



# ANNUAL REPORT

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«Always By Your Side»



## **Palestine Red Crescent Society**

**HQ, Ramallah - Jerusalem st., Al-bireh  
P.O. Box 3637, Al-bireh, Palestine  
Tel: (972)(2) 297 85 20 Fax: (972)(2) 240 65 18**

[www.palestinercs.org](http://www.palestinercs.org)

[info@palestinercs.org](mailto:info@palestinercs.org)



## ACKNOWLEDGMENT



PRCS President Dr. Younis Al Khatib and the Society's Executive Board extend their sincere thanks and appreciation to His Excellency Mahmoud Abbas, President of the State of Palestine, Chairman of the PLO and PRCS Honorary President, for his auspices and generous support in both Palestine and the diaspora, particularly in Syria and Lebanon.

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## Acronyms

CAC Community Action Committee

GBV Gender-Based Violence

GS Gaza Strip

IHL International Humanitarian Law

IM International Movement of Red Cross and Red Crescent Societies

MoH Ministry of Health

OCHA Office for the Coordination of Humanitarian Affairs

oPt Occupied Palestinian Territory

PHC Primary Health Care

PICA Palestinian International Cooperation Agency

PRCS Palestine Red Crescent Society

WB West Bank

IOF Israeli Occupation Forces



## A MESSAGE FROM PRCS PRESIDENT

For over fifty years, the PRCS has been steadfast in delivering its humanitarian mission, guided by its humanitarian principles. Independent and united, neutral and impartial, the PRCS has been a staunch defender of human rights and dignity; delivering help to those in need in Palestine and the diaspora.

The PRCS has accompanied Palestinians and provided them with humanitarian assistance throughout their journey of suffering, starting from the 1948 Nakba and continuing to this day- despite all obstacles, especially those posed by the Israeli occupation.

In 2022, the PRCS successfully surmounted the challenges and crises stemming from the Israeli occupation, which had profound health, social, and mental repercussions on Palestinians. Our dedicated staff and volunteers worked tirelessly to deliver comprehensive services to approximately three million Palestinians in the occupied Palestinian territories and the diaspora.

The PRCS is proud to be the provider of quality humanitarian, health, social, and mental services to Palestinians. It continues to develop its programs and enhance the skills of its staff despite the difficult context. Its efficient and skillful personnel work around the clock, thanks also to the help offered by volunteers who provide support and form the heart and soul of the PRCS.

Moreover, PRCS's impact extends beyond the local sphere. The society has reached the global stage through its contribution to responding to various international disasters and its active participation at international forums. This presence reflects the diversity of the Palestinian people and their unwavering commitment to aiding others, despite the challenges posed by the Israeli occupation.

May the PRCS remain a beacon of humanity and a source of hope and inspiration for all.

Younis Al Khatib

PRCS President

## Introduction

Guided by its lofty humanitarian principles and driven by its commitment to serve Palestinians, PRCS went on delivering its mission and providing humanitarian, health, social and relief services in Palestine and the diaspora throughout 2022. Assisted by its vast network of staff and volunteers, the Society responded to an increasing number of violations committed by Israeli Occupation Forces (IOF) against Palestinians, especially in the Gaza Strip (GS) as well as in Nablus and Jenin governorates in the West Bank (WB). The Society also responded to numerous crises and disasters, offered medical treatment to Palestinians wounded by IOF, carried out humanitarian and relief campaigns, and responded to both the COVID-19 and the Cholera pandemics in the oPt and the diaspora.

Marked by rampant Israeli occupation attacks, 2022 was one of the deadliest years for Palestinians. To respond to this escalation by Israel, the occupying power, as well as increasing natural disasters, PRCS upscaled its emergency response: contingency plans were developed; warehouses were stocked with relief and medical supplies; new ambulances were equipped and joined the Society's ambulance fleet, and medics were upskilled. PRCS also took part in international disaster relief efforts across the globe. It was part of the Palestinian team which flew to Pakistan to provide urgent assistance to flood victims.

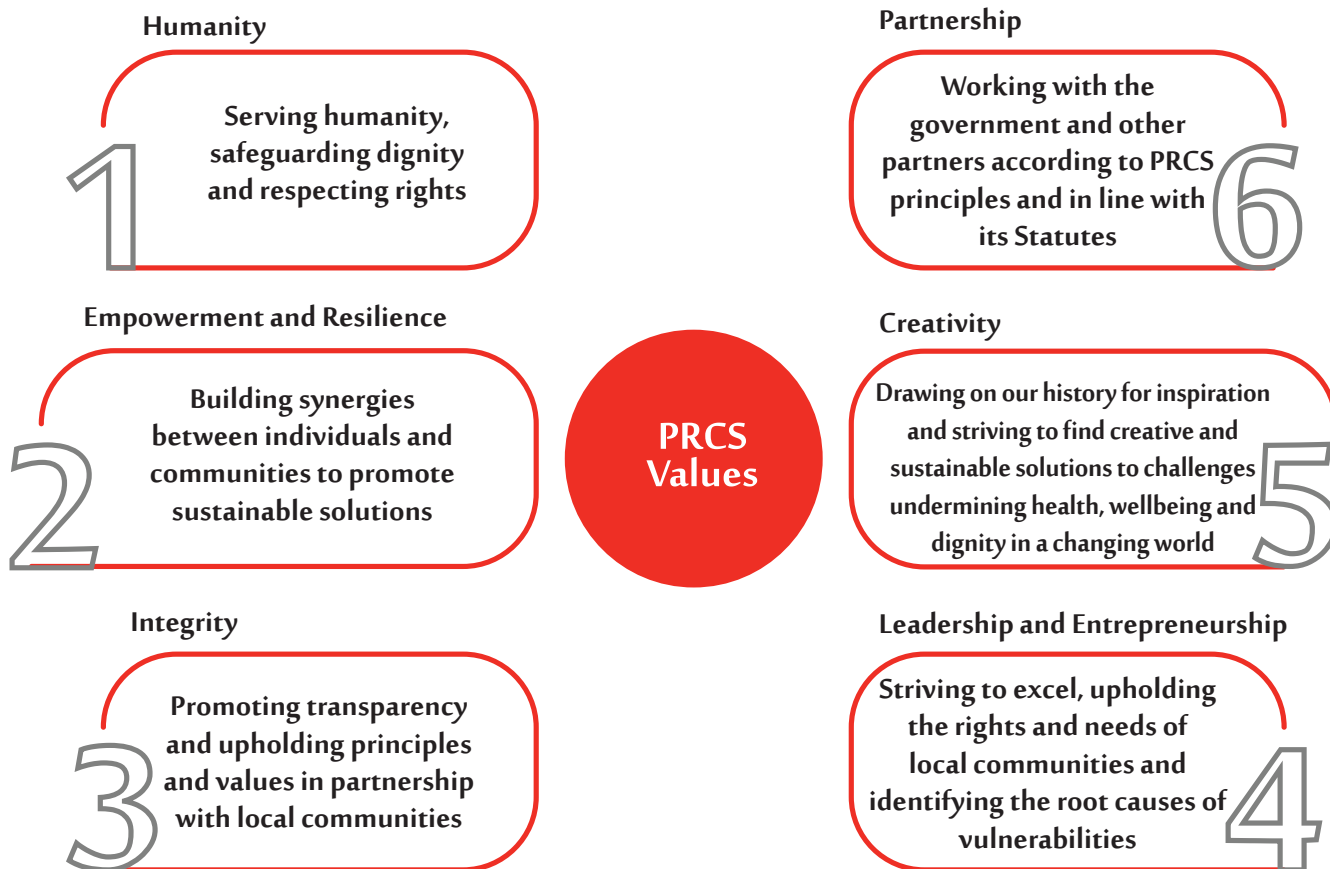
The Society went on offering, developing and improving its health and social programs in the oPt and the diaspora. In the oPt, PRCS reached out to marginalized communities thanks to its mobile clinics and Home Visits program. Numerous health, Psychosocial activities were carried out during emergencies, particularly in the aftermath of Israeli occupation attacks and violations. Given the impact of the local context and Israeli occupation practices on the mental wellbeing of Palestinians in general and children in particular, PRCS sought to build mental resilience, enhance readiness and improve its mental health response. Rehabilitation services and centers were enhanced, and a series of disability-related activities, including early screening campaigns, were organized.

To meet increasing health and medical needs, PRCS developed its network of clinics and hospitals. New wards were opened, including a gynecology and obstetrics ward, two delivery rooms and an Operating Room at Halhoul hospital. In Al-Bireh, the Society's hospital was equipped with a neonatal ICU unit. An endoscopy unit and a dialysis ward are in the pipelines at Al Quds hospital in the GS. In Syria, Yafa Medical Complex was partially renovated. New clinics were opened in Khan Danoun and Sabineh refugee camps near Damascus.

Lobbying, advocacy and Humanitarian Diplomacy programs were carried out while partnerships were strengthened to attract further support, enhance the Society's Organizational Development process and build its capacities. The present Report provides an overview of efforts made by PRCS throughout 2022 to alleviate the suffering of Palestinians and reflects the pledge made by the Society to continue serving Palestinians and all those in need over the coming years.

## PRCS Principles

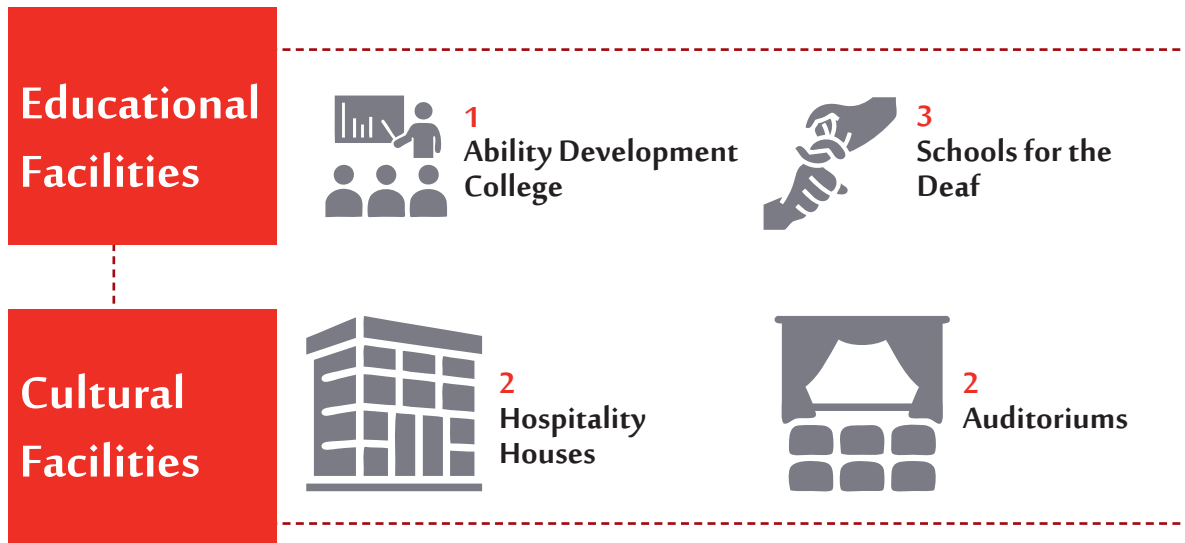
Humanity - Impartiality - Neutrality - Independence - Voluntary Service - Unity - Universality



## Key Figures







**PRCS Beneficiaries**



**23,015**  
Rehabilitation  
Beneficiaries



**612,288**  
PHC/Clinics  
Beneficiaries



**991,290**  
Hospital Care  
Beneficiaries



**340,461**  
EMS  
Beneficiaries



**18,226**  
Mental Health  
Beneficiaries



**399,979**  
Youth & Volunteers  
Program Beneficiaries



**288,054**  
Community Action  
Beneficiaries



**152,641**  
Disaster Risk  
Management  
Beneficiaries

**6,927,673**  
Indirect  
Beneficiaries



**2,771,069**  
Direct  
Beneficiaries



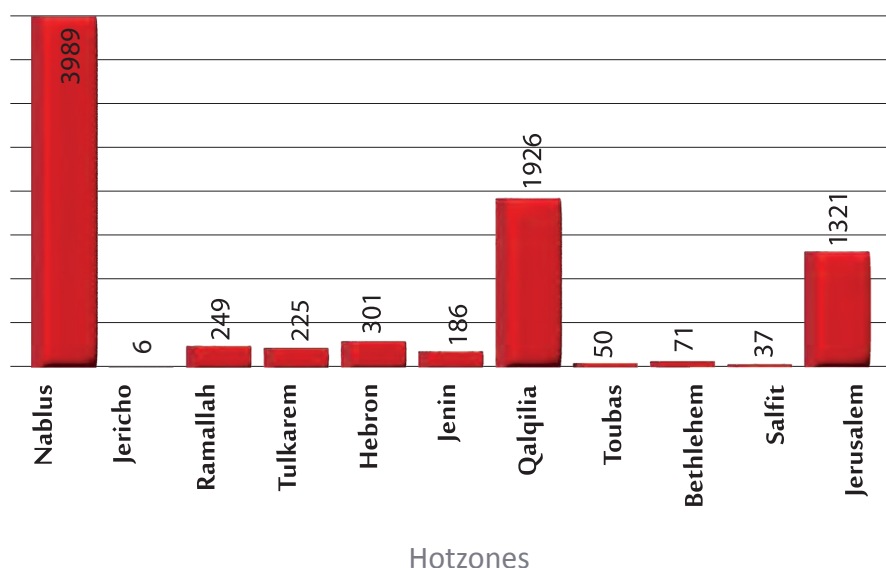
## Emergency Readiness and Disaster Response

### Helping Victims of the Occupation

2022 was one of the deadliest years for Palestinians who had to face an increasing number of attacks and disasters with a direct impact on their lives. Extensive IHL violations were committed by Israel, the occupying power causing many casualties. According to OCHA, 224 Palestinians were killed (171 in the WB and 53 in the GS) and thousands of others were wounded in 2022 alone.

As Israeli occupation attacks intensified, PRCS harnessed its medics and volunteers to respond to needs and save lives: it activated its Operations Rooms, documented violations, coordinated with its personnel in the field and worked with MoH hospitals and private clinics to ensure maximum readiness.

PRCS provided emergency services to 8361 wounded Palestinians, including 3989 in Nablus Governorate. During the latest aggression on the GS, PRCS assisted 161 wounded Palestinians and helped transport the bodies of 20 martyrs.



**PRCS Assisted  
8542 Palestinians  
Wounded in the  
WB & GS**

1 violation against the sick and wounded	40 cases of denial of access to the sick and wounded
34 cases of delay of access	37 Violations against ambulances
29 violations against medical personnel	798 cases of denial of access to Jerusalem

## Responding to Israeli Occupation Violations

Attacks on Palestinian civilians, who are Protected Persons under IHL, increased in 2022 and so did attacks on the Society’s medical missions. These included attacks and harassment on medical personnel and ambulances, as well as denial and delay of access to the sick and wounded, denial of access to Jerusalem, and attacks against the sick and wounded.



**939 Violations**

## Responding to Emergencies

PRCS provided emergency assistance and medical transportation in addition to responding to calls received by the 101 Emergency Call Centre.

**Beneficiaries from EMS services: 340,461**



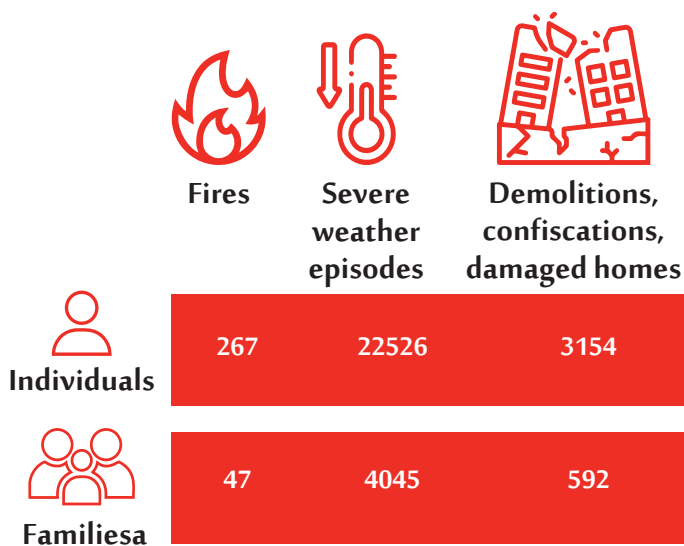
**121,575**  
patients  
transported in  
the WB & GS

**213,686**  
persons benefited from activities  
organized by EMS centres (e.g.  
training courses) in the WB & GS

**5200**  
patients  
transported in  
Syria

## Responding to Natural Disasters and Israeli Occupation Attacks

PRCS heroically discharged its humanitarian mission, responding to natural disasters, including floods, as well as to disasters arising from the occupation. Urgent relief, food and humanitarian aid was provided to affected families. PRCS warehouses throughout the oPt were mobilized and several disaster response campaigns were conducted.



**3,619**  
Families benefited from the "Warm Winter" Campaign

### Food, Relief and humanitarian items distributed on 2022 in homeland and diaspora

  
Disinfection kits (Covid-19)  
**896**

  
**23,732**  
Food parcels

  
Hygiene Kits  
**6460**

  
Relief items  
**19,013**

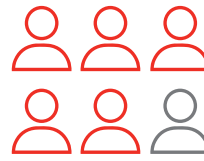
  
In-cash aid for GS families  
**127**  
Families

  
hygiene kits for children  
**2000**





In Lebanon, PRCS distributed **445** self-care items to elderly persons and people with disability in Covid-affected households



**2250** individuals in Syria received relief aid, including school uniforms and cholera prevention services

**Relief Recipients in the WB & GS**

WB	Individuals	Families	GS	Individual	Institutions
	152,641	28,451		3720	46

## Responding to Pandemics

### COVID-19

To respond to the Covid-19 pandemic, PRCS provided emergency care and hospital transportation to Covid-19 patients in the oPt and Syria.



**11,247** Covid-19 patients in the WB & GS  
**728** Covid-19 patients in Syria

The Society also offered relief services to families affected by the pandemic in the WB & GS.



**443**  
Disinfection and self-care kits for children in rehabilitation centers



**1505**  
Community Covid-19 prevention kits distributed in the WB



**896**  
Disinfection kits distributed in the GS

COVID-19 awareness activities formed part and parcel of the Society's community health programs. These included educational campaigns via social media to promote vaccines.

In Lebanon, PRCS Al Hamshari Hospital in Sidon treated 517 Covid-19 patients. Covid-19 tests were carried out at Safad hospital in Al Baddawi refugee camp near Tripoli. Relief items including disinfectants, blankets and adult diapers were distributed in Ein el Hilweh refugee camp in Sidon.

## Cholera

As the cholera outbreak grew in Syria and spread to neighboring Lebanon, PRCS conducted prevention and awareness-raising activities in local communities. Information about the disease was provided via the Society's social media accounts and Oral Rehydration Solutions were distributed in the following refugee camps in Syria: Al Ramdan, Jermana, Al Raml Al Janoobi, Al Aa'ideen and Kodsia.



Lecture on Cholera causes, symptoms and prevention at Al Rashidiyeh camp in Tyre in cooperation with Ghassan Kanafani Foundation, Lebanon

Cholera Health Education in Syria

## International Response

PRCS took part in international disaster relief efforts across the globe. It joined the team created by the Palestinian International Cooperation Agency (PICA) to provide urgent assistance to flood victims in Pakistan. In-kind assistance, including food parcels, was distributed, mental support activities for children were conducted, support was offered to medical teams on the ground and medication was distributed to around 2800 patients via field hospitals set up by PICA.



## Preparedness and Readiness

To respond to increasing Israeli occupation violations, PRCs boosted its emergency preparedness levels and developed a scenario-based Emergency Plan. It also ensured an adequate supply of goods at its warehouses for an effective and timely disaster response.

Staff and volunteers play a vital role in all emergency response operations, especially in the context of increasing Israeli occupation violations. Specialized courses were conducted to build their capacities in the field of disaster risk management in the oPt and Syria.

Moreover, drills were organized by PRCs and its partners to test the Society's disaster preparedness.



**1292**

**Persons attended courses on disaster management and response**



School bus crash drill in Ramallah Governorate

To enhance services and respond to increasing Israeli occupation violations particularly in Nablus Governorate and the Gaza Strip, 21 new ambulances joined the Society's fleet. Training courses were held to upskill medics and volunteers, including a CPR course attended by 280 medics organized in cooperation with the

American Heart Association, 72 medics attended workshops on advanced heart care to prepare them to operate Intensive Care ambulances.

Medics were also provided with protective gear. To ensure efficient response during mass casualty incidents, particularly during Israeli occupation attacks, five mobile medical posts were equipped to work as field hospitals in line with international standards, offering support to medics and reducing the pressure on hospitals.





# 2

## Health, Social and Rehabilitation Services

### Health Interventions

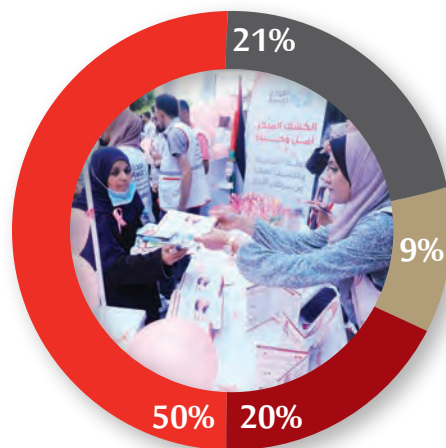
An array of high-quality health and social services were offered via the Society’s extensive network of centers and hospitals in the oPt and the diaspora.

#### Primary Health Care/Clinics

Primary preventive and curative health care services were provided by PRCS. Moreover, health education and awareness raising activities were conducted to instill healthy habits and promote healthy lifestyles.

#### Mobile Clinics

Mobile health clinics toured remote and marginalized areas in the WB to facilitate access to health care mainly in Bedouin communities, the Jordan Valley and areas adjacent to the Wall of Separation. Medical services offered included in word consultations, antenatal and postnatal care, family planning services, breast cancer screening, gender-based violence education and adolescent health services.



● Lebanon ● Syria ● GS ● WB



#### PHC Centres

Region	Count
GS	5
Syria	10
Lebanon	5
WB	11





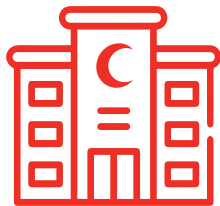
  
**Mobile Clinic beneficiaries**  
 4742

**3168 GP visits**  
**1574 gynaecologist checks**

**3392 Females**  
**1350 Males**

**PRCS Hospitals**

15 PRCS hospitals provide secondary and tertiary health care in Palestine and the diaspora.



**15 Hospitals in Palestine and the diaspora**

**805 Beds**


**2,801 Staff**

**991,290 Beneficiaries**



**West Bank, including Jerusalem**

Four PRCS hospitals in Jerusalem, Al-Bireh, Hebron and Halhoul cater to local health needs. The Society aims at further developing its hospitals to enhance specialized medical services and improve health care quality.

	Jerusalem	Al-Bireh	Hebron	Halhoul
	25,259 beneficiaries	132,627 beneficiaries	229,729 beneficiaries	16,132 beneficiaries
	40 beds	75 beds	83 beds	17 beds

A second floor was constructed and equipped at Halhoul hospital. A Gynecology and Obstetrics Ward, two delivery rooms, an Operating Room and several patients' rooms were opened to meet growing needs.



In Al-Bireh, PRCS hospital was equipped with a neonatal ICU unit.

PRCS has expansion its specialized hospital in Hebron. This expansion involves adding beds, also includes the addition of specialized includes the Pediatric Hemodialysis Unit, Neurosurgery Department, Intensive Care Unit, Orthopedic Surgery Department, and Pediatric Hematology-Oncology Department. Meanwhile, the hospital continues to work on cochlear implant surgeries, which began two years ago with the support of the local community, successfully restoring hearing to more than 200 cases. The expansion will ensure

further enhancement of the hospital’s capacity by increasing the number of operating rooms, providing state-of-the-art medical equipment, comprehensive clinical training programs and recruiting more qualified medical personnel.

To secure the necessary financial support for the project’s completion, a charitable endowment program has been launched which gained significant support by our Palestinian community.

In Jerusalem, services at PRCS hospital were fully computerized. The first floor of the hospital was renovated and 7 new hospital accommodation rooms were opened.



### Gaza Strip

Health and medical services were provided at Al Amal Hospital in Khan Younes and Al Quds Hospital in Gaza City. They included rehabilitation, ophthalmology care and kidney dialysis inter alia.



Al Quds	Al Amal
108,977 beneficiaries	305,823 beneficiaries
102 beds	100 beds



The rehabilitation ward at Al Amal hospital was expanded and can now accommodate 50 beds. A new ophthalmology ward is also under construction and shall feature state-of-the-art equipment. It is to be the first of its kind in central and southern GS.



Moreover, an endoscopy unit, a dialysis ward and four outpatient clinics are in the pipelines at Al Quds hospital. The hospital’s obstetrics and gynecology ward were also recently reopened.





First Open-Heart surgery at AL Quds hospital in the post COVID-19 era

## Syria

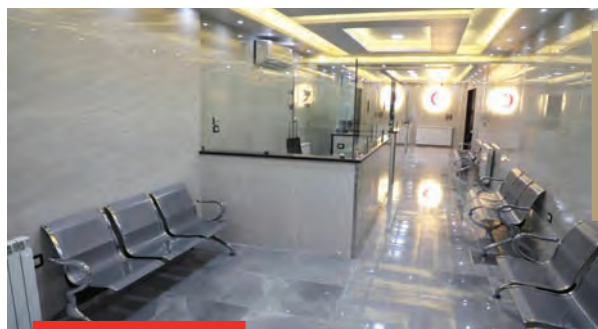
In Syria, Yafa hospital in Damascus and Bisan hospital in Homs continued to serve both Syrians and Palestinian refugees. Services offered include Obstetrics and Gynecology, surgery, dental care, X-ray and lab services.



104,324 beneficiaries



80 beds



Yafa Medical Complex was partially renovated and expanded.

New clinics were opened in Khan Danoun and Sabineh refugee camps near Damascus. The clinic in Hama was also renovated.

## Lebanon

PRCS continued to provide health services to Palestinian refugees via its five hospitals in the country. A series of free medical days and health campaigns were also organized to raise health awareness amongst the local population.



Health campaign at Safad Hospital, Nahr al Bared refugee camp

Balsam hospital in Al Rashidiyeh refugee camp in Tyre and Al Nasra hospital were renovated



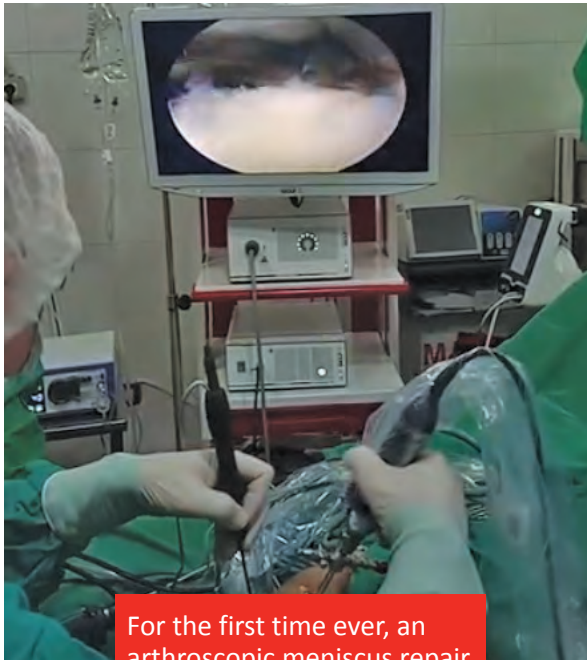
## Lebanon



14,507 beneficiaries



208 beds



For the first time ever, an arthroscopic meniscus repair procedure was carried out at Balsam hospital.

A cardiac catheterization ward and a pediatric ICU were inaugurated at Al Hamshari hospital in Sidon PRCS Hospitals in Egypt.



## Palestine Hospital

PRCS provides health and curative services in Egypt mainly via Palestine hospital in Cairo which recently started offering its services to an increasing number of patients, including staff from 120 Egyptian, Arab and foreign entities operating in the country. This 9-floor hospital comprises an Admissions and Emergency Ward, outpatient clinics, a dental centre, Operating Rooms, an Intensive Care Unit, a neonatal ward and Neonatal ICU, an endoscopy and gastroscopy unit, a renal ward, a physiotherapy department, a laboratory, an X-ray department, a cardiac catheter and cardiovascular screening centre, a geriatric ward, a spine treatment without surgery unit, a pharmacy, a clinical pharmacy, and several internal medicine wards. The hospital has a total capacity of 100 beds and employs 276 persons.



53,912  
beneficiaries

## Community Health

Community health interventions were conducted in politically, socially and economically marginalized areas with a view to increasing community resilience.

### Community Health and Community Action Committees (CACs)

PRCS paid particular attention to enabling marginalized communities, building their resilience and promoting their health via its network of volunteers in Palestine, Syria and Lebanon.

Increasing marginalization, isolation, deteriorating political and social conditions as well as increasing attacks by soldiers and settlers led PRCS to carry out the Public Health in Emergencies Program. The program provides health-related training to volunteers with a focus on communicable diseases, nutrition, reproductive health and mental support.



**288,055**  
beneficiaries



**1918** Volunteers



**116** CACs



**10,986**  
beneficiaries from Public  
Health in Emergencies  
Program in the WB



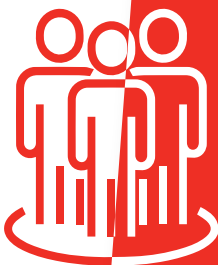
The Home Visits program catered to the needs of thousands of people, in particular elderly persons, chronic disease patients, wounded Palestinians and postpartum mothers. Implemented in the oPt and Syria, the program offers specialized health, social and mental health support in addition to health education.



**17,387**  
Home Visits

In the WB, 24 “Little Medic” Summer camps were attended by 1,455 children mainly in marginalized areas with no recreational facilities.

In schools, PRCS focused on building children’s social, mental and physical abilities. Health messages were conveyed to teachers and children and basic First Aid training was provided.



**25,364**  
beneficiaries from school-based  
health activities in the WB

**9,256**  
beneficiaries from school-based  
health activities in Lebanon

**4,591**  
beneficiaries from school-based  
health activities in the GS



In the GS, CACs contributed to the health education effort. 10,590 activities including psychosocial support for children following Israeli occupation attacks, and health checks for disadvantaged groups, were conducted to the benefit of 47,296 persons.

### Psychological Health and Social Support (MHPSS)

The overall objective of the MHPSS department is to enhance the mental health of Palestinians in the targeted societies, by addressing mental health concerns and promoting protective factors and healthy behaviors, and aiming to improve preparedness and response mechanisms, to enhance their resilience under the occupation. Accordingly, PRCS has formed and mobilized Psychological First Aid teams in most governorates. These teams focused their psychological interventions on vulnerable and marginalized groups, including the elderly, people with disabilities, children, and women.



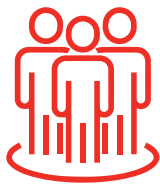
18,226  
Psychosocial support  
beneficiaries



The Caregivers program (Love Bridge), aims to empower parents to develop self-confidence and competence in their caring for family members, develop stress management, self-care and conflict-resolution skills to support their emotional well-being, to overcome the psychological effects resulting from the occupation's measures in various regions.

As a qualitative intervention in Bethlehem, PRCS conducted psychological intervention activities for approximately 55 inmates at the Bethlehem Governorate prison, in addition to providing psychological services to around 20 families of these inmates through continuous home visits.

Given the recurring attacks by Israeli forces in both the West Bank and Gaza Strip, specifically in Nablus and Jenin during the year 2022, which had a profound impact on the psychological well-being of the citizens, PRCS worked on providing emergency intervention by offering psychological first aid (PFA) to those affected to mitigate the psychological effects that may result from such attacks, including depression, anxiety, and others on one hand and aiming to prevent the minimize the possibility of occurrence of mental disorders.



**3700 Beneficiaries**  
from PFA  
interventions



Help of the helpers is a commitment at PRCS for employees and volunteers in the front lines, such as emergency responders, relief workers, and rehabilitation personnel. Several retreats were held for employees concentrating on emotional release and psychological support through fun activities to ensure the well-being of its staff.



## Safe, Adequate and Supportive Environment

Under the slogan of providing safe and suitable environment, PRCS implemented various initiatives in the field of psychosocial health in both the West Bank and Gaza Strip, targeting various marginalized groups, including children, the elderly, women, and others.



Help of helper self care program





Psychosocial support intervention(PFA) after fire broke up in Jabalia



Joined social initiative between MHPSS department and local society building a ramp in Antonian charitable elderly house

PRCS also provided assistance to disadvantaged families living in abject poverty.

PRCS continued to provide support and assistance to marginalized and unprivileged families by enhancing a safe and suitable environment. It renovated 21 houses in the West Bank for beneficiaries of rehabilitation services, including those with severe physical and intellectual disabilities, as well as for the most socially disadvantaged cases in Hebro, Tarkumiya, Jericho, Tubas, and Tulkarem.



## Rehabilitation and Ability Development

People with disability constitute a priority for PRCS. The Society endeavors to meet their needs, develop their abilities and ensure their social integration by offering them an array of services via its rehabilitation centers.



**40**  
Rehabilitation  
centers and  
units



**23,015**  
Rehabilitation  
beneficiaries

**32 graduates**  
**135 students**



**220**  
Services for  
the deaf



**1027**  
Centres for  
persons with  
intellectual  
disabilities



**2396**  
Physiotherapy  
and occupational  
therapy



**436**  
Cerebral  
palsy



**1146**  
Hearing  
therapy



**609** Speech  
therapy

The total number of beneficiaries from rehabilitation facilities

The Society ran disability screening campaigns to raise awareness about this key topic. Hearing aids were distributed to those in need.



**821** Assistive  
Devices



**449** Hearing  
Aids



**3542** beneficiaries from disability  
screening campaigns

**136** persons received hearing aids

Awareness campaigns for early  
disability identification covered  
**1604** persons

470 rehabilitation patients in the oPt received Home Visits. Parents were offered skills training to help them care for their disabled children. Moreover, the cognitive, language and physical skills of children were enhanced.



4431 Home Visits to patients at PRCS rehabilitation centers

225 parents received skills training



Recreational and social activities were organized for children from the Society's rehabilitation centers and from local communities. In the GS, a Summer camp was organized for children with disability and their able-bodied peers with the participation of 602 children. The camp contributed to building the abilities of disabled children, offered them a safe environment and ensured their participation in social, cultural and educational activities.



Summer Camp in the Gaza Strip

In the WB, a Summer camp aimed at the integration of deaf children was held at the PRCS School for the Teaching and Rehabilitation of the Deaf with the participation of 129 children.



PRCS took part in the 2nd edition of the Arab Code Week held in Tunis by the Arab Organization for Culture, Science and education (ALECSO) under the banner "Artificial Intelligence and Preserving the Environment". Fifty children with disability represented PRCS. The Society received the Golden Team Award, claimed third place in the competition and ranked first amongst Palestinian teams. 1 million participants from 18 Arab States took part in this competition.

In cooperation with Complutense University in Madrid, a comprehensive Cerebral Palsy Intervention Guide was developed. The guide offers a comprehensive approach to cerebral palsy interventions with a view to providing better care to children and youths affected by this condition. It also constitutes a useful tool for practitioners working in this field. Two specialized training courses were held in cooperation with the university on speech and swallowing therapy. The courses were attended by 15 rehabilitation staff from the oPt as well as by partner institutions. A Bobath Therapy training course was also attended by 24 PRCS physiotherapists from the WB & GS alongside staff from partner institutions.



3

**VOLUNTEERS**

PRCS provides a comprehensive set of services in the oPt and the diaspora with the help of its volunteers. Volunteers facilitate access to hotspots and enable PRCS to reach out to communities most affected by the dire local context.



3224	3566	204	7547	553
Volunteers in the GS	Volunteers in the WB	Volunteers in Lebanon	Volunteers 5273 Board Members	Volunteers in Syria

## WB & GS

During the holy month of Ramadan and Eid el Fitr, volunteers provided First Aid and assistance to worshippers crossing Israeli occupation military checkpoints. A campaign featuring the distribution of food parcels was launched. Free medical days, visits to children in oncology wards, recreational activities and Ramadan-specific events were also organized.

Moreover, volunteers contributed to the National Olive Harvest Campaign in the oPt held under the banner “Olive Harvesting Boosts Resilience”. The campaign aimed at aiding and protecting farmers in high-risk areas including areas adjacent to the Wall of Separation, areas at risk of being confiscated, and areas at high risk of illegal Israeli settler attacks. 98 families in the WB and 50 in the GS benefited from this campaign.



## Syria

Recreational activities for children and elderly persons were carried out and international days and events marked throughout Syria. Volunteers provided mental health support mainly to children as they continued to face dire humanitarian conditions.

Several community campaigns were also launched, mainly the Campaign Against Gender-Based Violence. The campaign, which raised awareness about GBV and contributed to empowering its victims, was carried out in and around Damascus, Aleppo, Latakia and Hama with the participation of 1545 persons.



Activity marking the World Children's Day in Dummar, Syria

## Lebanon

Through its network of volunteers, PRCS raised awareness about a number of topics including physical and sexual violence, breastfeeding, STDs, early marriage and family planning. Awareness sessions were held at Burj al Barajneh, Ba'albak, Nahr el Bared and Al Burj al Shamali refugee camps with the participation of 21,207 persons.





## International Humanitarian Law

PRCS raised awareness about IHL and the emblem. Workshops, lectures, meetings and training courses targeted staff, volunteers and community members.



The Society also took part in local and international IHL debates. It monitored, documented and called attention to Israeli occupation violations against medical missions, issuing statements and taking the floor at local and international fora to lobby and advocate for the protection of its medical missions.





## Partnerships and International Work

PRCS built ties with new international partners and developed existing partnerships to better respond to local needs. Strategic, programmatic and project partnerships were maintained and expanded with partners from both within and without the IM.

### Partners from within the IM

Strong partnerships with IM constituents were maintained. Built on mutual trust and respect, these partnerships enhanced the Society's Strategy, contributed to the execution of its Annual Plans, offered technical support and ensured the exchange of experiences. Partners also helped PRCS review and update its Statutes, enhance and monitor service quality, and ensure digital transformation.

### Partners from outside the IM

Ties were maintained and enhanced with non-IM partners. Partners were provided with progress reports, took part in field visits and received relevant technical and financial data.



20 non-IM partners contributed to the execution of 88 projects, 68 in the oPt and 20 in the diaspora. 41 new Project Agreements were signed. In particular, cooperation was strengthened with UN bodies and clusters, with PRCS attending various local, sectorial and technical meetings. This ensured effective coordination and reduced duplication.

Donors and partners in general expressed solidarity and offered support to PRCS as violations and attacks against its medical crews increased. During the period covered by the report, representatives from a number of agencies visited PRCS. These included DG-ECHO, German Federal Welfare Group, Cooperation Canada, Swiss Agency for Development and Cooperation, Spanish Agency for International Development Cooperation, Italian Agency for Development Cooperation, Swedish International Development Cooperation Agency and Agence Française de Développement.



A diplomatic visit from the EU and European Representatives following the Gaza Strip Escalation 2022



A visit by the Czech Representative Office to PRCS, getting acquainted with PRCS programs and exploring the potentials of cooperation



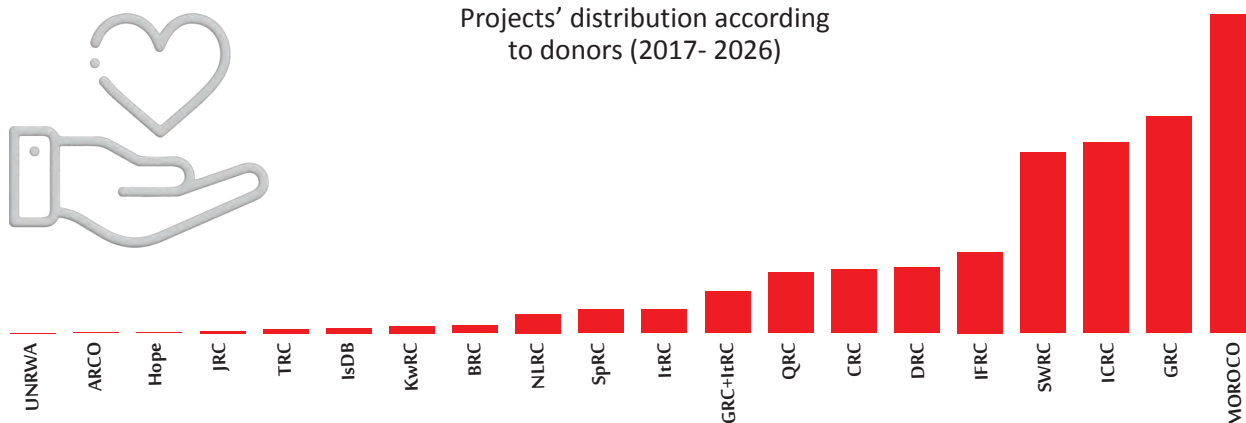
Cooperation MoU signature between PRCS and Arab American University- Jenin on IHL



The visit of the German delegation to a number of PRCS facilities in Jericho and Ramallah & Al Bireh, to get acquainted with its health, social and relief services to the Palestinians and everyone in need; and to explore enhanced cooperation



Projects' distribution according to donors (2017- 2026)



## Local Partners

To enhance coordination and complementarity, PRCS worked with local institutions to develop plans and strengthen cooperation aimed at providing better and more effective services. In partnership with local institutions such as Education Directorates, schools and municipalities, PRCS distributed First Aid kits and conducted voluntary activities, Summer camps and workshops with a special focus on First Aid. It also organized awareness-raising meetings, community health activities and training courses for university students. PRCS joined a number of National Committees, including those created by the MoH and the Civil Defense Directorate. Periodic meetings were held with the MoH as well as with the ministries of Interior, Transportation and ICRC to discuss issues relating to the Law and Regulations on the Use and Protection of the emblem.



# 6

## Organizational Development and Capacity Building

### Organizational and Management Development

PRCS held its annual administrative meeting in September 2022 to discuss achievements, review reports and follow-up on developments. Six Executive Board meetings were also held to discuss challenges, present and adopt Annual Plans and set up a Strategy Implementation Committee. To enhance performance, the Society adopted the Enterprise Resource Planning (ERP) system presented in its long term Strategy. The system was applied to most of the Society's core business processes in 2022 and will allow better and more efficient standard-based processes as well as better data security.

PRCS went on reviewing its pay scale, staff organizational structure, financial, IT and warehouse policies, as well as procedures relating to Human Resources and procurement. Regulations and by-laws were updated. Training was provided to staff and volunteers both in Palestine and abroad.



48 virtual and in-person events attended by 72 employees

4613 employees attended local training courses

## Digital Technology

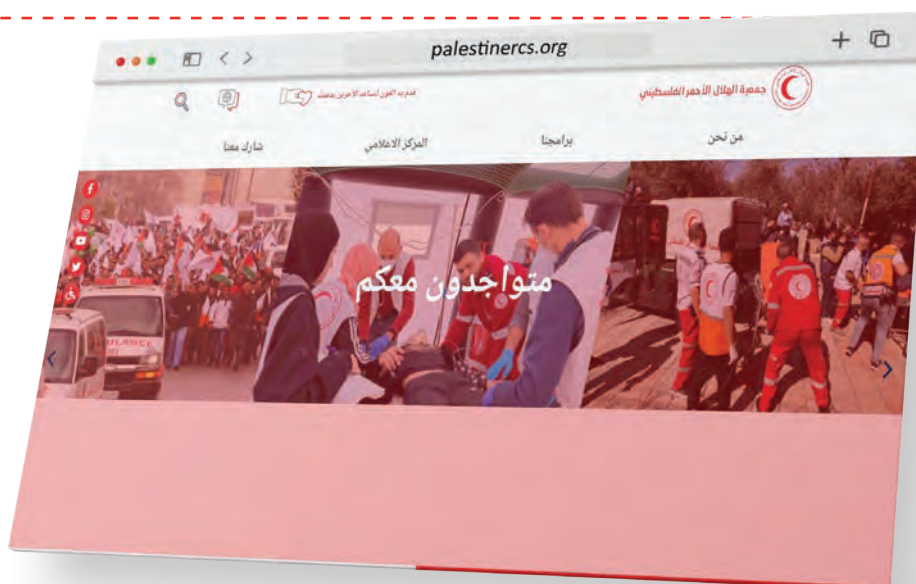
PRCS pays increased attention to developing innovative digital solutions, to enhance its capabilities and to provide good and effective performance. Accordingly, PRCS and in cooperation with Netherland Red Cross, implemented a “digital transformation assessment” in order to identify opportunities and priorities for digital transformation of PRCS humanitarian services.

Based on the assessment results, PRCS prepared a one-year roadmap for digital transformation, this roadmap is completely incorporated in PRCS strategy and annual operational plans.

PRCS also developed and updated some of the currently used systems, as an example, the volunteer’s management system, in which it was developed by adding new features to provide the system with the ability to adopt and follow up PRCS international volunteers.

To enhance the quality of the Rehabilitation Department data, PRCS has automated the processes of registering beneficiaries of the department’s services, recording and following up on cases and visits, and preparing the required reports and statistics.

To improve the quality of the EMS services provided by PRCS, PRCS equipped its Dispatch Center in Jerusalem with an automated CAD (Computer Aided Dispatch) system to receive, record, follow up and distribute calls and cases on the ambulances operating in Jerusalem the same way followed in other Dispatch centres in Westbank & Gaza strip.



[www.palestinercs.org/en](http://www.palestinercs.org/en)

## PMER System

A Planning, Monitoring, Evaluation and Reporting (PMER) system was Continuously improved to facilitate the execution of core tasks and the implementation of the Society’s Strategy. It allows for the development, monitoring and assessment of Annual Operational Plans for all departments and in all areas. The system contributed to strengthening the capacities of six WB branches in terms of planning, developing performance indicators and drafting Annual Operational Plans. PRCS also conducted a PMER training course targeting the directors of all of its EMS centers in the WB.

The Society embarked on a strategic planning exercise to improve its performance. To this end, it adopted a comprehensive approach that took into account the Society's Strategy, vision, interconnections between players and target groups as well as developments at PRCS and in its immediate environment. A Strategy development Committee was created and a team tasked with reviewing the 2019 - 2023 Strategy was set up. Partners guided the Society towards adopting a rigorous approach to planning. Planning workshops were conducted at branches and a first draft of the Strategy was prepared.

Syria



WB



Lebanon



GS



To ensure age and gender equality in the provision of services, and to promote service delivery to underprivileged and marginalized groups, PRCS developed a five-year Community Engagement and Accountability (CEA) Strategy and a Protection, Gender and Inclusion (PGI) Strategy. The two strategies shall form part and parcel of the Society's 2024- 2027 Strategy and shall be integrated in all its policies, plans, approaches and activities at all levels.



### Studies and Research

In cooperation with relevant local actors, and to promote service quality, PRCS prepared studies aimed at developing its programs and interventions. The studies focused on engaging local communities, bringing about change and improving decision making and planning processes:

“Community Engagement and Risk Communication” Study: The study analyzed how local communities in conflict zones and crisis-affected areas view risks. It focused on the provision of and access to sound health messages, including information about COVID-19, and provided an overview of community engagement approaches to ensure risk communication. Lessons learned were also discussed. The study was based on both quantitative data (questionnaires filled by 692 individuals) and qualitative research (interviews with 15 individuals and focus groups with the participation of 10 individuals).

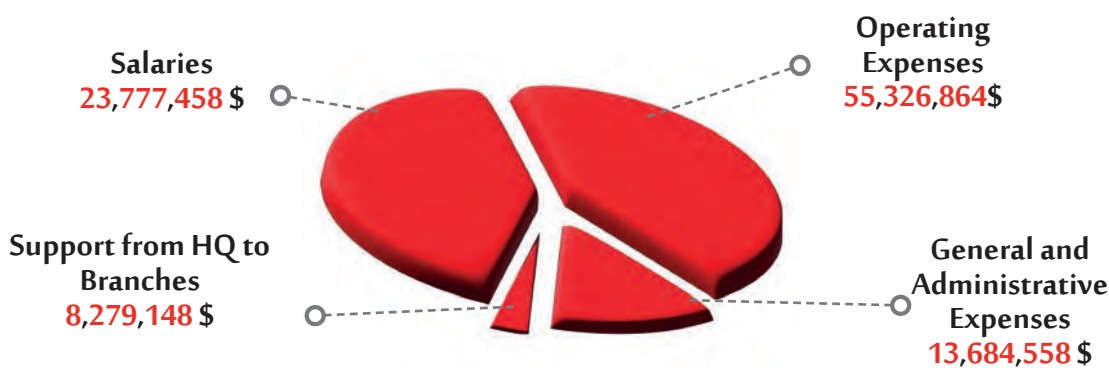
“Palestinian Youths and their Needs” Study: The study shed light on key youth-related topics including life skills and social and cultural attitudes. 500 questionnaires were distributed to random young Palestinians. Their replies were analyzed and used to develop recommendations to guide PRCS as to the programs needed to empower Palestinian youths.

# 7 Financial Indicators

The annual budget reflects all expenditures made and revenues earned by PRCS. Total expenditures in 2022 amounted to 101,068,028 US dollars while total revenues amounted to 104,422,038 US dollars.



Expenditures reflect the wide array of humanitarian services provided by PRCS to support local communities, respond to crises and disasters, ensure the Society’s Organizational Development and enhance its structures. Expenditures included:



In 2022, PRCS revenues increased and became more diversified thanks to contributions from partners.

Total revenues (by type of Revenue)

Total revenues (by type of Revenue)	%
Palestinian National Fund 17,110,476 \$	16 %
Partner contributions 23,776,276 \$	23 %
PRCS resources and services 63,535,286 \$	61 %







## Success Stories

### West Bank

#### Transitioning from Beneficiary to Dedicated PRCS Volunteer

Sondos, 33 years old, resides in Al Aqrabaniyeh which is a village in Nablus Governorate. She grapples with both hypertension and diabetes, conditions that not only impact her mental well-being but also that of her family. Recently, Sondos visited the PRCS's mobile clinic services and received home visits from the local Community Action Committee (CAC). In addition, she actively participated in First Aid courses organized by the PRCS and received counseling to help alleviate her stress and anxiety. The interventions had a significant impact on her morale, overall mental health, and relationship with her children and family. Inspired by her own transformative experience, Sondos decided to become a PRCS volunteer, driven by a desire to assist others and contribute to the betterment of their lives. Reflecting on her journey, she says: "I asked myself, why not become an active member in my community and help those in need who lack access to basic health services?"



"I asked myself, why not become an active member in my community and help those in need who lack access to basic health services?"

## Gaza Strip

**During a tense and critical moment in a PRCS ambulance, three precious lives came to this world.**

Osama Al Hessi and Hani Alayan are PRCS medics from the Society's branch in Jabalia, in the northern Gaza Strip. They found themselves facing an exceptional challenge one Saturday in May.

Their mission: to transport a 32-year-old woman in labor to Al Shifa' Hospital. However, this was no ordinary delivery; it was a high-risk situation involving triplets. To further complicate matters, the expectant mother suffered from anemia and had a foot fracture.

Upon arriving at the woman's residence, the medics quickly realized that the woman was in labor in her home, which prompted them to intervene directly to assist in the delivery of the triplets.

The first infant was born in a critical condition, and immediately, he was given oxygen and was warmed urgently. Determined to provide the best care, the medics decided to transport the mother

and her fragile infants to the hospital. The task was particularly challenging as her apartment was situated on the fourth floor, requiring a careful and gentle descent to ensure the safety of the mother and her infants.

Moments after departing, the ambulance stopped at the roadside, where the second baby was delivered safely into the world. Undeterred, the ambulance continued its journey toward the hospital, and shortly thereafter, it stopped once more to welcome the arrival of the third baby.

At last, the ambulance arrived to its destination, and the mother and her three newborns—two boys and one girl—were entrusted to the hospital's doctors and nurses. The medical professionals extended their heartfelt gratitude to the medics for their invaluable assistance during the extraordinary journey into the world of the three newborns.

## Syria

Mohammed Nasr Al-Sahli is a college student who found himself displaced, along with his family, from the Yarmouk camp to Yalda, South Damascus. Despite grappling with a mobility disability, Mohammed specialized in marketing and design. He always harbored a passion for pursuing a career in barbering but believed that his right-hand disability made it impossible. This led to despair, as he felt incapable of learning or working in this field.

Driven by both his passion and the need to provide for himself and his family, Mohammed decided to challenge himself. He attempted to give haircuts to relatives and friends, but his lack of experience led to initial failures. Undeterred, he embarked on a quest to find resources that could help him acquire the necessary skills. This quest led him to the PRCS Yalda Community Center, where he eagerly enrolled in the vocational training program. Mohammed chose to pursue a course in barbering and demonstrated unwavering commitment and diligence throughout his training. He successfully completed the course and, thanks to his newfound skills, secured a job opportunity at a men's barbershop. This job not only improved his economic situation but also transformed barbering into a stable source of income for both him and his family.

## PRCS Hospitals in the Gaza Strip

### Al Quds Hospital

Founded in 1999, PRCS Al Quds hospital complements and supports public hospitals. It offers advanced medical services, limiting the need to refer patients for treatment outside the GS, thus allaying suffering and reducing costs. Comprising three buildings, the hospital offers diagnostic and curative care in a number of wards, namely: a 3-floor Inpatient Ward with an overall capacity of 59 beds; a Surgical Ward comprising five fully equipped Operating Rooms and one Obstetrics and Gynecology Operating Room; and a Cardiothoracic Surgery Ward which has greatly reduced patients' waiting time and waiting lists. The latter ward comprises two unique state-of-the-art Operating Rooms fully conforming to international standards as well as a 5-bed Cardiovascular Intensive Care Unit; a Cardiac Catheter Ward inaugurated in 2017 and equipped with the most advanced cardiac catheterization equipment; a Gynecology and Obstetrics Ward comprising an Obstetrics Operating Room and two delivery rooms with ultrasound and sonography machines; and a Neonatal Ward consisting of 8 incubators for babies delivered at or referred to the hospital. A number of other units and wards, including an Intensive Care Unit with 9 ventilator-equipped beds, a laboratory, an X-ray ward, a dialysis ward and an endoscopy unit are also fully operational.

In 2009, the hospital was partially destroyed during an Israeli occupation raid. In 2021, PRCS restored the damaged building and constructed a new six-floor building, each floor consisting in 850 m<sup>2</sup>. In 2022, the hospital was equipped with an Angiography CT Scanner and a digital radiography system. A dialysis ward and an endoscopy unit were opened. Cochlear implant surgeries can now be performed at the hospital. Several outpatient clinics were inaugurated and a fully computerized patient registry system was adopted.



### Al Amal Hospital

Established in 1997, Al Amal Hospital was built on a plot of land with a total area of 4.5 dunums. The 5-floor hospital conforms to international standards and is located in the center of Khan Younes. The hospital caters to an array of medical needs in the southern GS and is the only southern GS hospital offering medical rehabilitation services to an increasing number of stroke, heart attack and accident victims. The hospital also comprises the only Ophthalmology Center in the southern GS where several types of eye surgery, including retina surgery, can be performed.

Al Amal hospital seeks to provide modern health, mental health and social services. Its skilled staff, state-of-the-art equipment and 100 rooms enable it to offer high-quality services, prevent diseases, promote health and social welfare as well as encourage voluntary service. The hospital comprises many wards including a Surgical Ward with five Operating Rooms, a Gynecology and Obstetrics Ward, a Medical Rehabilitation Ward offering physiotherapy, occupational therapy, speech therapy and psychosocial therapy services, an Admissions and Emergency Department, an Ophthalmology Department, a laboratory, an X-ray Department, Primary Health Care services and a Dental Care Department. Maintenance and restoration works were carried out at the hospital with a view to increasing efficiency and improving services. New wards were also added, including the Abdelkader El Djazairi Ophthalmology and Eye Surgery Center where all types of eye surgery, including retina surgery, are carried out. The Center comprises an Eye Laser Unit, an Optometry Unit, Operating Rooms as well as eye testing and diagnostic equipment. An upper GI Endoscopy Unit was created. Two Operating Rooms were also inaugurated, one for eye surgeries and the other for Brain and Nerve surgeries as well as joint implants. New and modern medical equipment was bought including a 4D Ultrasound machine, lab equipment and a Urodynamics machine.





**PRCS Presence in  
the Region**



Safad Hospital  
مستشفى صيد

Nourth  
الشمال

Hermel  
الهرمل

Baalbek  
بعلبك

Beirut  
بيروت

Haifa Hospital  
مستشفى حيفا

Lebanon  
لبنان

Nasra Hospital  
مستشفى الناصرة

Mount Lebanon  
جبل لبنان

Beqaa  
البقاع

Hamshari Hospital  
مستشفى الهمشري

Balsam Hospital  
مستشفى بلسم

South  
الجنوب

● Branch  
فرع

○ Clinic  
عيادة

■ Hospital  
مستشفى