



**SUSTAINABILITY REPORT
OF HÔTEL-DIEU DE FRANCE
2019 - 2022**



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SOCIAL RESPONSIBILITY IN HEALTHCARE, STILL A LONG WAY TO GO !

The healthcare system in Lebanon is in danger, if not in disarray. There is a whole generation of doctors, nurses and healthcare workers who are seeking to find a meaning for their lives and who are looking for better-paid work as well as a growing gap between the needs of the population and health resources. There is also a failure to address ecology issues and a hospital that is in the throes of instability. Social responsibility has become an emergency that needs to be addressed and reflected upon in daily events. It has also become a concept that makes it possible to stimulate thought and action in favor of a more coherent, efficient and fair health policy. Today, more than 70% of the Lebanese population finds itself without concrete and permanent support for effective treatments.

Naturally, this social responsibility is not only incumbent on politicians, who are unfortunately absent, and on health managers, but also on university professors, health professionals and civil society itself. It is both, a group work and a community effort. The fields of application of this responsibility are vast. Indeed, from ecology to health, it is important to respond to current issues. By promoting dialogue and partnership between different actors, the solutions will aim for unity of action rather than fragmentation, and will be guided by values such as quality, equity, relevance and cost-effectiveness. Social responsibility invites us to step out of our comfort zone through a capacity for reflection, adaptation and action to meet the needs of society.

Hôtel-Dieu de France, as a University hospital in the service of training future doctors and a fairly large-sized private hospital with advanced and cutting-edge healthcare (480 beds, 28 medical services of excellence, etc.), naturally relies on its income to live and survive. However, it also has a public utility characteristic that is drawn from the University itself, which was declared by a Decree of the Council of Ministers in 1982, as a non-profit and public utility institution. The hospital itself, by virtue of the emphyteutic lease that binds it to the French Embassy, must be more than attentive to this character and its social responsibility.

Social responsibility (SR) is becoming a major contemporary issue in our societies. Therefore, among the 17 UN Sustainable Development Goals (SDGs), the third goal makes us, as a university and a hospital, responsible for the good health and well-being of the population. A special mention is given to children, young people and women, especially those living in precarious conditions. Moreover, a French-speaking International Network for Social Responsibility in Health (RIFRESS) was created, bringing together 61 faculties of medicine, in 23 different French-speaking countries.

We are not here to say what the hospital has done in terms of actions in the field of CSR. However, between the Social Fund aimed at supporting patients, the special care given to the environment, the fight against tobacco consumption, the development of the Family Medicine Center, the launch of the Child Social Clinic and the installation of solar energy, the list of actions taken is long. We should not rest on our laurels. Instead, we should promote our actions as necessary and deepen our action as a University-Hospital community on the issues and challenges of CSR.





MESSAGE OF THE DIRECTOR GENERAL OF HDF

M. NASSIB NASR

MEASURES THAT PROVIDE RAPID SOLUTIONS FOR OUR COMMUNITY, OUR PARENTS AND OUR CITIZENS

In October 2022, Hôtel-Dieu de France signed up to the **UN Global Compact**, which is the UN program that aims to involve businesses and non-profit organizations in compliance with 17 key principles in order to build a more sustainable society.

The social responsibility of HDF was already a priority; and it will not only will we maintain it, but we will also increase and diversify it. We will serve the community by achieving various Sustainable Development Goals (SDGs):

1- HDF puts equal **access to healthcare for all** at the top of its priorities, regardless of one's social level, community or regional affiliation. It is with this objective that solidarity takes on its full meaning to help those in need. We want to give citizens the means to live a healthy life and promote the well-being of all people, at all ages. The World Health Organization defines health as "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity". This is our focus. We will continue to work towards this goal.

2- Ensuring equal access to **quality education** for our new hires, nurses, interns and residents, as well as promoting learning opportunities throughout their career path.

3- Using **renewable energies** and adopting **responsible consumption** by modifying our consumption patterns.

4- Promoting sustained and shared **economic growth** and improving **working conditions** for all.

The results of the last few years are encouraging. The present report reflects the actions and activities accomplished by Hôtel-Dieu de France since 2019. Faced with the exceptional situations that the country has been going through, we have been immediately responding by implementing measures that provide rapid solutions for our community, our patients and our citizens.

Bringing value to our local and national community, and making an immediate and positive impact are our social responsibility. It is our mission to be in the Service of Life.





HÔTEL-DIEU
Centre Hospitalier



HDF MISSION AND VALUES

The mission of Hôtel-Dieu de France focuses on several dimensions:

Providing patients with state-of-the-art medicine and quality care

With 29,000 hospitalizations and 30,000 emergencies per year, Hôtel-Dieu de France meets the medical needs of the Lebanese community across the country, as well as those of people from Syria, Iraq, Jordan and other countries.

Training health professionals at the service of patients and the community

In collaboration with the Faculty of Medicine and the various health institutions of USJ, every year, Hôtel-Dieu de France contributes to the training of 100 medical interns and 250 residents, as well as a number of nurses, pharmacists, physiotherapists, speech therapists, psychomotor therapists and other health professionals.

Participating in the progress of medicine, notably through the promotion of high-level research on various medical and healthcare disciplines.

Promoting mutual respect and welcoming people seeking healthcare without discrimination

Joining the community's public service and maintaining a public outpatient clinic

Serving as a national and regional benchmark

Hôtel-Dieu de France is deeply committed to a set of values shared by all of its administrative and nursing staff. These values reflect the mission and vision of HDF and are at the heart of each of its decisions.

Excellence : The constant desire to be at the forefront of human and technological progress, in the medical, nursing, academic, scientific and administrative fields.

Service : A spirit of service insofar as each actor in the hospital, regardless of their position, takes part, according to their skills, in the services offered while paying a constant attention to the satisfaction of the patient.

Diversity : HDF is enriched by the diversity of its actors, collaborators and healthcare seekers, within a socio-political and cultural context specific to Lebanon.

Partnership : HDF is the central actor of a healthcare network made up of several institutions in different regions that is recognized as an agent of excellence by its partners, with which it works in a complementary manner.

Leadership : Fostering leadership that encourages all actors to express their ideas, allowing them to participate in the decision-making process while helping them become more empowered

Hôtel-Dieu de France wishes to become the "University Hospital of reference at both, the national and regional levels, with the highest quality of care, organized into networks and around centers of excellence."





HÔTEL-DIEU DE FRANCE
Fier partenaire de la CFE au Liban

Renseignements الاستعلامات

Renseignements الاستعلامات

Les seuls passeports
et visas des accueils
صناديق مناشور التذاكر

مواقيع التذاكر
19:00 - 20:00
20:00 - 21:00



HDF CSR ACTIVITIES



SOLIDARITY AND PREVENTION AT EQUAL DISTANCE WITH QUALITY OF CARE

Actions and Operations

As a healthcare institution, HDF University Hospital places equal access to healthcare for all, regardless of social level, community or regional affiliation, at the top of its priorities. It is with this objective in mind that solidarity takes on its full meaning to help those in need. In addition, preventive activities are organized in order to inform citizens, help them avoid serious consequences and take charge of themselves as soon as possible.

Preventive Activities

Hôtel-Dieu de France conducts preventive activities for hospital visitors and patients on World Days, often in coordination with the WHO.

"Hand in Hand to Accompany Life", an awareness campaign organized in the hospital's lobby by the Palliative Care Department, to fight against the misconception that may circulate on this topic, on **World Palliative Care Day**, which is celebrated each year on October 7.



On **World Diabetes Day**, the Diabetes Education Center of HDF organized an awareness campaign on the importance of diagnosing and preventing this disease in children and adults. During this day, a free diabetes screening was offered to all who desired it.



On **World Hand Hygiene Day**, nurses, doctors, residents, caregivers, technicians, administrators and all HDF staff participated in the Hand Hygiene Campaign entitled: "Save lives, wash your hands".



As part of **World Pain Day**, the Pain Treatment Center and the Department of Anesthesiology, Reanimation and Pain Management organized an awareness campaign on the difference between chronic and acute diseases, as well as their treatment.



Attentive to the opinions of the general public and professionals, the Quality Department at HDF organized an awareness campaign on the importance of the **proper daily use of medication** and the need to report any error, in order to be aware of the risks associated with hospital activities.



INFORMATIVE VIDEOS

To be closer to the general public outside the hospital, informative videos on a wide range of subjects are videotaped with the help of doctors and caregivers, and broadcasted on the hospital's social media. These videos provide precise and complete answers to the questions that citizens have about healthcare. They serve as a guide for patients who need to familiarize themselves with their pathologies and seek reassurance. This allows a disease, its symptoms, operations or the functioning of a medicine to be vulgarized and explained in a simpler manner.

Examples :

Prostate Cancer

What is the difference between benign prostatic hypertrophy and prostate cancer? How can we detect this cancer and at what age?



Kidney Stone

When should a kidney stone be removed? What is the kidney stone fragmentation technique? What is the latest generation of lithotripsy? How can one benefit from this pioneering technique despite the economic crisis in Lebanon?



ENT Cancer

How to recognize an ENT cancer? What are the symptoms? How can we prevent them?



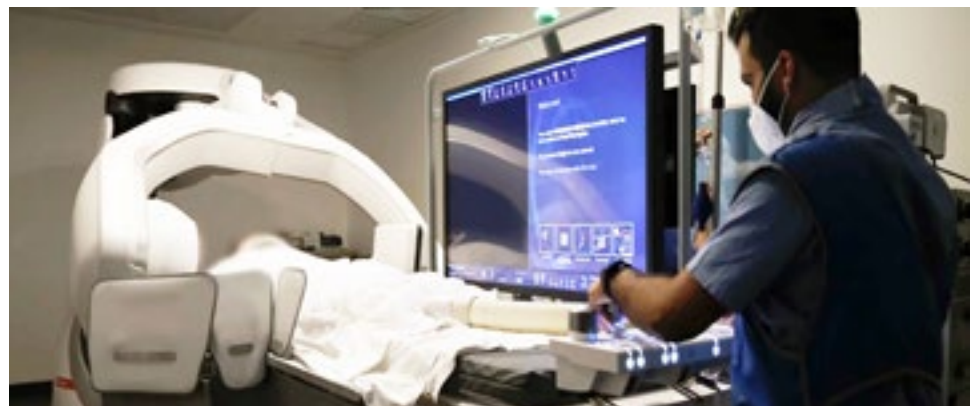
Breast Cancer

Every year in October, HDF mobilizes for the fight against breast cancer and launches the Pink October campaign, which is dedicated to raising awareness on the importance of screening and to reminding women over 40 to have an annual mammogram and a breast ultrasound.



New Technologies

What is the importance and specific features of the new state-of-the-art Interventional Radiology room?





SOLIDARITY AND COMMITMENT TO THE COMMUNITY

1 HDF SOCIAL SOLIDARITY FUND

Due to the economic crisis that has severely affected Lebanon for over three years now, a large number of patients can no longer pay their hospital bills. In order to meet their increasing demands for assistance, HDF has established a Social Solidarity Fund to provide financial assistance to those in need, those who do not have access to social security or who are not covered by private insurance. The establishment of this Fund and its activity are an integral part of HDF's social and public mission.

The mission of the Fund is to establish a policy of social assistance, sponsorship and fundraising according to the needs of HDF and its patients. This mission is supported by Fondation USJ, which is a permanent structure created by Saint Joseph University of Beirut (USJ) in 2015, with the aim of raising funds for the development and promotion of the university and its teaching hospital, Hôtel-Dieu de France.

Through its actions and programs, the Fund aims to:

- **Collect donations** to help HDF patients in financial need.
- **Conduct fundraising campaigns** for various solidarity projects according to the hospital's needs.
- **Develop a sponsorship policy** in honor of personalities or relating to groups or companies in order to promote fundraising.
- **Establish detailed reports** in order to ensure and **guarantee transparency** in the management and impact of donations and various aids.



Université Saint-Joseph de Beyrouth
Saint Joseph University of Beirut
جامعة القديس يوسف في بيروت

Activities of the Fund

a Kids and Artists

Patients in the Department of Pediatrics as well as children of HDF employees and doctors have participated, from June 13 to 17, 2022, in drawing workshops organized in collaboration with the French association **Kids and Artists Co-Créations**.

Twelve French volunteer artists interpreted the drawings made during the workshops. Moreover, more than 130 paintings were exhibited and auctioned at the Lebanese Embassy in France in the presence of the Lebanese Ambassador to France, Mr. Rami Adwan and the Director General of HDF, Mr. Nassib Nasr. The funds raised (8,000 euros) were donated to the benefit of children hospitalized and treated at HDF.





b "100 years of Melodies" Concert

As part of its Centennial celebrations, HDF organized, on November 26, 2022, at St. Joseph Church, **100 Years of Melodies**, a concert celebrating the best Western and Eastern hits of the century. The concert was performed by the USJ Choir and directed by conductor Yasmina Sabbah, with soloists Cynthia Karam and Kristian Abouanni. All profits from the concert were donated to the HDF Social Solidarity Fund.

d Chocos du Centenaire

On the occasion of its centenary and the end of year celebrations, HDF launched a project to sell chocolates for the benefit of the HDF Social Solidarity Fund entitled « Chocos du Centenaire » with the slogan: "With every bite, comes a piece of kindness".

Different varieties of chocolates as well as high quality and tasteful dragées were ordered from one of the best local chocolate factories. Sales were conducted either online for HDF employees and doctors or at the kiosk located at the entrance of the hospital. Nearly 600 boxes of chocolate and dragées were sold during and after the holiday season until the stock ran out.



ASSESSMENT OF AIDS

HDF provided social assistance and discounts to patients that amounted to:





SOLIDARITY AND COMMITMENT TO THE COMMUNITY

2 OPÉRATION 7^e JOUR

Within the framework of Opération 7e jour, HDF staff, the USJ community, the University's alumni and a great number of donors join forces to help underprivileged families and clinics in need (collection of drugs, wheelchairs, oxygen concentrators, bandages, as well as food donations, basic necessities donations, etc.).

Before the crisis in 2019, several days dedicated to healthcare were organized in different Lebanese regions such as: Tabarja, Metn and Kaa. For the year 2023, Opération 7e jour/HDF is preparing several projects in the hospital for people in need.

One-Day Hospital – Opération 7e jour/ HDF in Tabarja

Under the theme of general health, Opération 7e jour/HDF headed to Tabarja on Saturday, October 5, 2019, with a team of volunteers. The objective of this day was to prevent and screen chronic diseases, and to raise awareness about the complications of cardiovascular diseases (such as HBP, diabetes, obesity, dyslipidemia, etc.), using various medical and paramedical methods. A team of more than 60 people from HDF and USJ-FM organized the "One-Day Hospital" event, at Don Bosco School, in Kfaryassine, in collaboration with the municipality of Tabarja.

During this day, doctors, nurses, residents, interns, and HDF employees set up various booths in the school's auditorium to perform complete blood counts, electrocardiograms, medical consultations in the fields of gynecology, family medicine, cardiology, internal medicine, endocrinology, anesthesia, and ENT, as well as general health and diabetes education sessions with dietitians and a specialized nurse. This day was not exclusive to adults. Children also received consultations with pediatricians and pediatric dentists who offered them a fluoride treatment as well as toothbrushes and toothpaste. A coloring and game booth was also set up with an animation and education program for the children.

Conclusion : Blood tests and consultations were performed for nearly 150 people in addition to 50 pediatric consultations.

In April 2020, Opération 7e jour distributed food packages containing basic ingredients to nearly

150

families in need



3 PRIMARY CARE CLINIC

The **Primary Care Clinic**, located within the Family Medicine Center (FMC) of HDF, offers medical and preventive care as well as consultations with several specialists for a nominal fee. The FMC welcomes all underprivileged people, regardless of their income, age or family coming from all areas in Lebanon, especially in Beirut and its suburbs. There, people find a supportive team that accompanies them in the challenges they face.

The Center is part of the primary care centers' network of the Ministry of Public Health since December 2021. Being part of this network allows the Center to benefit from subsidies, particularly in terms of free medication and healthcare equipment. The FMC also works closely with Opération 7e jour of USJ and NGOs.

The **Primary Care Clinic** is composed of:
Seven family doctors
A head nurse
An administrator, a reception manager and a cashier

2021 - 2022

704

Vaccinated Children

967

Pediatric vaccines

3,653

Total number of patients

2,642

Procedures performed





SOLIDARITY AND COMMITMENT TO THE COMMUNITY

4 SOCIAL PEDIATRIC CLINIC

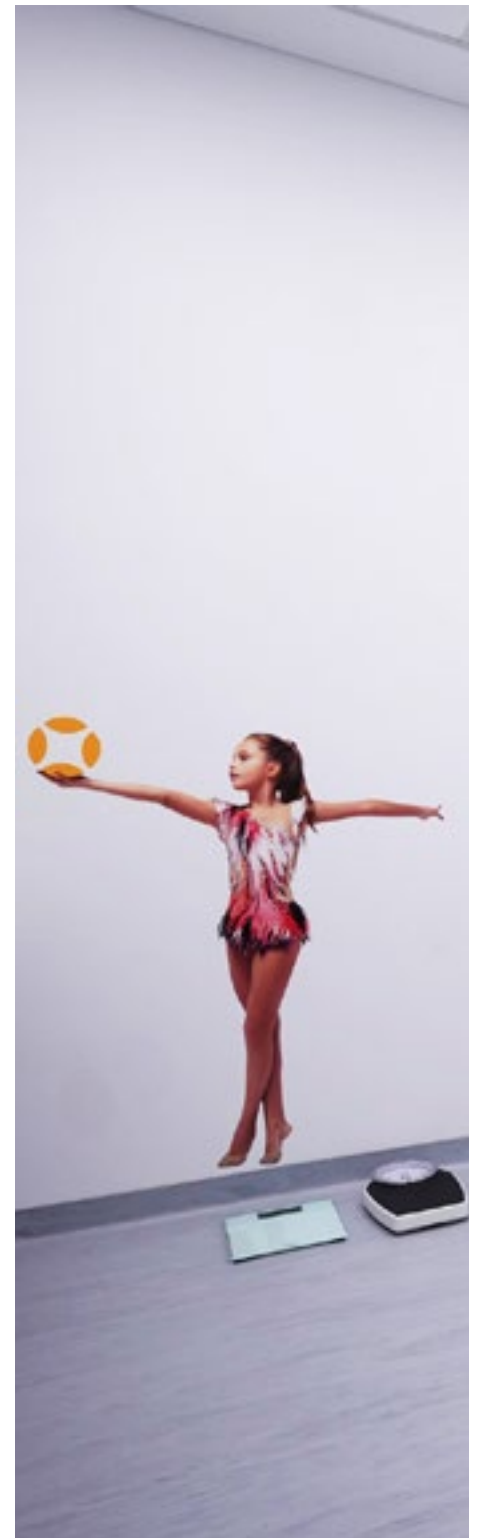
In the context of such an economic and social crisis where 30% of children in Lebanon do not receive the primary care they need (source: UNICEF), Hôtel-Dieu de France, Fondation Diane and the Ministry of Public Health partnered up to launch the Social Pediatric Clinic (SPC) within the Family Medicine Center of HDF, to help citizens cope with the increasing cost of medical care.

The clinic, which opened its doors to the public in October 2022, offers pediatric consultations to help all marginalized families, regardless of their nationality, gain access to quality medical care. Consultation fees are nominal and aligned with the Ministry of Public Health's Primary Care Clinic fees.

The Clinic offers services to diagnose the health problems of children between the ages of 0 and 18, as well as preventive and curative care services. The Clinic also offers a vaccination plan based on the Ministry of Public Health's national calendar for vaccination. The Clinic's team is committed to offering parents and their children a humanistic approach where special attention is given to listening to children, respecting them and managing their pain.



The Pediatric Social Clinic opens from Monday to Friday (8 a.m. to 3 p.m.) and only receives patients who made an appointment at the Family Medicine Center of HDF: 01-60 41 60 ext. 8160



EXCEPTIONAL SITUATIONS: AN IMMEDIATE RESPONSE IN THE FACE OF AN EMERGENCY

Actions and Operations

In 2019, with the October 17 revolution and the demonstrations that were repressed, HDF welcomed all those who were injured free of charge. Cooperation was established with the Legal Agenda association to protect the anonymity of the protesters and prevent the authorities from prosecuting them.

Following the double explosion in the Port of Beirut on August 4, 2020, Hôtel-Dieu de France, which suffered enormous damage, had to overcome the shock amidst the damaged buildings and deal with the flood of injured. According to the degree of emergency, 700 victims were treated unconditionally and without discrimination. The explosion, described as one of the largest non-nuclear explosions, killed more than 230 people and injured more than 6,500 others. The emergency response had to be carried out despite the Covid-19 pandemic and the economic crisis that the country has been experiencing.

The Laetitia Hatem Rehabilitation Center, which offers comprehensive rehabilitation services (physical therapy, occupational therapy, psychomotor therapy, etc.), treated about 100 people injured in the August 4 blast free of charge.

Moreover, following this tragedy, a free psychological support hotline was set up for Lebanese people, in coordination with the Psychiatric Service.

For the first and second commemoration of August 4, in 2021 and 2022, kiosks were set up in Sassine Square to provide free Covid-19 testing and to allow the families of the victims and citizens wishing to participate in the gatherings to ensure that they are not infected with the virus.

Despite the catastrophic state of the hospital

700

injured were welcomed at HDF on the evening of the August 4 explosion to receive treatment.





COVID-19: LOCAL MOBILIZATION AGAINST THE PANDEMIC

Actions and Operations

Healthcare

Since March 1, 2020, with the beginning of the Covid-19 pandemic and the growing number of severe cases in Lebanon, HDF has chosen to open its doors and receive patients affected by the virus, becoming the first private university hospital to back up the Rafik Hariri University Hospital.

In order to allow the medical staff to work as efficiently as possible against this new kind of virus, a very serious and precise training was offered to them. In addition, a protocol, which is available on all floors and services, was elaborated following international recommendations.

Vaccination

At the beginning of March 2021, HDF was given the title of Vaccination Center by the Ministry of Public Health. All the administrative and medical staff were consistently involved in the process. Around 40 student-interns of various specializations were pressed into service to help citizens fill out forms and to manage appointments, etc.

The vaccination campaign was extended to schools. Moreover, following an agreement with the WHO, specific groups were able to receive their doses at HDF.



Number of vaccines up to the end of 2022 (graph)

| | |
|--------------|----------------|
| Dose 1 | 53,685 |
| Dose 2 | 56,679 |
| Dose 3 | 22,029 |
| Dose 4 | 2,708 |
| Total | 135,101 |

Solidarity and Commitment to the Community

In solidarity with the society, HDF has established a Covid-19 hotline to address all the questions and concerns of the public regarding the virus and its consequences. Another psychological support hotline was also established to look after the mental health of Lebanese citizens during the confinement period, coupled in Lebanon with an unbearable economic crisis.

Furthermore, large-scale awareness and education campaigns were launched on social networks and through the media to provide the public with the correct information about Covid-19, its symptoms, treatments and means of prevention.

In the interests of full transparency, a daily Covid-19 bulletin was published in cooperation with the crisis cell in order to allow the public to have access to the figures and statistics of the hospital.

Some 8,000 to 10,000 PCRs were carried out, free of charge or at greatly reduced prices, in collaboration with several professional orders, unions, schools and large enterprises.

In the midst of the pandemic, HDF created the Solidarity Fund HDF Coronavirus to help those who are suffering and in need, as well as a medical emergency fund to provide caregivers with healthcare and protection equipment. Citizens were also invited to make donations in order to counter the financial crisis that has weighed heavily on the hospital's finances and on the neediest patients.







EDUCATION AND TEACHING AT THE HEART OF THE HOSPITAL'S VOCATION

Actions and Operations

Given its vocation as a University Hospital and an institution managed by Saint Joseph University of Beirut, HDF works closely with the latter to include interns and residents from the Faculty of Medicine coming from various specializations (surgery, oncology, ophthalmology, anesthesia, radiology, etc.). The department heads and professors of the hospital supervise the students with the aim of turning them into the next medical professionals, who will become experienced and ready to face the challenges of the profession. Every year, the hospital receives 200 residents and more than 65 interns.

The integration of internships extends to all medical and paramedical disciplines (nursing, physiotherapy, speech therapy, midwifery, occupational therapy, pharmacy, etc.).

Since 2000, Hôtel-Dieu de France has received 80 pharmacy interns (5th year students) and annually trains and supervises 6 residents selected through a competitive process for post-graduate training in pharmacy residency.

Every year, Hôtel-Dieu de France receives more than 100 interns (nurses, technicians and managers) from all universities (25% from the USJ / 75% from other universities). Moreover, 50% of those interns find jobs within the hospital.

Solidarity and Commitment to the Community

Some 100 students from the Faculty of Nursing Science of USJ were given scholarships.

Thanks to a partnership with French hospitals, including Foch Hospital and Institut Curie Paris, the nurses of HDF have the possibility to work in France for three to four months. This gives nurses the opportunity to work in a new environment and to further their experience.



have completed an internal training program on good practices in occupational health and safety



SCIENTIFIC RESEARCH: A PRIVILEGED PLACE

Actions and Operations

The close collaboration between HDF and the Faculty of Medicine of USJ is undeniably reflected in the fundamental research.

Clinical studies are carried out at HDF. The report of requests for agreement from the Medical Affairs Department for clinical studies carried out at HDF in 2019, 2020, 2021 and 2022 is as follows:



| Type of studies | 2019 | 2020 | 2021 | 2022 |
|---|-----------|-----------|-----------|-----------|
| Studies sponsored by pharmaceutical or other companies | 13 | 4 | 8 | 8 |
| Academic studies: doctoral theses (FM-USJ or other universities) / articles or publications (students and practitioners) / Master of research | 47 | 58 | 44 | 35 |
| Total | 60 | 62 | 55 | 43 |

Two research studies were conducted with help from nurses

1. The practice of nursing leadership during the Covid-19 pandemic
2. Knowledge, risk perception, and behavior of healthcare professionals and HDF employees in regard to Covid-19 prevention recommendations





SOLIDARITY AND COMMITMENT TO THE COMMUNITY

Conferences and Webinars

The coronavirus pandemic has encouraged videoconferencing on the topic of health. Conferences are now organized on a cyclical basis in order to inform the professional community and/or the general public on the latest techniques and discoveries regarding medical matters. In addition to the hospital's own speakers, international professors and specialists are also invited to participate in these conferences.

Among those conferences:

French Society of Anesthesia and Intensive Care Conference (SFAR)

In order to maintain the same level of excellence despite the difficult working conditions, the Department of Anesthesiology, Reanimation and Pain Management of HDF participated in the French Society of Anesthesia and Intensive Care Conference (SFAR), which took place at Le Palais des Congrès de Paris between September 22 and 24, 2022. There, seven research protocols were presented through an oral and poster presentation.



4th Operating Room Nurse Day

The Operating Room Commission organized the fourth Operating Room Nurse Day, entitled "Committed to Better Quality Care". Several practitioners, nurses and health professionals from the HDF family participated in person at the hospital's polyvalent room, while many others, across Lebanon, attended virtually via Teams.



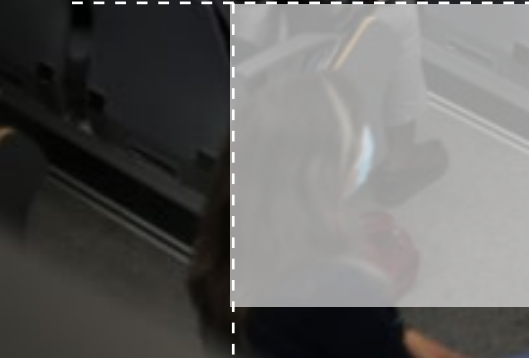
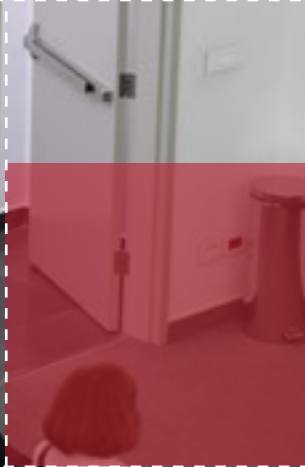
2nd Reanimation and Emergency Care Nurse Day

As part of its scientific activities, Hôtel-Dieu de France organized a day for Reanimation and Emergency Care Nurses on Saturday, November 19, 2022. More than 280 people registered and a large number of nurses from all hospitals across Lebanon participated in this event. During this scientific event, different interventions and several exchanges of expertise took place on the management of a traumatic brain injury (TBI), an ischemic stroke, as well as the neurological complications that can occur.



Between 2019 and 2022, HDF organized more than 40 conferences and webinars on the topic of health







RENEWABLE ENERGIES: AN EFFECTIVE AND PROGRESSIVE INVOLVEMENT

Actions and Operations

In response to the climate emergency and the hospital's significant energy needs, HDF has installed 3,500 photovoltaic panels. This saves up to 12-15% of the annual consumption of electricity, which amounts to around \$400,000 (at an average cost of \$1,000 per ton of fuel oil). If the State's subsidy on energy rates is lifted, savings will become much more important. In any case, there are plans to expand the network even further with the installation of new panels.



In addition, HDF installed industrial oxygen concentrators that ensure two-thirds of the hospital's consumption. The benefit is twofold: avoiding possible shortages and not having to transport oxygen, thus, not having any CO2 emissions for every kilometer traveled.

Commitment to the Community

As part of the plan to increase the electrical energy produced by the solar system and to promote sustainable development, HDF offered the old solar panels to employees who wanted them.

Moreover, after organizing training sessions for the people interested, more than 1,000 solar panels were distributed to illuminate 25 premises in several regions in Lebanon, including the sanctuary of Our Lady of Hebes in Akoura.

In order to be closer to its surroundings, HDF contributed to the Rebirth Beirut association's initiative that aims at lighting the streets of Beirut with solar energy, notably by participating in the lighting of the main Alfred Naccache street on which the hospital is located.



HDF distributed

more than

1,000

solar panels





TOWARDS A MORE INCLUSIVE HOSPITAL: A HUMAN APPROACH TO STAFF MANAGEMENT

Actions and Operations

HDF prides itself on having a collective agreement that aims to protect employees and give them more benefits than those regulated by the Labor Law. Aware of the responsibility and burden of healthcare professions, those in charge of the institution are committed to alleviating, as much as possible, the daily worries of each staff member.

In terms of gender parity and for the sake of fairness and equal opportunity, 67% of the hospital's staff are women. On a different note, people with special needs also have their place within the institution in a percentage that is intended to increase according to the wishes of the management and the administration. In the same way, HDF redirects employees or medical staff members who are ill or injured to positions adapted to their new situation.

Dietetic Service Experience

At the end of 2021, the Dietary Service received, for a period of 7 weeks, 7 students in inclusive training from the UPT (Université pour tous) of Saint Joseph University of Beirut.

The objective was to offer a training ground in culinary arts for students with special needs and to familiarize them with the profession in a professional setting under the supervision of experts in the field. According to the evaluation of their supervisor, these students felt "valued, which generated great motivation, strong involvement and self-esteem". Following this experience, the Dietary Service plans to recruit two of these students in 2023.

Furthermore, in collaboration with the Francophone Association for Mental Illnesses (AFMM), the Dietary Service offered a job opportunity to a person with special needs in order to help them feel useful, productive, less socially isolated and improve their self-esteem.

Solidarity and Commitment to the Community

An Employee Solidarity Fund was created to ensure all necessary support as well as one-off aids when need be. Collaborations and agreements with several associations allow this fund to operate under the best conditions.

In addition, a program to assist family members of HDF staff, who do not have social or medical insurance, has been set up to provide healthcare services, such as rehabilitation, within the hospital or through certain NGOs that deal with those cases.

A space for communication and listening is established for any help needed, be it on the individual or family level.

HDF also wanted to get involved with the families of its employees in order to serve an even larger community. This act of solidarity was shown through the distribution of 800 supply kits as well as the School Bag Project.

67 %

of HDF staff (caregivers and administrative team - excluding medical team) are women

52 %

of residents at HDF are women

SIDE BY SIDE WITH THE EMPLOYEES TO FACE THE FINANCIAL AND ECONOMIC CRISIS

Actions and Operations

The financial and economic crisis that Lebanon has been going through for the past three years has sent citizens and institutions to the brink. To address the urgent situation, HDF chose to stand by its employees in a rapid manner. Specific forms were used to identify the needs of each employee in order to set up an effective aid.

Thus, food boxes are distributed every two months to allow each staff member to ensure the basic need of their family members (e.g. milk was donated).

More generally, as a company policy, there were no layoffs during the crisis and no stoppage of payments due to absenteeism during the revolution, on days when the roads were completely blocked.

With the various crises that followed (confinement, gasoline shortage, soaring transportation costs, etc.), a hostel was opened to accommodate people living far from the hospital. A carpooling campaign was also launched to help employees travel together. Furthermore, monthly social assistance is distributed to the staff in the form of petrol coupons (depending on the distance between the employee's home and the hospital) and food coupons that can be used at Le Charcutier Aoun supermarket chain.



HDF delivers

245

food boxes to its employees every two months





RESPONSIBLE CONSUMPTION: A STRONG COMMITMENT

Actions and Operations

Hôtel-Dieu de France committed itself to pursuing a better energy consumption path, by acting on several levels to reduce the negative effects on the environment.

In order to make the air more breathable in the heart of the city, a green parking lot was built according to environmental standards (ventilation and greenery). To reduce water consumption, low-flow faucets were installed in the new administrative tower. In order to reduce electricity consumption, old air conditioners were replaced by splits with more economical systems (inverter, VRV, etc.).

Hôtel-Dieu de France has also installed a BMS (Battery Management System) control system that allows real-time monitoring of battery operation and ensures greater efficiency, technical safety and economy.

Two four-pipe chillers have also been installed. With their high energy efficiency, they produce hot water by heat exchange, which saves fuel since there is no need for a boiler.

In terms of recycling, 22 tons of paper and cardboard are collected per year.

As for infectious waste (DASRI), 26 tons per month are treated according to the standards, in partnership with the **Arc-En-Ciel Association**.

Commitment to the Community

In 2022, HDF launched an internal campaign within the hospital to raise awareness among staff and visitors about the importance of Responsible Consumption. Entitled **"Small gesture - Big Impact"**, the campaign was launched through an email that was sent to the entire hospital community and through the use of posters with the sub-slogan: **"My commitment counts"**. All were signed by HDF Eco. Everyone is asked to do the right thing: "I reduce my water consumption. In case of a leak, I inform the maintenance team". "I reduce my paper consumption and I contribute to its recycling". "I adopt carpooling! It's practical, economical, ecological and friendly". "I turn off the lights, the air conditioning and the computers when I leave my office".

HDF processes

26

tons of infectious waste

per month in partnership with the Arc-En-Ciel Association and recycles 22 tons of paper and cardboard



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