



OlamAid

Annual Report

2025

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Foreword

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The year 2025 marked a definitive turning point for the global humanitarian system. While available resources declined, needs continued to surge due to protracted conflicts and climate-related disasters. For OlamAid, this backdrop reinforced a core principle: even under constraint, humanitarian aid must prioritize dignity, relevance, and quality.

In 2025, our primary focus centered on the dual crises in Ukraine and the Middle East. Addressing these regions together allowed us to navigate a landscape where international attention is often fragmented. While the war in Ukraine entered a grueling third year, the escalating needs in the Middle East demanded equal urgency. Across both regions, OlamAid provided life-saving support with a signature emphasis on mental health, trauma-informed care, and community-based resilience.

Beyond these conflict zones, we expanded our efforts to support communities devastated by natural hazards. By combining immediate emergency response with long-term capacity building, we continue to empower local actors to lead their own recovery.

The current climate of constrained funding and multiplying conflicts presents a significant challenge, but we view it as a vital opportunity. It is a catalyst to make our projects more efficient, cost-effective, and sustainable. Rather than simply doing less with less, we are refining our models to ensure every Euro invested creates a deeper, lasting impact. Furthermore, this is an opportunity to connect different parts of the world and strengthen our collective resilience by addressing these challenges together.

At a time of growing polarization, we also see our role as bridge-builders, bringing together different perspectives and promoting approaches that recognize diversity as a strength. This will remain a guiding principle of our work in the years to come.

We recognize that no organization can respond to today's challenges alone. By working closely with local systems and international stakeholders, we aim to foster more coordinated, inclusive responses. We are deeply grateful to our staff, partners, and supporters; in a time of uncertainty, your commitment reminds us that solidarity remains essential. Humanitarian action is not only about responding to crises—it is about affirming our shared humanity.

Gal
CEO, OlamAid

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Our 2025 Humanitarian Impact

13

Countries Of Operation

Albania · Bosnia and Herzegovina · Germany · Greece · Hungary · Israel · Moldova · Poland · Romania · Serbia · Spain · Syria · Ukraine

77,024

people in crisis reached

72,437

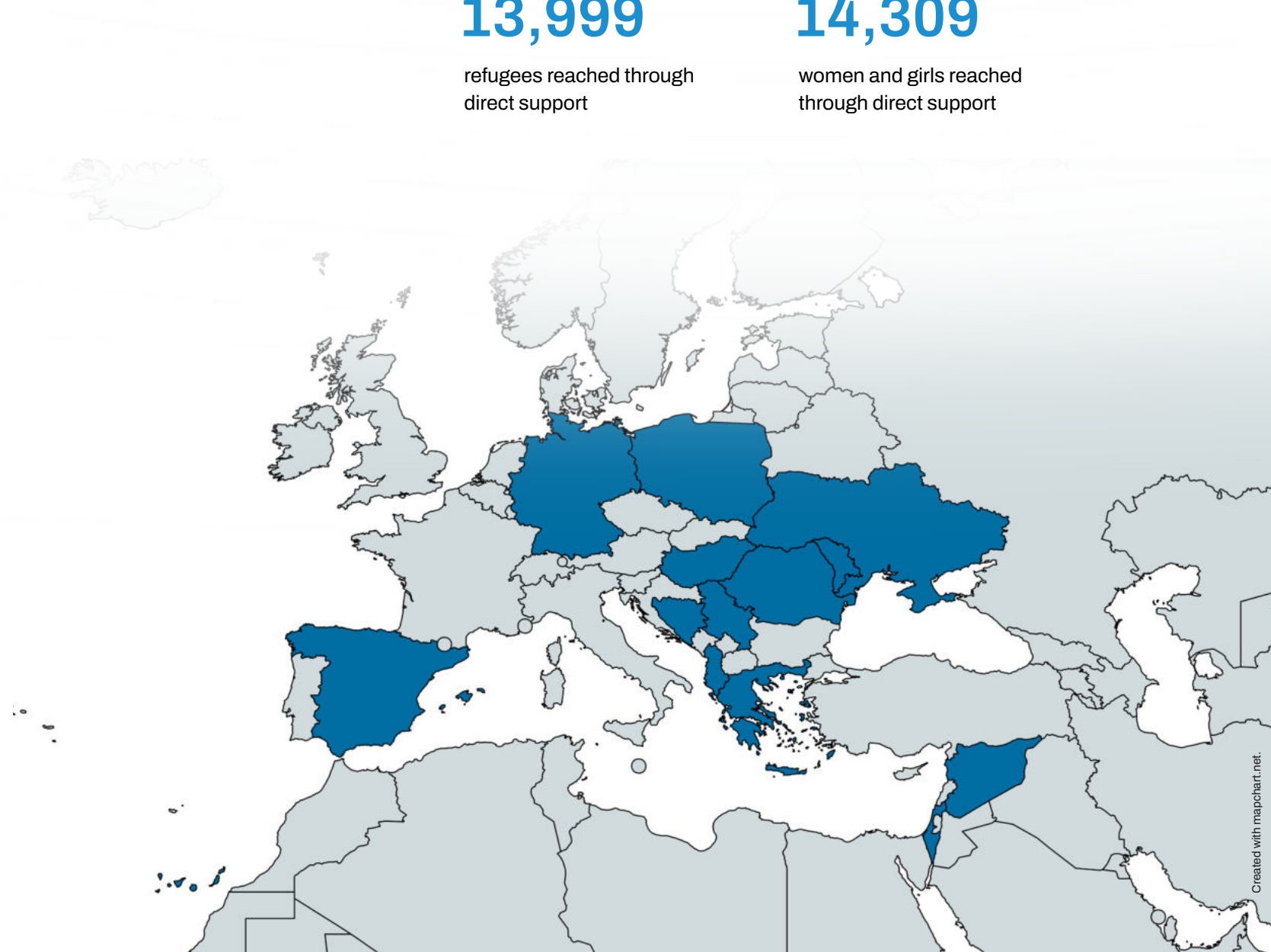
reached people affected
by war

13,999

refugees reached through
direct support

14,309

women and girls reached
through direct support



About OlamAid



About OlamAid

OlamAid is a European, Jewish-based humanitarian organisation working with communities affected by war, displacement, disaster, and social exclusion. Guided by humanitarian principles and rooted in the values of dignity, solidarity, and community responsibility, we support vulnerable and often overlooked populations through psychosocial support, community resilience, emergency response, and capacity-building programmes.

Founded in 2016 with a focus on intercultural mental health and psychosocial support (MHPSS), OlamAid was built on the understanding that humanitarian crises affect communities differently, and that effective support must be culturally sensitive, locally grounded, and shaped together with the people it serves.

Today, OlamAid works across Europe and the Middle East, focusing particularly on minority communities and vulnerable groups, including refugees, internally displaced people, Roma communities, Jewish communities, Yazidis, Druze communities, women, and children.



Central to our approach is working alongside local communities rather than simply delivering aid to them. We invest in local partnerships, peer-led initiatives, and community-based structures that strengthen long-term resilience.

Our work combines emergency relief with longer-term rehabilitation and resilience-building. We create safe community spaces, strengthen psychosocial support systems, train local responders and volunteers, and support grassroots organisations that continue their work beyond immediate crises.

Over the years, OlamAid has implemented more than 20 national and international projects, reaching communities across Ukraine, Moldova, Romania, Poland, Greece, Germany, Israel, Syria, Serbia, and Bosnia and Herzegovina.

In 2018, OlamAid was awarded the National Integration Prize by former German Chancellor Angela Merkel in recognition of its work supporting vulnerable and displaced communities.

Today, OlamAid continues to work toward a future in which communities affected by crisis are not only protected in moments of emergency, but supported in rebuilding resilience, dignity, and meaningful participation in society.

What we do

4 Key Humanitarian Sectors



Health



Food Security



Protection



Logistics



When we act

Disaster Preparedness

We are working side by side with communities to build resilience, even before disaster strikes. We are reinforcing community relationships by laying the groundwork together to strengthen readiness.



Emergency Response

Emergencies don't wait, and neither do we. In those first critical moments, our focus is simple: meeting urgent needs with dignity and care. Whether it's food, medical supplies, or a safe space to regroup, we provide what's necessary.



Rehabilitation

Once immediate needs have been met, we support affected communities in regaining stability and building sustainable structures.

Our Values

Respekt

We meet every person with empathy and dignity, valuing the unique experiences they bring.

Sustainability

We pursue lasting change by collaborating with local actors and safeguarding both social and environmental well-being.

Reliability

We honour our commitments with transparency and accountability, forging trust through consistent action.

Adaptability

We remain agile in rapidly changing contexts, blending our expertise with local insights to meet urgent needs.

Empowerment

We unlock individual and community potential by sharing tools, skills, and opportunities that foster self-reliance.

Inclusion

We embrace diversity across cultures, faiths, and backgrounds, ensuring every voice enriches our collective impact.



Our Core Principles

Support for Vulnerable Groups and Minorities

We focus on supporting overlooked communities, vulnerable groups and minorities within affected populations. Everyone deserves to be seen, heard, and supported.

Local, Community-Driven Solutions

We empower communities and local organizations to take the lead in designing and implementing their own aid programmes and activities, ensuring a participatory approach that fosters self-reliance and ownership.

Adaptable and Context-Specific Programming

OlamAid adapts its programmes to meet the specific needs and contexts of each community, ensuring relevance and effectiveness.

Inclusive and Sustainable Interventions

OlamAid’s interventions are designed to be inclusive and sustainable, ensuring long-term benefits for the communities we serve.

Our Team

At OlamAid, our strength lies in our team members. Our team of over 70 dedicated staff, experts, and contributors is supported by a larger network of over 100 volunteers who form the backbone of our work in the field.

The OlamAid team is interdisciplinary and multicultural. Its Jewish background is complemented by a local approach: OlamAid recognizes the special skills and experiences of affected communities and places a special focus on recruiting employees from these communities. This has resulted in a team from 13 countries that combines professional competence, outstanding motivation, and personal resilience. This is continuously strengthened at OlamAid through individual supervision and group intervention.



Mental Health & Psychosocial Support

Our Focus Areas

Humanitarian crises do not end when the immediate danger passes. Conflict, displacement, disaster, and uncertainty leave long-lasting psychological impacts that shape how individuals, families, and communities recover for years to come.

Mental health and psychosocial support (MHPSS) therefore lies at the core of OlamAid’s work. Across all our programmes, we combine trauma-informed care with culturally sensitive, community-based approaches that strengthen both individual wellbeing and collective resilience.

Our interventions range from emergency psychosocial first aid in acute crises to long-term therapeutic and resilience-building programmes in schools, community centres, shelters, and displacement settings. Through art therapy, music therapy, peer support, educational theatre, and community workshops, we create spaces where people can process trauma, regain a sense of safety, and reconnect with others.

At the same time, we invest in local capacity by training volunteers, educators, therapists, and community leaders, ensuring that support systems remain in place long after emergency phases have ended. We believe that sustainable recovery is only possible when communities themselves are equipped to care for one another.



Community Building & Resilience

Crises often fracture the social fabric that communities depend on. Displacement, violence, poverty, and exclusion can weaken trust, isolate vulnerable groups, and erode the networks that allow people to cope and recover.

OlamAid’s approach goes beyond emergency relief by strengthening communities from within. We create spaces where people can reconnect, support one another, and rebuild a sense of belonging and agency. Through community-led initiatives, intercultural dialogue, volunteer engagement, and peer-led programmes, we help transform lived experiences of crisis into collective resilience and solidarity.

A central part of this work is empowering local actors. We work alongside community members, grassroots organisations, educators, volunteers, and minority representatives to co-design programmes that reflect local realities and priorities. Rather than imposing external solutions, we focus on strengthening existing capacities and fostering long-term ownership.

We believe resilience is not only the ability to survive a crisis, but the ability of communities to remain connected, adaptive, and hopeful despite ongoing uncertainty.



Climate Resilience

Climate change is increasingly driving humanitarian crises across Europe and beyond. Floods, wildfires, heatwaves, and environmental degradation are placing growing pressure on already vulnerable communities, often disproportionately affecting those with the fewest resources and the least protection.

OlamAid responds to climate-related disasters through both emergency relief and long-term preparedness. Alongside the distribution of essential supplies and immediate humanitarian support, we work to strengthen local response capacities before disasters occur.

This includes training volunteer firefighters, supporting community preparedness initiatives, strengthening local coordination networks, and integrating psychosocial support into disaster response. We recognise that climate disasters do not only destroy infrastructure and livelihoods – they also leave deep emotional and social impacts that can persist long after the immediate emergency.

Our approach to climate resilience therefore combines practical preparedness with community-based recovery, ensuring that vulnerable populations are better equipped to prepare for, respond to, and recover from future crises.

Fighting Hunger

Food insecurity is one of the most immediate and devastating consequences of war, displacement, disaster, and systemic social exclusion. When supply chains collapse, livelihoods are disrupted, or communities are displaced, access to food quickly becomes a matter of survival.

OlamAid provides emergency food assistance and essential supplies to crisis-affected communities, while ensuring that aid is delivered with dignity and cultural sensitivity. Our responses include food distributions, hygiene kits, emergency care packages, and targeted support for vulnerable groups such as elderly people, displaced families, women, and children.

Beyond addressing immediate needs, we understand food security as deeply connected to human dignity, stability, and social cohesion. Shared meals, culturally familiar foods, and community-based support can play an important role in preserving identity, reducing isolation, and maintaining a sense of normalcy during a crisis.

By combining emergency relief with community-driven approaches, we aim not only to reduce hunger, but also to strengthen resilience and protect the wellbeing of vulnerable populations in times of instability.





Minorities

Minority communities are often among the most affected during humanitarian crises while simultaneously facing the greatest barriers to support, visibility, and protection. Language, discrimination, geographic isolation, cultural stigma, and political marginalisation can all limit access to humanitarian assistance and psychosocial care.

Supporting vulnerable groups and minorities is therefore a defining priority of OlamAid’s work. As a Jewish-based and pluralistic humanitarian organisation, we place particular emphasis on working with communities that are frequently overlooked in mainstream humanitarian responses.

Our programmes support diverse minority communities, including Druze communities in Israel and Syria, Roma communities in Eastern Europe, Yazidi refugees in Greece and Germany, deaf children, internally displaced populations, and culturally diverse refugee communities across Europe.

We believe humanitarian assistance must be inclusive, context-sensitive, and shaped together with the communities themselves. By working with trusted local partnerships and community-led approaches, we ensure that support is accessible, culturally relevant, and grounded in dignity and respect.

At the same time, we seek to amplify the voices of minority communities within broader humanitarian discussions and advocacy spaces, recognising that equitable humanitarian action requires not only service delivery, but also visibility, representation, and participation.

Our Programmes



Leading with Values
When Scarcity
Strikes

Usually, you would read a story here – a personal account of a life changed or a community restored. But this year, we must talk about something else. While the people we serve remain at our core, we simply cannot reach them if the resources to do so are systematically withdrawn.

Across the humanitarian sector in 2025, organisations were forced to make the agonising choice of who to continue helping and where to stop. With funding slashed and needs unrelenting, the consequences were immediate. Many local partners, lacking diversified funding, were forced to close their doors entirely. Entire programmes were wound down not because they had failed, but because there was simply no money left to run them.

The Foundation of
Trust: Humanitarian
Neutrality

A significant debate emerged in 2025: should humanitarian organisations become more political to secure their place? At OlamAid, we believe that politicising aid erodes the very foundation of trust – with our donors, our supporters, and most importantly, the communities we serve. Humanity, Impartiality, Neutrality, and Independence must remain the bedrock of our operations. We see ourselves not as political actors, but as allies to those in need.

In the face of these cuts, we were forced to evolve. Resilience for us meant moving beyond traditional aid models. We focused on turning the communities we serve into agents of change. By providing tools, training, and mental health support, we work to ensure that communities are not just surviving a crisis, but are equipped to lead their own recovery.



2025 Highlights:
Solidarity in Action

- Emergency Operations
Maintained frontline support in Ukraine and Israel, focusing on mental health and safety for minority groups, women, and children.
- Expansion in the Balkans
Strengthened food security for Roma and Jewish communities in Serbia and Bosnia and Herzegovina.
- Disaster Preparedness
Extended our Disaster Risk Reduction (DRR) projects into Albania, training local responders to meet natural hazards head-on.
- Radical Collaboration
On World Children's Day in Suceava, Romania, we co-led a massive coordination effort with all regional aid organisations, proving that coordination is more effective than competition.
- Global Advocacy
Hosted conferences in Berlin, Belgrade, Sarajevo, and Athens to raise awareness on specific contexts and to improve the collective effectiveness of our humanitarian operations.

Our Commitment
for 2026

In the coming year, OlamAid will continue to adapt without compromising the principles that define us. We are committed to deepening partnerships with the private sector and finding smarter ways to deliver aid – not by doing less, but by ensuring that every intervention we undertake is built to last.

At the heart of our work remains a simple, vital act: asking people what they need. We know that solutions exist when we lead with principle and honour the dignity of every individual. Thank you for standing with us during this difficult but defining year.

Carlo
Head of Programmes, OlamAid



Our Impact



Middle East

Israel

Readjusting to a Changed Home

Since October 2023, communities across Israel have been carrying the weight of a trauma that has not paused long enough to be processed. In the Eshkol region near the Gaza border, families returned from months of displacement to homes they no longer recognised as safe. Rocket sirens continued long after their return, and many schools could not reopen because teachers and staff had been called up for military reserve duty.

Further north, in Druze communities such as Isfiya, residents experienced sustained attacks for the first time in more than a decade. Many homes had no shelters, and the infrastructure of civilian protection that much of the country takes for granted was simply absent. Across three boarding schools, students from Bedouin, Ukrainian, Russian, Druze, and Jewish backgrounds sat in classrooms each day carrying the cumulative weight of displacement, bereavement, and interrupted education. When the twelve-day military escalation arrived in June 2025, it landed on people whose psychological reserves were already long depleted.



Presence Where It Matters

Our work in Israel is built on a clear logic: trauma-informed support is most effective when delivered through trusted local actors who already belong to the communities they serve. Across two resilience centres, three boarding schools, and mobile outreach in the south, we and our local partners provide art therapy, music therapy, bibliotherapy, garden therapy, and educational theatre, each modality chosen to meet people in the ways they are most able to express what words alone cannot.

Trust is at the core of all of those activities. In the Eshkol region, the therapists are themselves members of those same communities, which allows the work to begin from a foundation of shared experience and cultural understanding. In Isfiya, an all-female team of eight therapists and social workers created a space where Druze women could come for support in a cultural setting where mental health care still carries significant stigma. When the June 2025 escalation began, both resilience centres shifted into emergency mode within hours, opening their doors for community sessions, conducting telephone outreach to isolated residents, and supporting educators trying to hold remote learning together while sirens sounded outside.

Our Impact

5

permanent project sites established as trusted crisis support spaces

In the Eshkol region, music and art therapy provided 345 people with accessible spaces to process fear, grief, and prolonged stress in communities still deeply affected by the aftermath of October 2023. When school programmes were disrupted, support expanded to elderly residents, including Holocaust survivors, and to young community volunteers carrying the emotional burden of rebuilding daily life under continued insecurity. Across three boarding schools, 219 students received psychosocial support that helped restore routine, emotional stability, and a sense of connection, while 66 staff members built up their own resilience through targeted sessions focusing on adults supporting children through ongoing crises.

873+

people in high-risk areas gained access to professional psychosocial support

In Isfiya, more than 500 people, the majority of them women, participated in activities at the resilience centre. For many women, the centre became one of the few socially accepted spaces where emotional distress could be shared openly and support could be sought without judgement. During the June escalation, families sheltered for days in the centre’s safe room while staff maintained continuous outreach to isolated community members by phone. The centre also welcomed women from Majdal Shams following the severe attack on their town, creating space not only for psychosocial support, but for community solidarity across affected Druze communities.



66

educators trained in trauma resilience, enabling them to better support 200+ students



14

women from Majdal Shams received immediate specialized trauma support after community attacks

Across all locations, pedagogical theatre workshops and community activities created spaces where children, young people, and adults could express emotions collectively, reconnect with others, and experience moments of trust, creativity, and normalcy during ongoing instability. A parallel housing initiative for graduates of one boarding school provided young adults with safe transitional accommodation at a time when many lacked stable family or community support structures.

103

people participated in pedagogical theatre activities for collective emotional expression and healing

Over the course of repeated escalations, the resilience centres evolved far beyond service delivery points. They became trusted community anchors and places people returned to for safety, continuity, human connection, and the reassurance that they were not facing crisis alone.

“Despite the pressure of coping with everyday challenges, the conversations helped ease feelings of tension, hopelessness, and frustration. They supported me in dealing with negative emotions and offered suggestions on how to overcome and move beyond them.”
– Widow from the Druze community in Israel

Syria

A Community
Cut Off

In July 2025, escalating sectarian violence in southern Syria triggered a humanitarian crisis in and around the city of Suwayda. Hundreds of Druze civilians were killed, and an estimated 200,000 people were displaced as a siege was imposed on the area, severely restricting access to food, fuel, medicine, and healthcare.

Pregnant women, new mothers, and newborns were among those hit hardest. Hospitals struggled to function, medical supplies ran low, and many women were left without access to basic maternal or emotional support. For a community already living in political and geographic isolation, the crisis deepened existing fault lines and left local responders working with almost no external help.

Reaching Across
Borders

Despite severely restricted access, we were able to respond through existing partnerships within the Druze community and a network of collaborators in Israel and Europe. Working with a multicultural team of Druze, Israeli, and European specialists, we delivered remote training and structured guidance to local volunteers inside Suwayda.



The approach was shaped by a single constraint: no external humanitarian actor could reach the area. Rather than attempting to provide services directly, we focused on equipping people already trusted within the community to act. Volunteers received training in psychosocial first aid, trauma-sensitive communication, and self-care, alongside practical guidance on maternal and newborn care through pregnancy, birth, and the postnatal period. Over time, these volunteers became the primary source of structured emotional and practical support for families living under siege.

Our Impact

75

mothers and infants received essential aid during the peak of the Suwayda blockade

45

volunteers supported to provide maternal and psychological care in hard-to-reach areas

As the crisis deepened, the trained volunteers became one of the few reliable sources of support for families facing acute stress, particularly pregnant women, newborns, and caregivers living under extreme pressure. What had begun as a training programme evolved into a functioning community care network, sustained by the people it was designed to serve.

A child once lost their mother. After asking for permission to meet her, I knelt down without touching her and introduced myself. I told her: 'You are in a safe place.' She did not speak much, as I knew children need action to feel comfortable. I said: 'While we are waiting for news, would you like to play a game with me?' or 'Can you help me choose a color for this picture?' Giving a child something tangible – a doll, a warm cloth, or even your hand – helps reduce tension.

– Druze volunteer from Suweida

For many families, this meant not having to face distressing moments entirely alone. Small but immediate forms of support, a trained person arriving at the right time with the right knowledge, helped reduce feelings of isolation and brought a measure of stability to an otherwise deeply uncertain environment.

The response demonstrated that even under conditions of siege and near-total external exclusion, communities can sustain basic psychosocial and maternal care when local people are trusted, prepared, and supported from a distance.

I learned how to interact with trauma in wars. I loved that the training was given from experts, the training corrected some misconceptions in our community and how to deal with people that have traumas. The interaction during the session was very needed because it gave us the space to talk about sensitive issues in my city.

– Training Participant

Europe

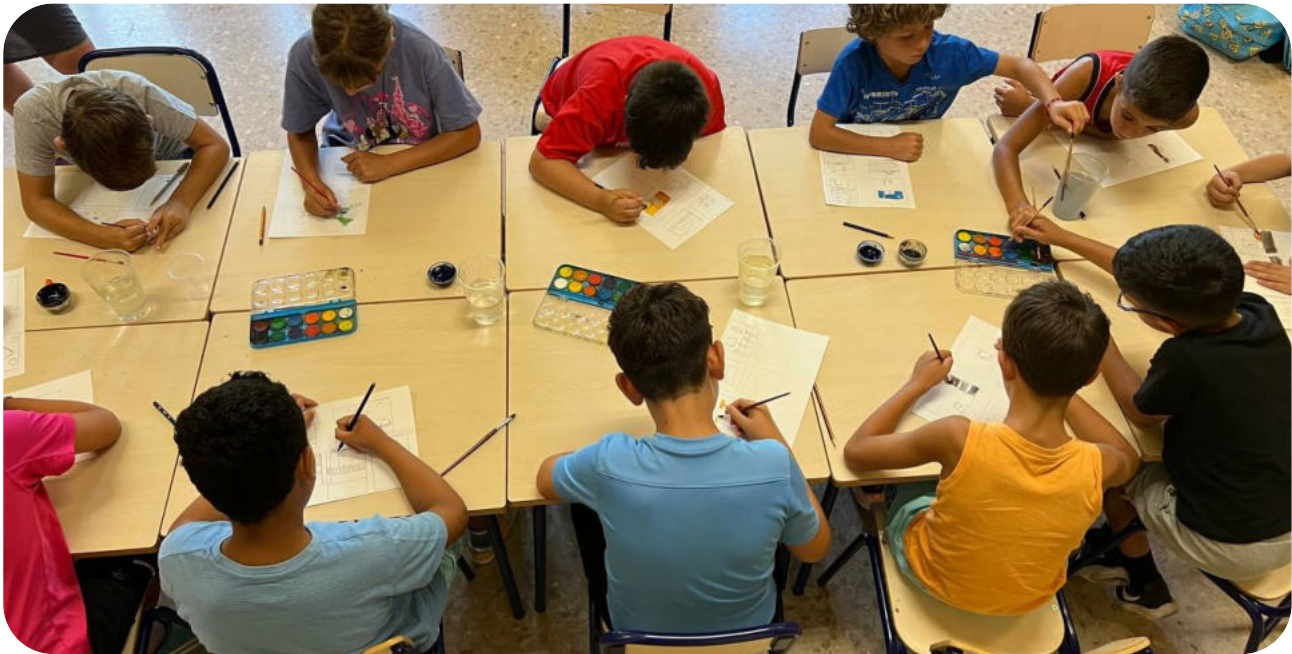
Germany

Germany has become home to more than 1.3 million displaced Ukrainians, alongside refugees from a range of other crisis contexts. While arrival offers immediate safety, it rarely resolves the deeper consequences of displacement. For many individuals and families, the first months and years are shaped by a quieter, ongoing struggle: processing trauma, navigating unfamiliar systems, and rebuilding social ties that were abruptly severed.

In parts of southern Germany, severe flooding in 2024 compounded these pressures, damaging homes and infrastructure and placing additional emotional and practical strain on communities already stretched thin.

Psychosocial Support & Community Connection

Our work in Germany responds to both realities, long-term displacement and sudden crisis, through psychosocial care and community-based engagement. Across Berlin, Freiburg, Frankfurt, and Kehl, children, families, and professionals participate in psychosocial sessions, creative therapies, and capacity-building activities designed to help people process trauma and rebuild social connection. Throughout, a strong emphasis is placed on participation: people are supported not only as recipients of care, but as individuals with the capacity to take active roles within the communities forming around them.



Responding to the Floods in Southern Germany

When severe flooding struck southern Germany, we rapidly expanded our activities to support affected communities. The response included psychosocial support for children and families, training for local responders and volunteers, coordination of volunteer engagement, and practical assistance such as the distribution of essential household equipment to support immediate recovery.

Within this context, we also co-created an interactive psychosocial children's book together with children in Rudersberg and in Valencia, Spain. Developed from children's own experiences of flood and displacement, the book became a tool for helping young people express emotions and process difficult experiences in the aftermath of disaster.

Most of all, I liked having a calm place with my brother.
– Child refugee participating in art therapy in Berlin

Our Impact

Over time, our work in Germany contributed to improved emotional stability among displaced and crisis-affected individuals. People reported a greater ability to cope with uncertainty, process stress, and form new social connections in their communities.

At the community level, a significant shift took place. Many participants who initially came to us for psychosocial support gradually moved into more active roles. They began contributing as volunteers and peer supporters, particularly during the flood response in southern Germany, where people who had themselves received support were among those helping others recover. This transition from receiving care to providing it strengthened local networks and enabled communities to respond more collectively when new needs arose.

In Kehl, this development took its most structured form with the establishment of DUGO, a German-Ukrainian civic association that continues to foster participation, integration, and local leadership beyond our direct engagement. What began as a psychosocial programme had, for some, become a pathway into civic life.

Another great experience was the familiarity with different people and cultures, as well as learning from the experiences of others.

– Refugee from Afghanistan participating in a volunteer group

Through this, I got to know Germany from a completely different perspective. It helped me find my way better in many areas of life in this country. And of course, our team under the guidance of the coordinator! Thank you all very much!

– Ukrainian refugee participating in psychosocial support sessions

Impact Figures

619

children, families, and service providers reached through psychosocial and art therapy programmes in Berlin

29

Ukrainian women participated in empowerment workshops in Kehl

475

psychosocial and art therapy sessions delivered for children, young people, parents, and professionals in Berlin

540

people reached through flood response and recovery support in Bavaria and Baden-Württemberg

95

professionals trained in trauma-sensitive and psychosocial support approaches in Berlin

235

professionals trained in trauma-sensitive psychosocial support and crisis response in Berlin and Baden-Württemberg

431

community-led initiatives implemented by trained volunteers across Germany

3,150

direct beneficiaries reached through international missions coordinated with volunteers from Germany

37

refugees supported through 391 individual counselling sessions in Freiburg

50

children co-created an interactive psychosocial book in Germany, later used in workshops supporting children affected by disasters and displacement across Europe

Child-Centred
Psychosocial
Recovery

Spain

Severe flooding in Valencia and surrounding regions caused widespread disruption, damaging homes, interrupting school life, and displacing families from their daily routines. For children, the experience meant a sudden loss of safety, instability, and emotional distress that was often difficult to put into words.

Our response supported children through structured psychosocial and creative approaches aimed at emotional expression and recovery. A central element was pedagogical theatre, where children used their bodies for storytelling and creative exercises to give shape to emotions linked to fear, loss, and disruption within a safe group setting.

Together with communities in Valencia and in Rudersberg, Germany, we co-created an interactive psychosocial children's book drawn from real flood experiences. Told from the perspective of children, it reflects their emotions, fears, and hopes during and after the disaster. The book is now used as a psychosocial learning tool in schools, helping children process what they have experienced, rebuild a sense of safety, and develop resilience. It also supports educators in creating space for crisis-related conversations in the classroom.



Our Impact

Children who participated in the programme became more able to identify and articulate emotions connected to fear, loss, and disruption. Through theatre, storytelling, and structured group reflection, many moved from silence or confusion toward expression and mutual recognition, finding that other children had felt the same things they had.

The children's book carries a particular quality: because it is grounded in real experiences from children in both Spain and Germany, it allows young people across different disaster-affected communities to see their own emotions reflected in someone else's story. This shared dimension has made the book a transferable tool, used beyond the immediate flood context to support emotional processing and resilience in other settings where children have lived through crisis. The impact is reflected in stronger psychosocial recovery among participating children and in the growing capacity of schools to respond to crisis-affected learners through child-centred, experience-based approaches.

I know more about the floods because of the book we made together, and the book helps me face my fears.

– Child participant from Valencia, Spain, in the co-creation of flood books





MHPSS & Protection

We provide psychosocial support and community-based activities for refugees and other groups facing acute hardship in Thessaloniki and Serres, including creative therapies, counselling, and group-based psychosocial care. These activities create spaces where people can begin to process experiences of displacement, loss, and uncertainty at their own pace and in their own way.

In parallel, we work with local professionals, teachers, social workers, and frontline staff, strengthening their capacity to recognise and respond to trauma through training in psychological first aid, stress management, and child protection.

Disaster Preparedness

Alongside our psychosocial work, we support disaster preparedness in wildfire-affected regions. Volunteer firefighters and local responders receive training in fire prevention, emergency response, and psychological first aid, complemented by equipment support and awareness initiatives in high-risk areas.

Greece

Greece remains one of Europe's main entry points for people fleeing war, persecution, and instability. In 2025, thousands of refugees and displaced families continued to arrive, while recurring wildfires in regions such as Attica and Evia stretched already limited local response capacities further still.

In northern Greece, Yazidi families continue to carry the long-term psychological weight of violence and displacement. In Thessaloniki, displaced Ukrainians, many of them women and children, are in the gradual process of rebuilding stability, social connection, and the rhythms of everyday life in a new country.

Since 2018, we have been working in Greece with displaced communities and local actors to support psychosocial wellbeing, community resilience, and preparedness in crisis-prone areas. This includes sustained engagement with refugees alongside cooperation with local responders in regions affected by environmental emergencies.

MHPSS & Protection

367

refugees (mainly women and children) directly supported through art therapy, psychosocial support, and community empowerment activities

91

service providers strengthened in psychosocial and protection approaches



Our Impact

460

people strengthened their disaster preparedness capacities

110

disaster responders trained

300+

firefighting equipment units distributed to 4 fire stations

Over time, our work in Greece has helped displaced people regain a measure of stability in their daily lives. Many found themselves better able to cope with stress and reconnect socially after prolonged periods of isolation and uncertainty.

A significant shift emerged in how people engaged with their communities. In Thessaloniki, refugee women who initially joined psychosocial activities began supporting others in similar situations. What started as individual participation gradually developed into peer-led networks, including the Ukrainian Greek Initiative, which continues to organise community-based support for displaced women. The arc from receiving care to providing it illustrates the kind of self-sustaining support that takes root when people are trusted to lead.

Local professionals became more confident in responding to emotional distress in their daily work with children and families, including in recognising and addressing trauma-related needs in schools and social services.

In wildfire-affected regions, training and preparedness activities strengthened the ability of volunteer responders to act in emergencies, improving coordination and response under pressure.

A very positive experience was the trainer's interest in our personal mental health, her examples of self-protection, and her focus on educating the person in need of psychological support to aim for realistic and positive outcomes, rather than general and vague, possibly unhelpful statements such as 'everything will be fine'.

– Volunteer firefighter from Greece, participant in a psychosocial support (PSS) training

Albania

Southern coastal Albania is increasingly affected by wildfires, placing growing pressure on local response systems. In the region around Himarë, firefighters, forestry personnel, and police often operate with limited training, equipment, and coordination, making prevention and early response particularly difficult. Wildfire management has traditionally been reactive, with few structures in place for preparedness or community-level awareness.

In 2025, we expanded our disaster preparedness work to Albania for the first time, in partnership with AFPRA and the Municipality of Himarë.

The programme focused on strengthening cooperation between local responders, including firefighters, forestry service staff, and police, groups that had previously operated largely in isolation from one another. Training sessions introduced practical skills in wildfire prevention, basic first aid, and psychological first aid, supporting more coordinated action during emergency situations.

Alongside this, we worked directly with local communities through a summer festival-based awareness initiative. Interactive activities and practical guidance on wildfire prevention engaged more than 500 participants, introducing accessible ways to understand and reduce fire risk during the season when exposure is highest.

Preparedness and Community Engagement

50

disaster responders trained (firefighters, forestry staff, and police), strengthening national emergency preparedness and cross-sector coordination

500+

people reached through an awareness campaign in Himarë, promoting disaster preparedness and community resilience





Our Impact

Local responders reported improved coordination during wildfire-related activities, particularly through better cooperation between firefighters, forestry staff, and police. What had been separate, siloed responses began to function as joint action, with shared language and shared protocols developed through the training process.

Among community participants, the awareness activities brought wildfire risk out of the abstract and into everyday understanding, equipping people with practical prevention knowledge relevant to their own surroundings.

The programme marked a first step in building practical preparedness and community-level awareness in a region where both had been largely absent.

The training boosted my confidence in handling difficult situations.

– Disaster responder from Albania, participant in wildfire response and psychosocial support (PSS) training

Serbia & Bosnia and Herzegovina

In informal Roma settlements on the outskirts of Belgrade and within the ageing Jewish communities of Sarajevo, food insecurity remains a quiet but persistent reality shaped by poverty, discrimination, social exclusion, and limited mobility.

Roma children living in sub-standard housing often lack reliable access to regular meals. Elderly and disabled members of Jewish communities depend on home deliveries for their most basic nutritional needs. In both cases, the lack of consistent food access is closely bound up with isolation: people who cannot feed themselves independently are often people whom formal support systems have not reached.

Meals, Trust, and Ties That Hold

527

Roma children received access to basic nutrition and stability through regular food assistance

64

elderly and disabled members of Jewish communities received essential support and care assistance

As a Jewish-based organisation with deep roots in minority communities, we combine practical assistance with culturally sensitive, trust-based support that reaches people often passed over by institutional systems.

We provide regular food assistance to Roma families and children, as well as to elderly and disabled members of Jewish communities in Serbia and Bosnia and Herzegovina. This takes the form of meal provision and home deliveries for individuals unable to access food independently. But the work extends beyond logistics. Through local community networks, volunteers are trained not only to distribute food but to facilitate workshops for children and elderly community members on topics such as nutrition, food preparation, and everyday wellbeing.



Our Impact

48,356

meals and snacks distributed, providing sustained food support to vulnerable households

5,183

home deliveries completed for people unable to access distribution points

259

people participated in volunteer-led leadership and empowerment programmes that strengthened community engagement and local support networks

For Roma children and families in Serbia, regular access to food brought a degree of stability and predictability to daily life in settings where neither can be taken for granted. For children, a reliable meal became part of a routine, something consistent in an otherwise precarious environment.

For elderly and disabled members of Jewish communities in Sarajevo, home deliveries did more than ensure consistent access to food. The regular arrival of a familiar person, week after week, reduced periods of isolation and created a form of continuity that mattered beyond nutrition alone. For individuals with limited mobility, these visits were often among the few points of meaningful human contact in their week.



If you are asking me how I feel when I come here: it feels like I never left – like going out for a short walk and coming back home.

– Elderly member of the Jewish community in Bosnia and Herzegovina, receiving food aid and psychosocial support at a community kitchen

At the community level, the programme created unexpected connections. Shared engagement in food distribution and community activities brought Roma communities, Jewish communities, and local volunteers into regular contact, opening spaces for exchange across groups that are otherwise socially separated. Over time, the act of distributing food became the foundation for something broader: a network of mutual recognition and connection.

Die Schulung hat mein Selbstvertrauen im Umgang mit schwierigen Situationen gestärkt.

– Feuerwehrkraft aus Albanien

Adapting to the Realities of a Prolonged War

Eastern Europe

Ukraine

More than three years into a full-scale war, Ukraine's humanitarian crisis has become a prolonged reality affecting nearly every part of society. The conflict is no longer experienced only at the frontlines: cities far from active combat continue to face air raids, missile strikes, displacement, disrupted services, and the constant psychological pressure of uncertainty.

Millions of internally displaced people are adjusting to life in host communities that are themselves under strain. Children grow up with air-raid sirens as part of daily life. Families navigate repeated loss, interrupted education, and unstable livelihoods. Social service providers are overwhelmed, and communities in regions such as Zaporizhzhia, Dnipro, and Kyiv continue to absorb new waves of displacement while carrying their own accumulated trauma.

The psychosocial needs are vast, and the systems meant to respond to them remain stretched thin. Our work in Ukraine therefore focuses not only on emergency support, but on strengthening the spaces and local capacities that help people cope, connect, and sustain resilience under the conditions of a war with no visible end.



From Emergency Response to Community-Led Recovery

35,152

people received humanitarian aid assistance that provided essential relief during crisis and displacement

4,407

people found protection, connection and community support in Resilience Hubs

In 2025, our work in Ukraine entered an important transition. After three years of emergency-focused programming that reached more than 1.5 million people, the programme increasingly shifted toward sustainable, community-led recovery structures designed to continue beyond direct humanitarian intervention.

At the centre of this transition are three Community Hives established in Dnipro, Zaporizhzhia, and Kyiv. These are safe, inclusive spaces where displaced families, women with children, people with disabilities, and minority communities including Roma and Jewish populations can access not only heating and electricity, but psychosocial support, social connection, and the chance to gradually take ownership of community activities themselves.

Alongside this shift, we maintained core emergency services throughout the year, including a nationwide 24/7 psychosocial hotline, regular psychosocial support workshops, and humanitarian aid distribution for war-affected populations.



Our Impact

2,542

people had continuous access to mental health & psychosocial support through a 24/7 support hotline

1,222

people strengthened their coping mechanisms and resilience through psychosocial support workshops

202

local partners and frontline practitioners were equipped with practical psychosocial, protection, and community-building skills in areas heavily affected by war and displacement

In 2025, the trajectory of our work in Ukraine moved decisively from emergency response toward community-led recovery and resilience.

The three Community Hives created spaces where displaced families, women with children, people with disabilities, and minority communities could find more than shelter. More than 4,400 people participated in psychosocial workshops, mindfulness activities, and art therapy sessions that helped reduce isolation, strengthen coping, and restore something that prolonged war steadily erodes: a sense of routine, connection, and belonging.

I can now deal with events in my life in a calmer way and have better control over my emotional stress.

– A participant in a psychosocial support (PSS) workshop

Our nationwide 24/7 psychosocial hotline supported more than 2,500 people throughout the year, providing emotional support and psychological first aid during moments of acute stress, fear, and crisis. For many callers, the hotline was one of the few immediately accessible sources of professional emotional support available at any hour.

At the same time, local capacities continued to strengthen. More than 200 social workers, frontline practitioners, and service providers received training in psychosocial support, strengthening communities' ability to respond to trauma locally and sustainably.

Humanitarian distributions at the beginning of the year reached more than 35,000 people directly and nearly 8,000 indirectly. Emergency safe spaces established in previous years continued to serve almost 60,000 people affected by war and displacement. Since January 2022, the programme has supported more than 1.5 million people.

Beyond the numbers, the most significant change was in what the Community Hives became. Increasingly, they were shaped not only by humanitarian organisations but by the communities themselves: places where people reconnected, organised, supported one another, and began to reclaim a sense of agency despite the ongoing realities of war. The shift from receiving aid to leading community life is slow and uneven, but it is the foundation on which lasting recovery will rest.

Displacement Does Not End at the Border

Moldova, Romania and Poland

For hundreds of thousands of Ukrainians seeking refuge in Poland, Romania, and Moldova, crossing the border was only the first step in a continuing ordeal. Many women arrived alone with children, separated from family networks and trying to navigate unfamiliar systems, financial insecurity, and the emotional exhaustion of prolonged displacement.

In Chişinău, refugee families sought stability in a country with limited resources of its own. In rural areas such as Bulboaca, Popeasca, Glodeni, and Nisporeni, Roma refugee women faced additional barriers including discrimination, social exclusion, and limited access to support designed with their realities in mind. In Kraków, elderly refugees and women with disabilities increasingly depended on food distribution points and community services as emergency support structures across Europe began to wind down.

Working with six local partners across the three countries, we combined psychosocial care, community spaces, humanitarian assistance, and grassroots capacity-building to support refugees not only in surviving displacement, but in rebuilding connection, stability, and dignity.



Our Impact

3,554

people had access to psychosocial support, social inclusion, and essential services across Moldova, Romania, and Poland through the project

3,370

refugee women and children obtained resilience and community integration through psychosocial wellbeing, mental health, and social cohesion activities

161

people were able to access essential services, including basic assistance and referral pathways

In 2025, the programme reached more than 3,500 people directly and over 5,000 indirectly across Moldova, Romania, and Poland.

In Chişinău, the Jewish Community Hub became a stable and trusted space where Ukrainian and local women and children could access psychosocial support, cultural activities, and community gatherings. Over time, the Hub reduced isolation and strengthened connections between refugee and host communities, becoming a place where women who arrived as strangers began to recognise one another as neighbours.

The training was a valuable experience for my future development, allowing me to be heard and to see myself from a different perspective.

– Participant of a mental health and psychosocial support (MHPSS) training with the Jewish community

In Bulboaca, Popeasca, Glodeni, and Nisporeni, Roma refugee women participated in trauma-sensitive psychosocial sessions designed to remain accessible even for participants with limited literacy. Through art therapy, mindfulness, and adapted visual tools, women were able to engage in emotional support activities that are often inaccessible to highly marginalised communities. For many, it was the first time structured psychosocial care had been offered in a form they could fully participate in.

In Suceava and Rădăuţi, community hubs offered recurring workshops for Ukrainian mothers focused on stress reduction, creative expression, and rebuilding social support networks.

What helped me most were the conversations and reflecting on my feelings and how I react to stress and fear.

– Ukrainian refugee participating in psychosocial support (PSS) activities in Suceava, Romania

“
Thank you very much for the support and care in the Ukrainian community. It is especially valuable when you are not at home, when you are not surrounded by familiar people and close friends. Thank you.”

– Ukrainian refugee participating in psychosocial support activities in Suceava, Romania

83

new refugee families gained access to food distribution services

In Kraków, a dignified free shop recorded more than 11,000 visits during the year, providing refugee families not only with food and essential supplies, but with a welcoming and respectful environment staffed in part by refugees themselves. The model turned what could have been a transactional distribution point into a place of dignity and human warmth.

Across the programme, participants reported improved stress management, stronger coping, and reduced feelings of isolation. More significantly, displaced women and families began moving from the margins of their new communities toward active participation, contributing to community life rather than remaining defined by displacement alone.



Our Partners



Our Network

At OlamAid, impactful humanitarian work is only possible through the strong support and collaboration of a committed network of partners, stakeholders, and funders. These relationships are at the heart of our mission to serve communities in need across Europe and beyond.

Our Local Partners

We always work closely with local communities and grassroots organisations to ensure that projects are rooted in local needs and priorities.

These partners provide local knowledge, logistical support, and thematic expertise, ensuring that OlamAid’s work is effective, relevant, and deeply embedded in the communities we serve.

Across multiple countries and projects, we work with a wide range of partners:

Ukraine

Avalist, DISTRICT#1 Foundation, Arch4UA, NGO “Ordinary People”, Jewish Community Masorti Kyiv, Ukrainian Students League

Israel

Society for Advancement of Education (SAE), Smart Drub

Poland

Puszke

Moldova

Jewish Community of Moldova, MilleniuM Training and Development Institute, Tarna Rom

Romania

Civic Rădăuți Association

Greece

Solidarity Now, KEAN, Lifting Hands International, Ukrainian-Greek Initiative

Our Volunteers

Our volunteer network is the heart of OlamAid. Without the tireless dedication of our volunteers, much of what we do every day would simply not be possible. They bring time, passion, and expertise – and in doing so, make a tangible difference in the lives of people in need.

Many of our volunteers are former programme participants themselves – people with lived experience of displacement or crisis who now pass on their knowledge and skills to others. This first-hand expertise is invaluable: it builds trust, bridges gaps, and strengthens the sense of community within our programmes. Alongside them, people from all walks of life and professional backgrounds contribute their abilities across a wide range of areas.

The work of our volunteers extends far beyond local support. They are also active in humanitarian relief efforts following natural disasters and other international crises – whether distributing aid supplies, providing psychosocial support to those affected, or coordinating operations on the ground. To ensure they are as well-prepared as possible for these demanding roles, all volunteers receive targeted training in key areas of humanitarian response before deployment – including protection principles, cross-cultural communication, first aid, and crisis intervention.

We thank all our volunteers for their dedication, commitment, and the energy they bring to our shared mission every day.

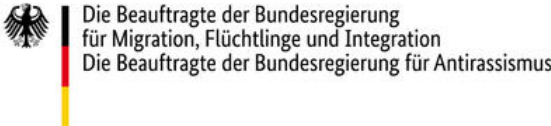


Our Partners and Donors

Our main collaboration partner is the Central Welfare Board of Jews in Germany (ZWST). Their support has enabled us to deliver aid to thousands of people and create sustainable change in communities across Europe and the Middle East.

We extend our sincere gratitude to our many funding partners and individual donors, whose generous financial support makes our diverse programmes possible.

Thanks to this invaluable support, we are able to respond effectively in times of crisis and create lasting, sustainable change in the communities we serve.



Donations & Support

Our work is made possible exclusively through project funding and donations. In addition to the support we receive from public and private funding institutions, we welcome every individual who wishes to strengthen our humanitarian work – especially our commitment to vulnerable groups and minorities. If you are interested, you can access our donation form via this QR code:



Instagram

You can also support our work easily and effectively by following us on social media and liking, commenting on, and sharing our posts.



@OLAM.AID

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