreed that the Second Party works for him/her as a worker in his/her house. The Second Party consented to the aforesaid capacity in accordance with the terms and conditions stated under the present Contract.
- 3) The First Party shall undertake not to employ the Second Party in any other work or place that is different from the place of residence of the First Party.
- 4) The duration of this Contract shall be defined by one (1) year renewable.
- 5) This Contract shall enter into force as of the date on which it is concluded by both Parties before the Notary Public, including the probationary period of three months.

*As per Unified Contract Decree No. 19/1 dated 31/12/2009.

- 6) The First Party shall pledge to pay to the Second Party by the end of each working month his/her full monthly salary, which is agreed upon in the amount of, without unjustified delay. The salary shall be disbursed in cash directly to the Second Party, in pursuance of a written receipt to be signed by both Parties or in pursuance of a bank transfer with a written receipt to be signed by both Parties as well.
- 7) The Second Party shall pledge to perform his/her work in a serious and sincere manner and to comply with the instructions of the First Party, taking into consideration the work rules, customs and ethics and the privacy of the house.
- 8) The First Party shall pledge to meet the requirements and conditions of decent work and fulfil the Second Party's needs, including food, clothing and accommodations with which his/her dignity and right to privacy are respected.
- 9) The First Party shall pledge to guarantee medical care for the Second Party and to obtain an insurance policy from an insurance company recognised in Lebanon in accordance with the conditions prescribed by the Ministry of Labour.
- 10) The First Party shall pledge to obtain a work permit and authorisation of residence for the Second Party in due form at his/her own and full expense. He/she shall also pledge to renew them as long as the Second Party works for him/her.
- 11) The First Party shall fix the working hours for the Second Party at an average of ten (10) non-consecutive hours a day at most, including at least eight (8) continuous hours of rest at night.
- 12) The First Party shall pledge to grant the Second Party a period of weekly rest of not less than twenty four (24) continuous hours, the conditions of the use of which shall be defined by agreement between both Parties. The Second Party shall also be entitled to benefit from an annual leave of a period of (6) six days. Both Parties shall define its timing and the conditions of its use.
- 13) The First Party shall secure at his/her expense a ticket for the departure of the Second Party and his/her return to his/her country, except in the cases agreed upon in Article (16) of this contract.
- 14) The First Party shall undertake to allow the Second Party to receive telephone calls and correspondence intended to the latter as well as to permit the Second Party to communicate with his/her parents once per month on the expense of the First Party, and otherwise the Second Party shall bear the cost.
- 15) If the Second Party has a sickness other than that derived from his/her services and work-related injuries, she or he has the right to a sick leave based on a medical report for half a month with pay and half a month with half pay.
- 16) The First Party shall be entitled to terminate the present Contract in the following cases:
 - A. In case the Second Party commits a deliberate mistake, neglect, assault or threat, or causes any damage to the interests of the First Party or a member of his/her family.
 - B. In case the Second Party has committed an act that is punishable by the Lebanese laws in force in accordance with a court judgement.
 - C. In these cases, the Second Party shall be obliged to leave Lebanon and to pay the price of the return ticket home from her/his own money.
- 17) The Second Party shall be entitled to terminate the Contract with the First Party taking full responsibility in the following cases:
 - A. In case the First Party does not honour the payment of the salary of the Second Party for a period of (3) three consecutive months.

- B. In case the First Party or a family member of his/hers or any resident in his/her house beats, assaults, sexually abuses or harasses the Second Party, after such has been established through medical reports given by a forensic physician and investigation records provided by the Judicial Police or the Ministry of Labour.
- C. In case the First Party employs the Second Party under a capacity other than that under which he/she had recruited him/her without his/her consent.

In these cases, the First Party shall be obliged to return the Second Party to his/her country and to pay the price of the travel ticket.

- 18) In the event of a dispute between the Parties of this Contract, it may be lodged to the Ministry of Labour to settle it amicably.
- 19) Upon failure of an amicable settlement of the dispute, the aggrieved Party shall be entitled to seek redress at the competent Lebanese Courts.
- 20) This Contract has been drawn up before the Notary Public in Arabic and signed by both Parties.

First Party

Second Party

For the Notary Public's Use

Receipt Book for Salaries

Amount	Currency (\$ or L.L)	Date

How to obtain this guide?

This information guide has been produced in twelve languages: Amharic, Arabic, Bangla, English, French, Bahasa, Malagasy, Nepali, Sinhala, Tagalog, Tamil and Vietnamese. It was tested with migrant domestic workers in Lebanon coming from different countries.

This information guide can be obtained from the following ILO Offices:

ILO Regional Office for Arab States

ILO Office	Address	Telephone	Language of Guide	Contact Person / Title	email
ILO Regional Office for Arab States (Beirut)	Aresco Center Justinien Street P.O.Box 11-4088 Riad El Solh 1107-2150 Beirut Lebanon	+961 1 752400	English, Arabic & French	Reham Rached Information/Communication Assistant Tania Massad Project Assistant	rached@ilo.org massad@ilo.org

ILO Country Offices in Asia and the Pacific Region

ILO Office	Address	Telephone	Language of Guide	Contact Person / Title	email
ILO Country Office for Nepal (CO - Kathmandu)	UN House, Pulchowk GPO Box 107 Kathmandu, Nepal	+977 1 5555777 - Extension 113	Nepali	Saloman Rajbanshi Programme Officer	saloman@ilo.org
ILO Country Office in Sri Lanka (CO – Colombo)	Buddhaloka Mawatha, Colombo 7.	+94 0 11 2592525 - Extension:293	Sinhala Tamil	Pramo Weerasekera Programme Officer/Migration Focal Point	Pramo@ilo.org
ILO Country Office in Bangladesh (CO - Dhaka)	House No.12, Road No.12 Dhanmondi Residential Area Dhaka 1209 Bangladesh	+880 2 911 2836 + 880 2 8114705	Bangla	Shahabuddin Khan Programme Officer	skhan@ilo.org
ILO Country Office for the Philippines (CO- Manila)	ILO/UN 19th Floor, Yuchengco Tower RCBC Plaza, 6819 Ayala Avenue Makati City, Philippines	+632 580 9900	Tagalog	Hilda Tidalgo Senior Programme Assistant	tidalgo@ilo.org
ILO Country Office for Vietnam (CO – Hanoi)	45-50 Nguyen Thai Hoc Street Hanoi, Viet Nam	+84 4 37478816 Extension: 111	Vietnamese	Nguyen Thi Mai Thuy National Project Coordinator	thuy@ilo.org
ILO Country Office for Indonesia (CO – Jakarta)	Menara Thamrin, 22nd Floor Jalan MH Thamrin Kav. 3 Jakarta 10250, Indonesia	+62 21 391 3112 extension: 116	Bahasa	Dyah Retno Sudarto Programme Officer	dyah@ilo.org

ILO Country Offices in Africa Region

ILO Office	Address	Telephone	Language of Guide	Contact Person / Title	email
ILO Office in Madagascar (CO – Antananarivo)	Maison commune des Nations Unies Zone Galaxy Andraharo, Antananarivo 101 Antananarivo Madagascar	+261 23 300 92/93/94 - Extension: 3015	Malagasy	Christian Ntsay Director of ILO Country Office for Madagascar, Comoros, Djibouti, Mauritius and Seychelles	ntsay@ilo.org
ILO Regional Office for Africa (CO – Ethiopia)	Africa Hall, 6th Floor, Menelik II Avenue Addis Ababa, Ethiopia P.O.Box 2788, 2532	+251 115 514313 - Extension: 34416	Amharic	Kidist Chala Programme Assistant	kidist@ilo.org



On - Line Version

You can access this guide on www.mdwguide.com. The online version will be regularly updated to reflect new legislation in Lebanon relevant to migrant domestic work, as well as services provided by government and NGOs.

The funding for this guide was provided by:



Project funded by the European Union



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Agency for Development
and Cooperation SDC



International Labour Organisation
Regional Office for Arab States

ISBN 978-92-2-125843-8



9 789221 258438