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WELCOME & INTRODUCTION

Heart for Lebanon (H4L) eagerly welcomes Service Teams and understands the value that a service experience can have on individuals, teams, churches and organizations. Lebanon is a wonderful country to visit with dynamic, successful and beautiful people. Service Teams add tremendous value to Heart for Lebanon’s ministry when proper expectations are met. Our desire is to be an extension of your team’s spiritual journey.

With the conflict in Syria and Iraq and refugees flooding into Lebanon with very few possessions, the work is clearly plentiful and help is always welcome. It is Heart for Lebanon’s belief that each of us is part of the Kingdom of God and shares a common mission – to make disciples.

It is our hope that the emphasis is on service and relational experience and not just on having an interesting trip. We desire that you see Lebanon and experience the people and culture, but we also desire that each individual on the trip find his or her place in God’s story. Heart for Lebanon will make every effort to match projects to your interests thus allowing you to experience ministry at a deeper level. Heart for Lebanon believes we are all on a journey, therefore we do not take being part of your journey lightly. The attached application is designed to help us learn more about your goals.
HEART FOR LEBANON’S VISION & MISSION

Driven by the compassionate heart of Jesus Christ, Heart for Lebanon exists to see lives changed and communities transformed. Heart for Lebanon is a faith-based ministry, founded in 2006, employing a holistic approach to serving the marginalized, rejected and under resourced people in Lebanon. Rather unique among the relief work being done in Lebanon is our three-pronged approach of providing transactional, relational, and transformational relief.

TRANSACTIONAL RELIEF takes form in the distribution of food & hygiene portions and in the provision of non-formal education programs. These two activities enable us to address the needs of the whole family including children.

RELATIONAL RELIEF is our commitment to serving families holistically. Once the family has been given practical care in the form of basic goods, we work to address the emotional and spiritual needs of the families. We accomplish this through regular home visits, monthly spiritual programs, and children’s activities that build authentic and lasting relationships enabling us to build a foundation on which to share the “love” of Christ.

Once a relationship has been developed, TRANSFORMATIONAL RELIEF can begin. This is how we lead individuals and families to a deeper and more long-term level of self-sustainability both spiritually and behaviorally. Heart for Lebanon not only provides for physical, emotional and spiritual needs, we integrate them so that they are better served as we work to achieve our mission of discipleship. See Appendix A – Unconditional Aid.

For people that have never been to Lebanon and/or who have not seen the ministry of Heart for Lebanon first hand, we offer as a first step, Vision Trips that will provide a good overview of what we do, why we do it and the investment opportunities for you and your organization. Once you or your organization starts investing with prayer and financial support we then offer Service Trips for you to minister in Lebanon.
PURPOSE OF SERVICE TRIPS
The purpose of a Heart for Lebanon Service Trip is to provide an outlet for the body of Christ. Serving alongside the Heart for Lebanon team builds strong relationships and allows room for both parties to be encouraged and inspired with the purpose to continue serving beyond the duration of the trip.

VISION FOR SERVICE TRIPS
Heart for Lebanon at its core is about building relationships where the love of Jesus Christ can be shared. Through your work on a Service Trip you will empower the Heart for Lebanon team to continue pursuing those relationships in order to witness transformation in the lives of those we serve. Your work in the areas needed most to mobilize our team is far more important than the project or service that you will be providing. You will have the opportunity to interact with the people we serve in order to give you a tangible experience of the importance of the relationships we build. We do not believe in pushing solutions or specific ideas on a beneficiary because our desire is to be pulled into a conversation with them. Their initiation to pull us into their story is the beginning of the transformational process.

When we employ this principle it may take longer, it may not always go as planned, and it is most likely to unfold differently with each beneficiary. However, it always leads us to a powerful relationship. We believe in the process and are accountable to it because of the changed lives that we have witnessed. Our vision is that the people will reach a point in the transformational process that will move them from despair to hope in Christ.
REQUEST TO SERVE

Each team, no matter how small, needs a Team Leader and a Spiritual Team Leader. The Team Leader works on the logistics and details of the trip with Heart for Lebanon’s Chief Operating Officer (COO). The Spiritual Team Leader gives leadership to the team before the trip, during the trip and following the trip through holding a spiritual debrief with the team.

The eligibility requirements that follow are based on 10 years of experience working with Service Teams. All requirements pertain to the safety and security of your team and the Heart for Lebanon Team, the integrity of the Gospel message, and bringing honor and glory to God as we seek to serve.

ELIGIBILITY REQUIREMENTS:

• Service Teams may have up to 12 participants including Team Leaders.

• Initial contact is made by the potential Service Team Leader with Heart for Lebanon’s COO (Tom Atema) in our International office: tom.atema@heartforlebanon.org.

• Dates for the trip are arranged and set with the COO.

• The Team Leader’s name as well as the Spiritual Leader’s name is shared with the COO.

• Participants must be affiliated with a church, and each individual should have their church’s backing to serve with Heart for Lebanon.

• Participants must be over the age of 18 and be aligned with the mission and vision of Heart for Lebanon and agree to further – and not hinder – its ministry.

• Participants should be able to converse in English and/or French.

• Participants should be fully financially supported prior to trip departure.

• Each team is to provide us with their overall purpose for the Service trip. Then we will make every effort to match projects to the purpose so that your purpose, as well as our needs, can be met.

• All communication with the Lebanon Team is passed from the COO to the Beirut Hosting Coordinator prior to your Team’s arrival.
PREPARATION TO SERVE

As you begin your journey to the country of Lebanon you may be feeling a bit overwhelmed, excited and nervous; all are very natural feelings. This portion of our Service Team Handbook serves to walk you through your journey and prepare you for all that you will experience. Additionally, you will find Heart for Lebanon’s policies and guidelines below. We strongly urge you go them over with your Team Leader, as they are extremely important. Abiding by these policies and procedures while serving with Heart for Lebanon is vital to help protect all involved and in consistently upholding a standard that is above reproach.

PRE-TRIP TIMELINE

Once your team has been approved and the dates have been set on the calendar, there are a number of pre-trip items that need to be completed. The following is a general timeline of what you can expect:

• Orientation with the International office: COO, Tom Atema will give a general orientation that will cover what you can expect as a Service Team as well as answer any trip-related questions or concerns.

• Purchase Tickets & Travel-Related Items: Once our COO receives your flight information, the Team Leader will meet their in-country host via email approximately one to two weeks before your trip.

• Trip Schedule: Upon receiving your flight information (about three weeks before your trip) a tentative schedule will be sent to your Team Leader. Please understand these schedules need to be flexible and are subject to change at any point in your trip.

• A list of Team members name, their addresses, emails and phone numbers is required, as well as, emergency contact information (This must be someone not going on the trip).

• Signed Photography and Videography Permission and Agreement Form from all participants.
IMPORTANT INFORMATION FOR SERVICE TEAM MEMBERS

• One very important regulation of traveling to Lebanon is the status of your passport. Please note that any previous travel to Israel that is documented on your passport will prevent you from entering the country and Lebanese airport officials will bar you from passing security. Therefore your must have a valid Passport by initial travel date with NO Israel stamp in it. Two blank pages are needed for entry & exit stamps. As a precautionary measure make two photocopies of the first two pages of your passport to be kept on your person or in your carry-on bag and separate from the original in case your original passport is lost or stolen.

• Visas are not required for entrance into the nation of Lebanon for stays under 30 days traveling from USA and Europe.

• We suggest that you bring your driver’s license or a photocopy of your driver’s license even though it’s not necessary. A driver’s license could be helpful in the event of passport problems.

• If you are coming from the USA, we suggest that you contact the CDC in Atlanta to find out what the current immunization requirements are. Please carry a copy of your immunization record with you to Lebanon.

• Keep in mind that Heart for Lebanon does not provide travel health insurance for participants on Service Trips. This is the responsibility of the individual person or the church that is sponsoring the trip.

• Take responsibility for your personal property. We will do everything possible to prevent these unfortunate incidences. Through the years we’ve been hosting Service Teams we have never had a security problem in the lodging we provide. Therefore we do not anticipate a problem. Also, Heart for Lebanon is not responsible for lost or for changing flight tickets. We will do all we can to help you through our local travel agent if you need assistance.

• **Expectation regarding technology and mobile devices:** We do not recommend bringing your laptop and/or more than one mobile device. However if you do, pack them in your carry-on, not in your checked luggage. Please note that you will likely have very limited or no Internet access for some portions of this trip. Mobile devices such as cellular phones and smart tablets cannot go to the field. (For our policy on technology including mobile devices photographs and videos please see Appendix B - Photography and Videography Policy and Permission Agreement.)
FINANCES & MONEY

• MONEY & CURRENCY
  Lebanon trades with the US dollar. We ask that you do not give financial gifts to anyone on the Heart for Lebanon team or to those we minister.

• TRIP COSTS
  Service Team costs are specific to each team and are directly related to the length of your stay in addition to other variables. As such, trip costs will be discussed with the Team Leader during the orientation process given by the COO, Tom Atema. Trip costs need to be paid before leaving for Lebanon.

• FINANCIAL DOCUMENTATION
  Your daily rate covers all your expenses except for personal items. For those on a Service Team trip with us, we would like as smooth a financial documentation process as possible. Therefore, we have set the following guidelines for you to consider when donating to Heart for Lebanon while in Lebanon:

  • Heart for Lebanon can only issue documentation for donations actually given directly to Heart for Lebanon. Funds given to a third party cannot be documented for by Heart for Lebanon (ex: paying for a taxi ride directly to the taxi company is not something that Heart for Lebanon can receipt).

  • Heart for Lebanon will provide documentation for the funds received by Heart for Lebanon International Office. Funds paid for Service Teams are not tax deductible.
PACKING GUIDE

• ATTIRE
It is important for teams to honor local culture not only in conduct but by the way we dress. Modesty is key; avoid clothing that sends political or otherwise inappropriate messages. We request that you leave flashy and expensive jewelry at home and avoid wearing low-cut and tight fitting clothing. Romans 14:13, tells us not to be a stumbling block or obstacle in your brother's way. In order to represent Christ-likeness with humility and sensitivity to others in the Lebanese culture and the culture of the refugees we serve, do not bring attention to yourself by what you wear or what you have.

  • Men - Please be conservative in your dress. Blue jeans are fine as long as they do not have holes. Khakis are great. Shirts with long or short sleeves are required. Sleeveless shirts are not appropriate in Lebanon. (Be careful with t-shirts that have messages on them.) You will need sturdy shoes or sneakers on assignment. No flip-flops please.

  • Ladies – Please be very conservative in your dress. Jeans, slacks and capris are acceptable without holes. Please bring shirts with sleeves, either long or short (no tank tops), and limit the messages on the shirts and pants. You will need sturdy shoes or sneakers to wear on assignment. No flip-flops please.

• SUGGESTED PACKING LIST

  - Appropriate Dress and Shoes
  - Bible and Journal
  - Sunscreen (if coming during the summer)
  - Personal Medication and Pepto Bismal/Anti-Diarrhea Medicine
  - Toiletries
  - Passport (including copies)
WHAT TO EXPECT AS YOU SERVE IN LEBANON

While each Service Team trip is different, there are a few things that are regular components to serving with Heart for Lebanon.

• **ORIENTATION**: the Hosting Coordinator or the Managing Director will complete the orientation within the first day of arriving.

• **SERVING WHERE YOU HAVE INVESTED**: You will spend the majority of your time serving in the Initiative where you have been led to invest, building relationships with the Heart for Lebanon team and the beneficiaries.

• **SERVING IN THE WAREHOUSE**: Each food portion delivered to a family in need is not only providing physical sustenance but helps to build a relationship that is real and lasting; it is through this relationship that Heart for Lebanon is able to do it’s ministry.

• **TRAVELING & SERVING THROUGHOUT LEBANON**: Heart for Lebanon provides all travel to and from the airport as well as to ministry sites, social outings and sightseeing planned by Heart for Lebanon. Heart for Lebanon has a number of ministries located in different areas of Lebanon. The Local Team will try as much as possible and in alignment with your team’s purpose and talents to provide you with an overall picture of each ministry and area served in Lebanon. This can change based on the current security situation in the country.

• **CONNECTING WITH ACQUAINTANCES**: If you have friends in Lebanon you may invite them to have a meal with you however this must be planned in advance of the trip. All special requests in this area need approval from Heart for Lebanon’s COO before leaving for Lebanon.

• **EATING WHILE SERVING**: Heart for Lebanon provides 3 meals daily along with snacks and water.

• **QUESTIONS WHILE SERVING**: Heart for Lebanon values each team and team member as a unique individual created by God for a specific purpose and will do all we can to help each team member take their next step spiritually. Therefore we would love to answer your questions. However, we do ask that questions be asked away from the people we serve.
YOUR TEAM’S SAFETY AND PROTECTION

Your Team’s safety and protection is important for us at Heart for Lebanon. Therefore, we want you to be aware of a few items that are practical to safety and security while in Lebanon. It is our desire that you have a great time with us and that you get to experience everyday life in ministry here. Just like in the nation you are from we have big cities as well as farming communities. We have great places to visit and some places that you may think are not so great. For your safety and protection we would like to provide some guidelines for you:

• Always pair with another team member unless otherwise approved by your Team Leader. This is for your protection and the security of the entire team. NOTE: Service Team Leaders must check with Heart for Lebanon’s leadership before granting permission to team members to go out on their own.

• Team Leaders should always know where you are at all times.

• Do not disclose any information that may place you or others in harm’s way. For example, do not disclose your specific location within Lebanon, or give the location of the mission work you are involved in while in Lebanon through any social media platform. Read the Social Media, Photography & Videography Policy – Appendix B.

• Avoid talking about politics with or in the presence of non-team members. If you are directly asked what your opinion is about politics, try to emphasize a biblical perspective concerning the relevant issues, or simply excuse yourself from the conversation.

• Get rested. Many times when we get tired we make mistakes. Therefore, we ask you to be responsible in getting adequate rest and respecting your roommate’s sleeping patterns. This may include following guidelines established by the Service Team Leaders in order to ensure team members are physically rested and therefore effective in ministry.

• Remain in communication. When you arrive in Lebanon the Team Leader will be given a phone to use for communicating with your Host and for our office to reach you in case of emergency.
CULTURAL DO’S AND DON’TS

Lebanon is a country rich in history and culture. We strongly encourage you to look online or check out books from your local library and read more about Lebanon prior to the trip. Here are a few basic cultural dos and don’ts to get you started and to remember when coming to serve with Heart for Lebanon:

• Lebanon is a very relational culture. Meal times, beverages and food are a big part of being relational. Understanding that food is a central part of the culture in Lebanon, please make every effort to accept offers of food so as to not to offend anyone, unless you believe that eating or drinking will be a risk to your health. Who knows, you might like something new!

• Lebanon has a wide variety of people from different cultures and religious backgrounds, many of whom we have the privilege of serving! As a result, we ask that you follow our dress code guidelines outlined in the packing guide in this handbook.

• Heart for Lebanon asks that you refrain from the use of alcohol and tobacco while on a Heart for Lebanon Service Team trip.

• The giving of personal gifts of any kind to any person is strictly forbidden. Heart for Lebanon is committed to meeting the needs of our community without creating dependency and a sense of entitlement. It is imperative for each Service Team participant to honor this policy in order to protect the health of the relationships with Heart for Lebanon beneficiaries and to keep from setting a precedent for future Service Teams.

• We also ask that you refrain from giving any gifts of any kind, make promises or give the appearance of making promises to any of our Heart for Lebanon team members. If you feel called to help a specific team member please ask our Managing Director or the COO after you arrive back home.

• If there are specific needs that your team feels led to fulfill please discuss these with Heart for Lebanon’s Managing Director, Daoud or when you get back to the states with Tom Atema, COO. We have processes in place to assess and handle special needs.
YOUR TEAM’S HEALTH

Safeguard your team and yourself by staying healthy and by being safe. Your personal physical, emotional and spiritual health is important to us. Do not allow anyone on your Team to be alone with members of the community or to wonder off by yourself with one on one conversation. Often when this happens proper lines of communications break down and mistakes happen. Protect yourself by not giving out your personal contact information including Face Book. We have found that when personal information is exchanged it leads to a request of money or gifts.

Although Service trips are about deepening relationships so that we can more effectively share the love of Jesus Christ we want to do this in a healthy manner. If you meet someone that you want to stay connected with PLEASE discuss this with your Heart for Lebanon Host who will discuss it with Heart for Lebanon’s leadership.

ROMANTIC RELATIONSHIPS

Please refrain from becoming romantically involved with a teammate or someone you meet while serving on a Service trip. Relationships interfere with the dynamics of the team and generally lead to a distraction, gossip and conflict. We request that you avoid spending time alone with the opposite sex if at all possible. This will serve to protect you and the reputation of your team members. It will also help us in building solid, trusted relationships with our beneficiaries and prevent unwarranted gossip. We respect our Service Team participants to live out godly principles and set a Christ-like example for all that come in contact with you.

YOUR VISIT TO A TENT COMMUNITY

Heart for Lebanon is serving in a first world country that has a third world problem. Therefore things are planned out in detail but rarely go as planned. We do everything we can to ensure a trip itinerary is firm. However, it isn’t always the way things turn out. Minimize personal expectations and keep focused on the relationships we are building and the mission at hand.

Visiting a tent community is all about listening and serving with Heart for Lebanon. Western culture typically engages in short conversation and moves on to the next item on the schedule. In Lebanon, there is time for coffee or tea, listening to the beneficiary’s story, answering questions and praying with them. Spending time building relational connections is far more important than doing the next thing.
SPIRITUAL RENEWAL & DEVOTIONS

Under the direction of your team’s Spiritual Leader, spiritual renewal and devotion is essential to an effective ministry. There are several Bible verses that talk about this: Psalm 37:4-6 & Psalm 111. As a Team Spiritual Leader, please work into your daily schedule a time to commit to be with the Lord in order to bring all concerns and decisions of the day before Him. Ideally this is done before breakfast. After dinner at night would also be a great time to do a spiritual assessment of the day as part of the over all debrief of the day.

Our COO can work with your Spiritual Leader on devotional material before the trip and during the trip. When we seek the Lord’s guidance first on all issues, it helps us filter those items that may be questionable, helps to resolve issues, and gives a better servant attitude.

Social Media, Photography and Videography Policy – See Appendix B
CONTINUING TO SERVE

Hebrews 6:10 (NIV) “God is not unjust; he will not forget your work and the love you have shown him as you have helped his people and continue to help them.”

We greatly appreciate the time you have taken to serve with us. Your availability to be used of God on this trip is commendable. In the coming weeks we pray that this verse will come to mind often as you reflect back on your time with us in Lebanon.

Within a few days of returning home, you can expect our COO to connect with your Team Leader and set up a time to debrief your trip. This is a time where we value your comments and recommendations.

SOME ADDITIONAL STEPS TO TAKE:
Write your story. We have found over the years that one of the best ways to extend your trip and deepen your relationship with God is to write the story of your trip. When you share your story it has ripple effects by helping you to remember the trip and encourage the Heart for Lebanon Team as well as others who might read your story. The writer of Hebrews gives us the best reason we believe to write down your personal story: “And let us consider how we may spur one another on toward love and good deeds, not giving up meeting together, as some are in the habit of doing, but encouraging one another—and all the more as you see the Day approaching.” Hebrews 10:24-25 (NIV)

Some questions you might want to consider as a starting point are:
• What did you witness you never expected to see or hear?
• When during the trip did you sense God beginning to move in your heart?
• Why was the trip beneficial to you? Your church? Your sphere of influence?
• How has serving changed your thinking?
• How has your worldview of refugees and those marginalized and rejected changed?
We would love to hear your story, please email to: chris.atema@heartforlebanon.org

STAY CONNECTED:
The number one way to continue impacting the lives of the people you met on this trip is to pray. Facebook, Instagram and Twitter are ways Heart for Lebanon sends out prayer requests to individuals. For churches we have a monthly “Prayer Points” email that your church can receive.

BECOME A MONTHLY INVESTOR:
While churches that come with a Service Team are already supporting Heart for Lebanon, you may feel called to invest personally in Heart for Lebanon, after you have given to your church. A monthly investment to “Where Needed Most” helps us meet the current needs of the children and families we serve. We have an easy, safe and secure way for you make your monthly investment. Electronic Fund Transfer (EFT) is easy to set up, please contact our International Office for specific details. (Admin@heartforlebanon.org)
BECOME A FRIEND OF HEART FOR LEBANON.
To receive current updates on the ministry of Heart for Lebanon, our team, and the opportunity before us as well as prayer requests, join us on the following and invite your friends to do the same.

Facebook – facebook.com/HeartforLebanon
Twitter – twitter.com/HeartforLebanon
Pinterest – pinterest.com/HeartforLebanon
Vimeo – vimeo.com/HeartforLebanon
Instagram – instagram.com/HeartforLebanon

BECOME A HEART FOR LEBANON ADVOCATE.
Encourage your church or group to grow and take the journey with us at Heart for Lebanon. As we continue to grow we always need people like you and your team members to help spread the word and keep the ministry of Heart for Lebanon before your church. We could not be more excited about this for you. Here are a few specific ways you can be an advocate for us.

• General Awareness Advocate for your church. Helps us keep the prayer requests in front of the church each month. Place articles or blogs on the church website or in newsletters, keep current brochures available for the church family, invite people to our Facebook, Instagram, Pinterest and Twitter.

• Investor Advocate. Plan a “Ministry Social” with a small group of friends where our COO, Tom Atema or CEO, Camille Melki, can come and share what God is doing in the nation of Lebanon. Plan an informational meeting with a group of people on refugee work in the Middle East. Our CEO or COO will speak to this group. Many times this is done over a lunch hour with the business community and church community combined.

• Prayer Advocate. This person focuses solely on our prayer needs. Keeping our prayer needs in front of the church.

• Team Leadership. Now that you have been on a Service Team we pray that you will help your church by leading a Service Team.

“You, my brothers and sisters, were called to be free. But do not use your freedom to indulge the flesh; rather, serve one another humbly in love.” Gal. 5:13

“Give, and it will be given to you. Good measure, pressed down, shaken together, running over, will be put into your lap. For with the measure you use it will be measured back to you.” Luke 6:38
BOOKS WE HIGHLY RECOMMEND READING BEFORE YOUR TRIP TO LEBANON

**The Book of Acts**
Acts, the fifth book of the New Testament, can give you a good foundation on how mission work started in the Middle East and what is needed today to expand the work in the Middle East.

**Seeking Refuge**
Three experts from World Relief, a global organization serving refugees, offer a practical, well-rounded, well-researched guide to the pressing refugee issue. Drawing from history, public policy, psychology, cultural awareness, many personal stories, and their own unique Christian worldview, the authors offer a compelling portrayal of the plight of refugees and the extraordinary opportunity North Americans have to love and help people in dire need.

**The Culture Map**
by Erin Meyer
We live in a global community, and with English as that global language, it is easy to fall into cultural traps and endanger your whole trip and hinder the work you desire to enhance. This is a field-tested model for decoding how cultural differences impact conversations and work internationally.

**When Helping Hurts: How to Alleviate Poverty Without Hurting the Poor . . . and Yourself**
by Steve Corbett, Brian Fikkert,
Churches and individual Christians typically have faulty assumptions about the causes of poverty, resulting in the use of strategies that do considerable harm to poor people and themselves. Don’t let this happen to you, your ministry or ministries you help fund! A must read for anyone who works with the poor or in missions, *When Helping Hurts* provides foundational concepts, clearly articulated general principles and relevant applications. The result is an effective and holistic ministry to the poor, not a truncated gospel.

**Hope Lives: A Journey of Restoration** by Amber VanSchoone

**Toxic Charity** by Robert D. Lupton

**Helping Without Hurting in Short Term Missions** by Steve Corbett and Brian Fikkert

**Operation World: The Definitive Prayer Guide to Every Nation** by Jason Mandryk
UNCONDITIONAL AID

Heart for Lebanon is called to serve the marginalized and rejected in our society and to reach out to the lost and broken. We exist to minister to the local communities and to the refugee population alike. We serve those in need regardless of their ethnic, religious, gender, and age differences.

As a faith based organization we believe that our Christian identity and our ministry are shaped and defined by the great commandment (Mathew 22:37-39): loving God and our neighbors as ourselves. We believe that the best example of this is the life of Jesus Christ whose ministry was driven by His compassionate heart to all; caring for everyone – feeding the hungry, healing the sick, raising the dead…

Driven by His compassion, we believe that our ministry - whether under our Relief and Community Care Initiative or our Children at Risk Initiative - must be done out of a pure, unconditional love for people. We believe that the word unconditional indicates that real love cannot be anything other than unconditional love for each person. Like the example of the Good Samaritan in Scripture, we understand that we need to lay our differences at the altar of human suffering and extend a helping hand to everyone in need.

Heart for Lebanon’s strategy is three pronged: Transactional Relief (humanitarian aid), Relational Relief (relational aid), and Transformational Relief (spiritual aid). All three are linked, yet all three can stand-alone. Each step in the process is given freely because of the compassionate love of Jesus Christ for people who have been marginalized and rejected by society. It is because of this love for people and our deep desire to fully restore hope that each step in the process must be approached unconditionally.

At Heart for Lebanon we totally understand and accept that not everyone we serve will travel with us through our three-step strategy. For those who do not desire to take the next step with us, we will still serve them unconditionally. For those who desire to continue with us we welcome them on the discipleship journey for we believe that transformation is a process and not an event therefore the making of disciples is a life long journey.
Appendix B

SOCIAL MEDIA, PHOTOGRAPHY AND VIDEOGRAPHY POLICY

SOCIAL MEDIA
We love and use social media at Heart for Lebanon; it has a lot of benefits. However, while you are in Lebanon things that can be innocently posted can also cause real security concerns. For the security of the entire team and our national hosts, this would be a good time to take a break from social media. It is our preference that you stay off all social media while you are in Lebanon. If you must - PLEASE DO NOT post any information during the day. After dinner you may post. However, please do not give any specific information that may compromise the security of the team, do not be political, or express a religious view. This is for the security of the Heart for Lebanon team members and the people we serve. We also ask that you do NOT put specific locations where we are working. Turn off location finder in your electronics.

If you are tempted to use social media from the field or during the day we highly recommend that the Team Leader collect all mobile devises after breakfast each day and return them to the team members at dinner. With all the new features on mobile devises and our desire that nothing be posted from “the field”, it is best not to be tempted. No live posts allowed on Face Book ever!

Here are some general guidelines that we at Heart for Lebanon have devised if you must post on social media after dinner:

• Political posts and sharing political sites is not allowed – especially politics concerning the Middle East.

• Religious posts that could be perceived as blasphemous or insulting to other religions in any way are prohibited.

• Sharing or posting things on your personal social media about Heart for Lebanon's ministry should be accurate. If you are unsure about the information, please ask your Host first. Posts should always be linked to the Heart for Lebanon website or Face Book page.

• Insulting, degrading or criticizing other people, parties, organizations or companies are not allowed. In general, when in doubt – leave it out!
PHOTOGRAPHY AND VIDEOGRAPHY

We understand that each one who visits wants memories that will remind them of their experience. We also want to encourage the Team Leader to provide a video report back to the church or group you represent. Please refer to the Photography and Videography Permission Policy and Agreement Form (Appendix B) at the end of this Handbook for detailed guidelines on what is permissible. This is the most sensitive area that affects security for Heart for Lebanon on multiple levels.

If you are interested in taking photographs we must receive the signed Photography and Videography Permission and Agreement Form before your arrival in Lebanon. Any photos or videos taken should be shared with the International office at: admin@heartforlebanon.org, within 72 hours of arriving home. Only one camera per Team is allowed in the field. No mobile devices can be used to take photos in the field.

As a general policy we ask that you do NOT use the names of the Heart for Lebanon Team members or show the faces of our regional directors in photos or in presentations. Taking their picture from the side or back is fine after you have their permission. We also ask that you do NOT take pictures of the faces of the people we work with without asking the Host specifically if you can do so every time.

Team members who breach the above policies (internet, social media, and photography) will be given a warning. Should the behavior persist Heart for Lebanon reserves the right to ask them to leave the trip early at the expense of the Service team.
PHOTOGRAPHY, VIDEOGRAPHY AND SOCIAL MEDIA PERMISSION AND AGREEMENT

Heart for Lebanon is granting you or your organization permission to photograph or video property owned by Heart for Lebanon and ministry areas where Heart for Lebanon works according to the following guidelines:

• You agree not to post any social media while you are in Lebanon for the security of you, your team and the Heart for Lebanon staff.

• You must be accompanied by a member of the Heart for Lebanon Staff or Board of Directors, prior to taking photographs or video at a property owned by Heart for Lebanon and ministry areas where Heart for Lebanon works.

• We ask that you respect the privacy and dignity of individuals and refrain from taking photos or video at food distributions, HOPE Centers, Hope on Wheels, Bible Studies, Events and personal living areas before asking for permission from a Heart for Lebanon Staff and the individual.

• Photography and videography will not interfere with family privacy, home visit conversations and assessments.

• The images and video taken by the Photographer are for personal use by him/her and their friends and relatives. Sale, publication, commercial or any other use of the photographs and video is not allowed without prior written permission from Heart for Lebanon.

• Images, including video, will not be used to exploit individuals and their circumstances, whether through personal use or any other purpose.

• Images, including video, will not be used to promote or raise funds for another organization or ministry other than Heart for Lebanon. Prior to using the photographed and video images, even to raise funds for Heart for Lebanon, the photographer or sending organization of photographer must receive prior written permission from Heart for Lebanon.

• Credit must be given to Heart for Lebanon for all photography and videography taken.

• The Photographer agrees that the provisions contained herein shall be binding upon his/her successors, legal representatives and assigns.

_______________________________________________  ____________________
Signature of Photographer Date

______________________________________________
Print Name