



Palestine Red Crescent Society - Annual Report 2023



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# Annual Report

## 2023



# **Annual Report**

## **2023**



# Vision & Mission

## **PRCS Vision**

PRCS seeks to enhance its role as the premier Palestinian humanitarian actor, promote respect of the fundamental principles of the International Red Cross and Red Crescent Movement, and work in close partnership with local communities and with all the components of the International Red Cross and Red Crescent Movement.

## **PRCS Mission:**

To provide humanitarian aid as well as health and social services to Palestinians wherever they may be and at all times; to reduce human suffering, protect life and health, respect and uphold human dignity in times of peace and during armed conflicts, crises, disasters and emergencies, prevent disease and promote health, social development and voluntary service.

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# Thank You!



The President of the Palestine Red Crescent Society and the Executive Office extend their thanks and appreciation to His Excellency President Mahmoud Abbas, President of the State of Palestine, Chairman of the Palestine Liberation Organization, and Honorary President of the Palestine Red Crescent Society for his continuous support and generous patronage of the Society's achievements and its humanitarian mission in the homeland and diaspora, especially in Lebanon and Syria. We are pleased to present this annual book that includes the Society's achievements during the year 2023.



PRCS came into being fifty-five years ago, standing out as a beacon of humanity. With activities spanning the humanitarian, health, social and ethical fields, this august institution has taken it upon itself to care for the physical and mental health of Palestinians. PRCS is now a key provider of emergency medical services to populations who have suffered over decades under the yoke of the occupation which has killed, maimed, arrested and displaced them, committing genocide and causing great harm and suffering.

2023 was one of the deadliest years for Palestinians in general and PRCS in particular. In the last quarter of the year, many staff and volunteers were killed in the line of duty during the brutal assault by Israeli occupation forces against the Gaza Strip, as well as against Palestinians in the West Bank and Jerusalem. Tens of others were wounded and arrested. Numerous PRCS facilities and hospitals were totally or partially destroyed. Medical missions were targeted and so were displaced families and children sheltering at PRCS facilities in the Gaza Strip following the destruction of their homes, causing unprecedented levels of despair and the worst humanitarian catastrophe in history.

As the tragedy unfolded across the oPt, PRCS continued to shoulder its responsibilities, carry out its humanitarian mission and abide by the fundamental principles of the Red Cross and Red Crescent Movement. It endeavoured to support resilience and steadfastness in both Palestine and the diaspora despite dire conditions resulting from the occupation, a deteriorating socio-economic context and natural disasters, mainly the deadly earthquake which has claimed the lives of many Palestinian refugees in Syria. PRCS increased its readiness and enhanced its response to meet the health, social, relief and mental needs of Palestinians.

As a member of the International Red Cross and Red Crescent Movement, and as the partner of many international humanitarian organizations, PRCS endeavored to expose the serious and systematic IHL violations committed by the Israeli occupation and their ramifications on the Society's work, staff and civilians in general. It also sought to raise the funds required by the Emergency Appeal it launched towards the end of 2023, calling on the international community to help meet increasing humanitarian needs following the assault on the Gaza Strip.

This year's Annual Report showcases the Society's humanitarian action and wide-ranging efforts to promote human dignity, uphold the right to life and provide health, social and mental support to every person in need.

By Dr. Younis Al Khatib



**PRCS President**

# Contents

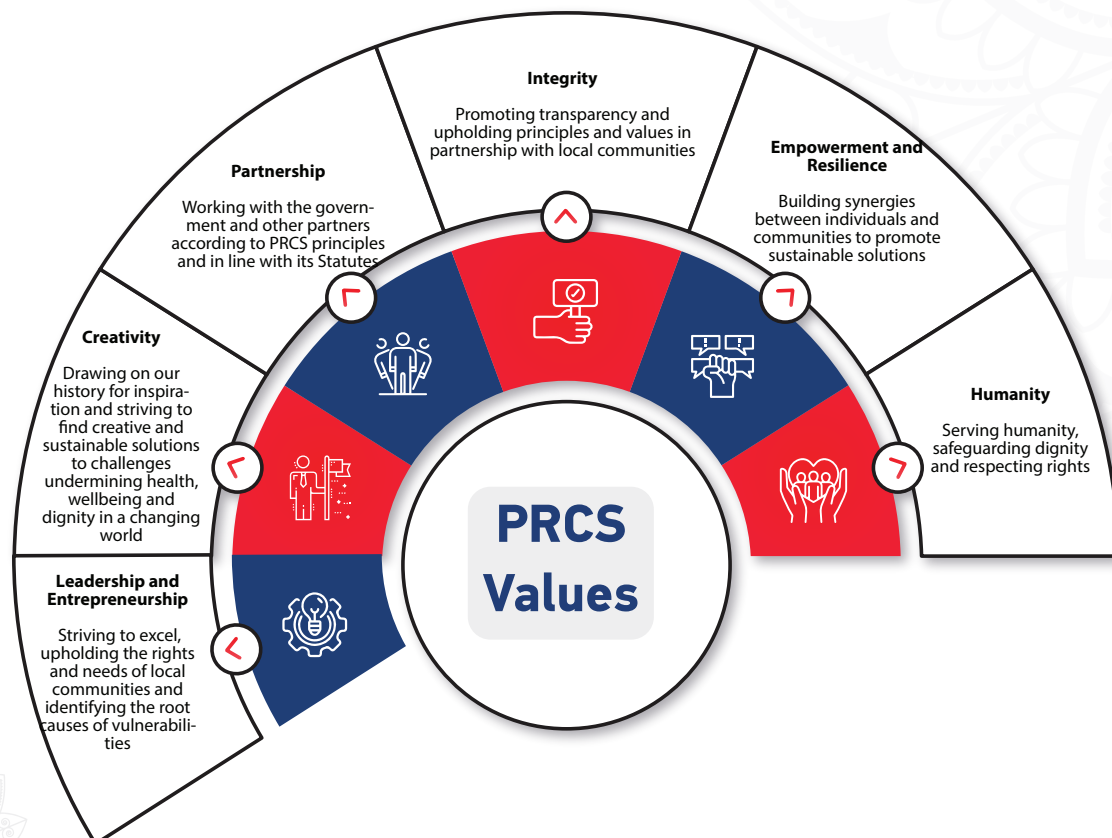
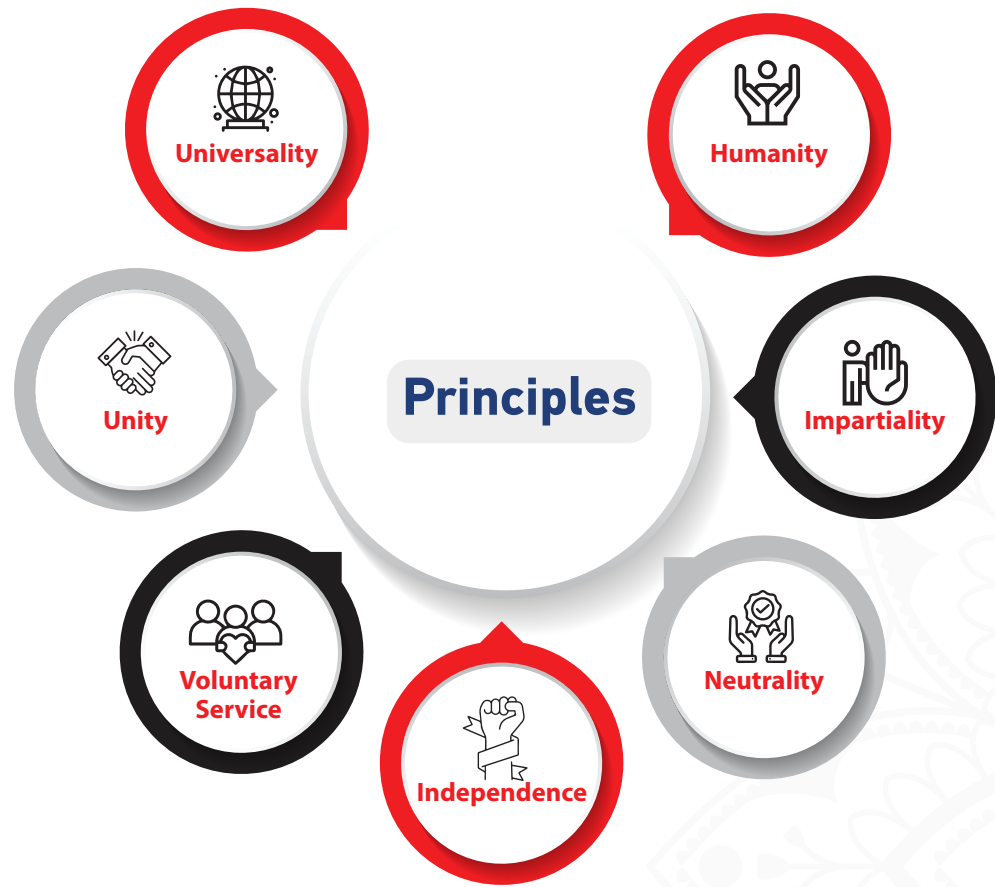
<b>PRCS President</b>	<b>p</b>
<b>We Are PRCS</b>	<b>2</b>
Principles	4
PRCS Values	4
members	5
PRCS in numbers	6
<b>Humanitarian Response</b>	<b>8</b>
Response to Humanitarian Needs Arising from Israeli occupation War	9
Response to Natural Disasters and Pandemics	17
Humanitarian Response to the 2023 Turkey-Syria Earthquake	19
<b>Preparedness to Respond to Crises and Disasters</b>	<b>22</b>
<b>Violations by Israeli occupation Against PRCS</b>	<b>26</b>
<b>Health and Social Services</b>	<b>30</b>
Health Services	30
Secondary Health Care (Hospitals)	33
Community Services	36
Rehabilitation and Ability Development Services	38
Mental Health and Psychosocial Support	41
<b>Youth and Volunteers</b>	<b>44</b>
<b>Information, Dissemination, IHL and Public Relations</b>	<b>48</b>
<b>Organizational and Administrative Development</b>	<b>52</b>
Organizational Development	52
Administrative Development	55
<b>International Cooperation and Partnerships</b>	<b>58</b>
International Cooperation and Partnerships	58
International Cooperation Agreements	60
National Partnerships	61
<b>Financial Indicators</b>	<b>62</b>
<b>Human Stories</b>	<b>64</b>
<b>PRCS Presence in the Region</b>	<b>68</b>





**We Are PRCS**





**members**

The members of the Executive Office represent the highest authority for overseeing the implementation of the decisions issued by the General Assembly. The Executive Office consists of 17 members, 15 of whom are elected at the General Assembly, while the other two members are appointed based on the recommendations of the elected members and approved by the General Administrative Council.

**Dr. Younis AlKhatib - President**

- |                     |  |
|---------------------|--|
| Thafer Alqam        | Marwan jilani - first vice president           |
| Dr. Atef Ibrahim    | Dr. Tarek AlJabari - second vice president     |
| Jamal Tmaizi        | Dr. Najat AlAstal - Executive Office Secretary |
| Dr. Ibrahim Ghannam | Dr. Mohammad Rezeq - Treasurer                 |
| Dr. Haider Al Qadra | Abeer Irsheed                                  |
| Dr. Sufian Baseet   | Dr. Nabil Al Shawa                             |
| Mohammad AlQubaj    | Khalil Al Shakhsheer                           |

**Observer members:**

**Appointed members**

- |               |                     |
|---------------|---------------------|
| Said AlKhatib | Dr. Mohammad Hamoud |
| Hilal Toufaha | Janet Barhoum       |



Key Figures



**4,183**  
Staff



**10,710**  
Volunteers



**5,273**  
Bored Members



**34**  
Branches &  
Sub-branches



**161**  
CACs and  
Voluntary  
Committees



**18**  
Warehouses



**15**  
Hospitals



**32**  
Health  
Centers



**40**  
Rehabilitation  
Centers and  
units



**39**  
EMS Centers



**171**  
Ambulances

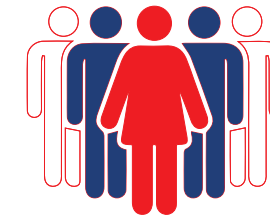


**346**  
Ambulance  
Officer

PRCS Beneficiaries 2023



**Direct Beneficiaries**  
**3,564,104**



**Indirect Beneficiaries**  
**6,058,977**

Total Beneficiaries 2023



**EMS Beneficiaries**  
**415,324**



**Hospital Care Beneficiaries**  
**1,301,528**



**PHC/Clinics Beneficiaries**  
**829,183**



**Community Workers**  
**232,496**



**Mental Health Beneficiaries**  
**116,003**



**Disaster Risk Management  
Beneficiaries**  
**582,924**



**Rehabilitation Beneficiaries**  
**40671**



**youth & Volunteers  
Beneficiaries**  
**45975**



**Total**  
**3,564,104**



## Humanitarian Response

PRCS champions humanitarian response as a national duty and responsibility aimed at disaster relief and recovery. As such, the Society actively responds to both natural and man-made crises and disasters affecting people's lives, safety and livelihoods. Since October 2023, PRCS has been responding to the increasingly dire humanitarian situation resulting from Israel's war on the Gaza Strip and the West Bank, including occupied Jerusalem.

### Response to Humanitarian Needs Arising from Israeli occupation War

(before October 7, 2023)

2023 witnessed an increase in attacks, incursions and raids by Israeli occupation forces and settlers throughout the West Bank, including occupied Jerusalem. To respond to growing needs, PRCS redoubled its efforts and increased its preparedness on all levels: medics and volunteers provided emergency medical services to the wounded in the West Bank, ambulances transported casualties, and relief teams met the humanitarian needs of tens of families displaced as a result of systematic attacks by soldiers, violence by settlers and home demolitions in Bedouin communities and Area C. The Gaza Strip also witnessed an Israeli aggression during the months of May and July of 2023, so PRCS activated the central operations room in the Strip to respond to the necessary emergency and humanitarian needs of those affected.

In 2023, the Society provided immediate care to 11,334 casualties in the West Bank (live and rubber bullet wounds, tear gas inhalation, falls and burns inter alia) and evacuated the bodies of 128 fatalities. In the Gaza Strip, PRCS teams provided EMS services to 90 wounded and dealt with 14 fatalities during the aggression in May, and 42 injured and two fatalities during July in the border fence area east of the Gaza Strip. They also provided psychosocial support services to about 969 individuals and distributed relief aid to about 55 families consisting of 253 individuals.



## • Response to Humanitarian Needs Following the War on the Gaza Strip

### Overview of the Humanitarian Context in the Gaza Strip and the West Bank in the last quarter of 2023

In the last three months of 2023, 21,978 Palestinians were killed and another 56,697 wounded in the Gaza Strip. Over 7000 people were trapped under the rubble. The massive and unprecedented destruction of homes, property and infrastructure has rendered the Gaza Strip uninhabitable. A tight blockade was also imposed, preventing food supplies, water, fuel and medicine from entering the Strip, causing food shortages and deepening the humanitarian crisis in this enclave on all levels:



**Health Sector:** The health system was directly and systematically targeted, with hospitals in the northern Gaza Strip surrounded, bombarded relentlessly and subjected to evacuation orders. 30 hospitals and 56 health centers went out of service. Medical missions and health professionals were also targeted. According to the Gaza Strip Health Ministry, 287 healthcare workers and 32 rescue workers were killed. 58 ambulances were also destroyed and went out of service.

**Shelter and Livelihoods:** According to the Gaza Strip Housing and Public Works Ministry, 90% of structures targeted by Israel were residential buildings. Data released by the Palestinian Central Bureau of Statistics showed that more than 225,000 housing units have been damaged and another 45,000 units destroyed or rendered inhabitable. These numbers represent more than 50% of all housing units in the Strip and are a conservative assessment of losses sustained. Numbers could not be updated regularly due to difficult conditions on the ground and the impossibility to carry out real-time assessments.

**Water and Sanitation:** Access to safe drinking water became impossible. Fuel shortages meant that it was no longer possible to pump water from the 60 wells and 2 desalination plants or to operate sewage and water treatment plants and pumps. Gaza municipality has warned against the rapid spread of diseases and infections due to the accumulation of more than 35 tons of garbage and waste in the city.



**Food Security:** Households lacked adequate food and faced extreme hunger. Israeli restrictions have prevented food supplies and humanitarian aid from entering the Strip, causing food shortages and a sharp increase in prices. Bakeries were targeted and bombed while flour and cooking gas were not allowed in. The threat of famine, malnutrition and infectious diseases amongst infants and children was looming over the Gaza Strip.

**Displacement:** According to UNRWA, 1.8 million Gazans have been displaced. Israel's offensive has put increased pressure on Palestinians, forcing them to flee their homes and head South. Displaced populations live in overcrowded areas and shelters in extremely unhygienic conditions. Infectious diseases were spreading quickly.

In the West Bank, including Jerusalem, Israeli occupation forces intensified their raids and incursions. 319 Palestinians, including 11 children and 4 women, were killed and another 30 wounded. Attacks against hospitals, health centers, medics and ambulances also increased, preventing them from discharging their humanitarian and relief mission. A full blockade was imposed on the quasi totality of Palestinian towns and villages, including occupied Jerusalem. Systematic attacks by settlers have also spiked. Since October 7, the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) has recorded 314 settler attacks against Palestinians, resulting in casualties or damage to Palestinian-owned property. At least 143 Palestinian households comprising 1,014 people, including 396 children, have been displaced amid settler violence and access restrictions. The displaced households are from 15 herding/Bedouin communities. Additionally, 338 Palestinians, including 182 children, have been displaced following demolitions in Area C and East Jerusalem due to the lack of Israeli issued building-permits which are almost impossible to obtain.

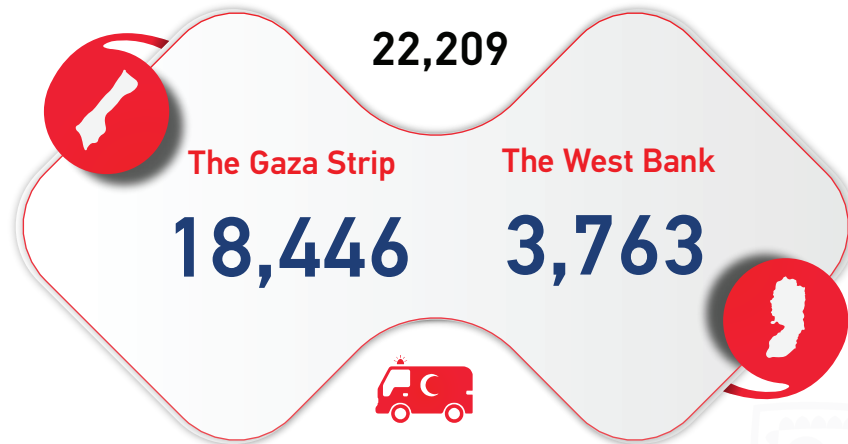


To respond to this harsh reality in both the Gaza Strip and the West Bank, PRCS declared a maximum-level state of emergency at its branches, sub branches and facilities throughout the oPt: operational capacities were raised in the Society's hospitals, centers and facilities; alert and readiness levels at the Central Operations Room in the West Bank and the Emergency Operations Room in the Gaza Strip were heightened; ambulance deployments were increased; and staff as well as additional volunteers were mobilized to meet increasing needs.

### The PRCS INTERVENTION:

#### • Emergency Medical Services in the Gaza Strip and the West Bank:

PRCS increased the operational capacity of emergency services in the oPt. Moreover, coordination was enhanced between its branches and facilities as well as with relevant stakeholders including the Ministry of Health, hospitals and health centers. Emergency medical services were provided to approximately 22,209 wounded Palestinians despite the extremely challenging situation.



**Medical Posts\Points in the Gaza Strip:**

The unprecedented Israeli war on the Strip and the deliberate bombardment and destruction of the majority of roads leading to hospitals have rendered access to the wounded extremely difficult. Most hospitals were directly and systematically targeted, causing them to go out of service. PRCS set up a number of medical posts in the field, mainly in the northern Gaza Strip, to ensure basic emergency and health services to local populations.

**Medical Point at the Episcopal Al-Ahli Arab Hospital:**

This point was set up as a triage center in cooperation with the Episcopal Al-Ahli Arab Hospital, the only hospital still functioning in the Gaza Strip towards the end of 2023. A blatant war crime had been committed against the hospital in October 2023 when it was targeted in a deliberate Israeli strike. Despite the damage it sustained, a decision was made to keep the hospital running due to the catastrophic situation in the Strip. This point attended to patients with light to medium wounds in an attempt to unburden the hospital's Emergency Ward. In November, both the hospital and the medical point received threats and orders to evacuate. When Israeli tanks surrounded the hospital and shelled its immediate vicinity, PRCS teams could no longer reach the wounded, with many of them dying on hospital grounds. Despite the immense pressure exerted by occupation forces on hospital staff, PRCS decided against evacuating the point and went on providing a minimum level of medical services to those in need.



**Advanced Medical Post in Jabalia:**

PRCS set up an Advanced Medical Post at its Jabalia EMS Center to provide medical services to local populations after all hospitals in the northern Gaza Strip had ceased to function. The post offered basic medical services despite Israeli threats, unrelenting bombardments and an Israeli raid during which soldiers arrested, beat and humiliated medics. PRCS was adamant about the need to continue offering medical services and was the last medical service provider operating in the northern Gaza Strip.



**Emergency Medical Posts in the West Bank:**

Israeli occupation forces intensified their attacks in the West Bank, in particular in refugee camps, destroying infrastructure, denying access to ambulances, and imposing closures. Hordes of settlers carried out attacks on Palestinian towns and villages, especially Huwwara. To respond to this situation, PRCS set up and equipped 5 emergency medical posts throughout the West Bank, manning them with trained volunteers tasked with providing first aid to the wounded.



Occupation forces raided and destroyed several medical posts, especially in Tulkarem, committing many violations against assets and staff. Moreover, attempts to set up an emergency medical post in Jenin refugee camp to respond to recurrent raids and incursions were unsuccessful.

**Secondary Health Care (Hospitals) in the Gaza Strip:**

The unprecedented Israeli assault placed an increasing burden on the already strained health sector, with hospitals receiving huge numbers of casualties. PRCS has been operating at full capacity to provide secondary health care services, in particular at Al Quds hospital in Gaza City. In coordination with the Health Ministry, ICU and internal medicine patients as well as patients in need of urgent surgery were transferred from the overwhelmed Al Shifa' hospital, the biggest specialized medical complex in the Gaza Strip, to PRCS Al Quds hospital.



Indiscriminate attacks on the Strip have targeted hospitals, health centers and medical missions. A case in point was the bombardment of the Episcopal Al-Ahli Arab Hospital which caused tens of casualties including women, children, healthcare workers and displaced populations sheltering at the hospital. Medical supplies were not allowed



in, with many surgeries taking place at different hospitals without anaesthesia. Specialized wards were forced out of service due to fuel shortages, including kidney dialysis units. **Staff at Al Quds hospital were forced to evacuate the premises after a ten-day blockade in which medical and humanitarian supplies were not allowed in.**

**Relief and IDP Shelters:**

The sustained and indiscriminate bombardments on residential areas have led to an unprecedented number of Internally Displaced Persons (IDPs). Thousands of families sought refuge in hospitals and health centres, with thousands of IDPs sheltering at both PRCS and UNRWA facilities. The Society has been providing IDPs with health care, food and non-food relief items.

The PRCS responded to the humanitarian needs of affected families and distributed food and relief items to around 379,097 affected individuals in the UNRWA IDPs centers.

In the West Bank, PRCS distributed relief aid including food and in-kind items to 602 persons in Bedouin communities and Area C who were displaced and/or whose homes were demolished following a sharp rise in demolitions since October 7.



Relief aid reaching the Strip was by far insufficient to meet humanitarian needs. PRCS has called on the International Community to ensure that sufficient aid is allowed to enter through the Rafah border crossing and all other crossings under Israeli occupation control. Adequate fuel supplies must also be allowed in to restore electricity. The blocking of fuel and power supplies is threatening the lives of thousands in hospitals and prevents medics and ambulances from carrying out their duties.

**Mental Health and Psychosocial Support:**

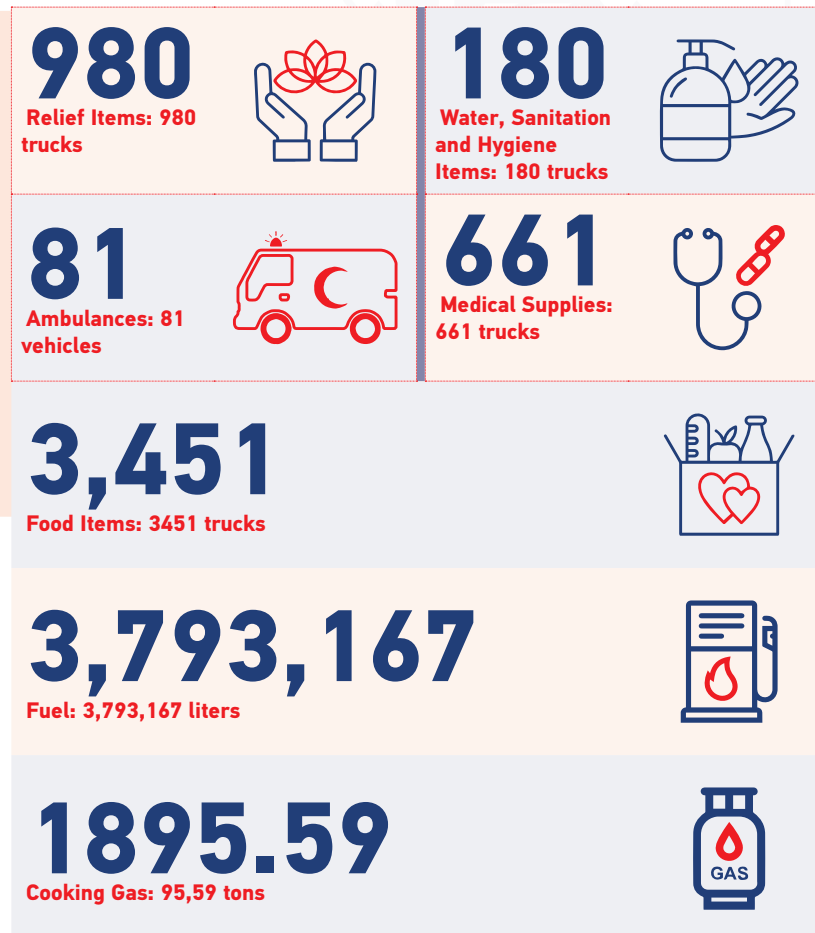
**The assault on the Gaza Strip and abysmal living conditions there have caused unimaginable trauma and mental disorders.** To allay suffering and help people cope with the trauma of war, emotional release therapy sessions were conducted by PRCS at UNRWA shelters. Psychological First Aid sessions were also organized to reduce symptoms of anxiety, stress and depression.

Moreover, special attention was paid to the mental health of PRCS healthcare staff affected by dire living and working conditions, traumatizing experiences, and the fact that they spend long periods of time away from their families. Activities to relieve stress, tension and pent-up emotions were conducted to help them cope with the horrific context in which they operate.

In the West Bank, PRCS conducted mental stress relief activities in areas where Israeli occupation and settler attacks have increased, including Jenin refugee camp, Noor Shams refugee camp in Tulkarem, Huwwara, Kasra and Beita. Similar activities targeted workers from the Strip stranded and housed in the West Bank. Guidance was also provided to them on where to seek health services, how to contact their families and cope with the death of their loved ones in the Strip.

In the Gaza Strip and in coordination with the Egyptian Red Crescent Society, UNRWA, Gaza's Health Ministry and Ministry of Social Development, PRCS was tasked with receiving, triaging and allocating relief items arriving on board aid trucks at Rafah border crossing.

The Society mobilized its staff, volunteers, warehouses and vehicles to help this effort. 5272 aid trucks thus entered the Strip over the last quarter of 2023, including 3382 trucks allocated to PRCS.



**Beneficiaries - Stress Relief Activities**

**West Bank: 5,179 beneficiaries**  
**Gaza Strip: 31,923 beneficiaries**

**Community Health:**

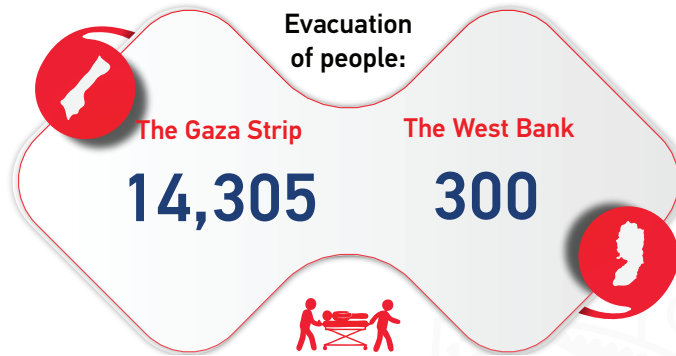
In the northern Gaza Strip, PRCS carried out visits to overcrowded UNRWA shelters which lack basic health requirements. The Society provided health education, especially to pregnant women and new mothers, on topics such as breastfeeding and nutrition. Persons with chronic diseases were offered follow-up and medicine. Educational activities on maintaining good hygiene and sanitation despite water shortages were also carried out.

**Gaza Strip Beneficiaries from Health Community: 91,772 persons**

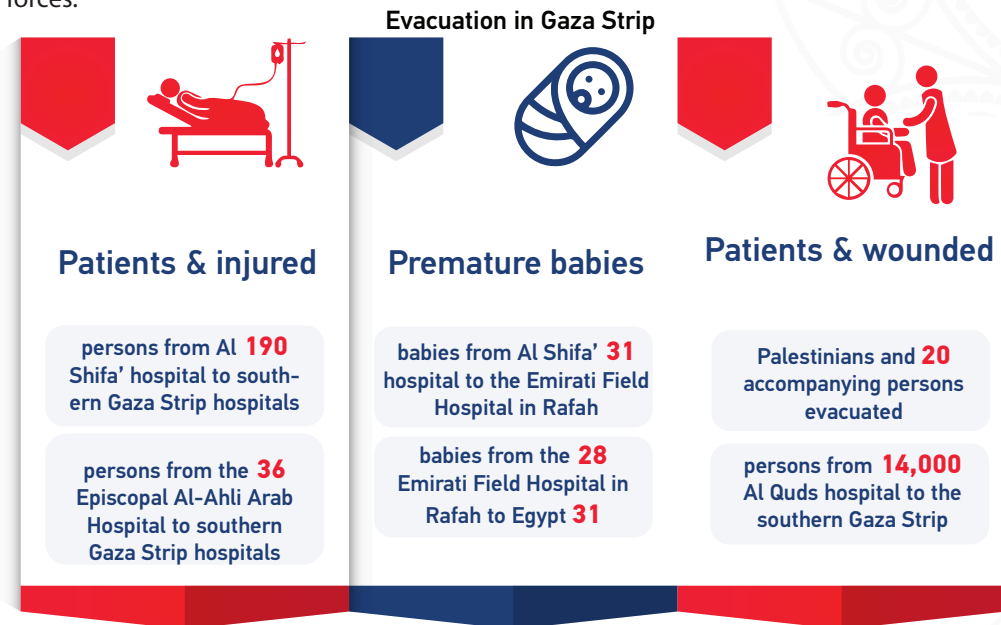


**Evacuation of Civilians and Wounded Persons:**

Working independently or in cooperation with ICRC, WHO and OCHA, PRCS evacuated and transferred patients from Gaza City hospitals, in particular Al Shifa' Medical Complex and the Episcopal Al-Ahli Arab Hospital, which had gone out of service, to Health Ministry hospitals and field hospitals in the south. A number of wounded Palestinians requiring treatment abroad were evacuated to Egypt through the Rafah border crossing. Following threats made by occupation authorities, PRCS was forced to evacuate thousands of IDPs as well as sick and wounded Palestinians from Al Quds hospital to the southern Gaza Strip.



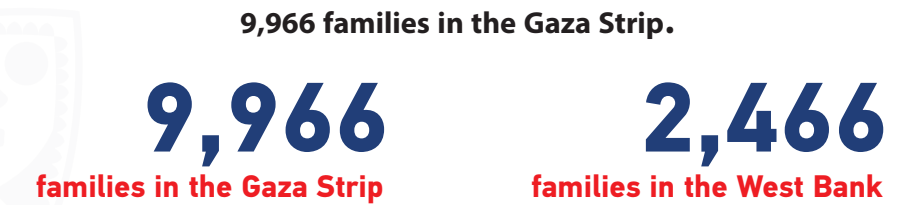
In the West Bank, PRCS helped evacuate school children whose schools were surrounded or attacked by Israeli occupation forces.



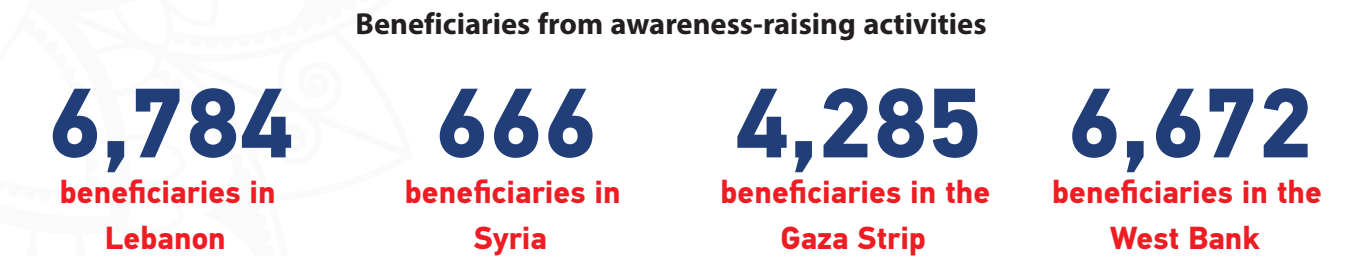
Evacuation convoys were threatened, delayed and subjected to thorough searches on Israeli checkpoints between the northern and southern Gaza Strip. Several ambulances came under direct and deliberate shelling. 15 civilians and IDPs were killed, 60 others were wounded and several ambulances were damaged or destroyed when an evacuation convoy was shelled on November 2, 2023, as it was heading to Al Shifa' hospital. Some evacuation operations took as long as 20 hours to be completed due to Israeli occupation practices. Many of the wounded in both the Gaza Strip and Jenin died as a result of these delays. Moreover, several PRCS medics were detained, questioned and beaten while in the line of duty.

**Response to Natural Disasters and Pandemics**

Palestinian communities are prone to natural disasters and risks ranging from floods to wildfires and pandemics. These risks are compounded by the harsh political, social and economic conditions resulting from the Israeli occupation. In 2023, Palestinian families, especially in remote and marginalized rural and Bedouin communities, suffered from severe weather episodes, including extreme cold and heavy rainfall. To respond to these events and alleviate the suffering of affected communities, PRCS conducted the "Warm Winter" campaign. Relief items were distributed in the West Bank, including Jerusalem, and the Gaza Strip. They included blankets, covers, mattresses, carpets, pillows, hot water bottles and torches.



Infection prevention control was enhanced in Palestine and the diaspora following the Covid-19 pandemic. PRCS launched a disease surveillance and control system to improve outbreak detection during emergencies. The system informs relevant health institutions of potential disease outbreaks and enhances cooperation to control disease transmission. Moreover, numerous campaigns and educational activities raised community awareness about early screening and detection, disease prevention and vaccines. Health education workshops were held especially in overcrowded shelters and IDPs camps in the Gaza Strip following the Israeli war in October 2023, as well as in refugee camps in Syria in the aftermath of the deadly earthquake, and in Lebanon where Palestinian refugees witness extremely harsh health and environmental conditions and where cholera, scabies and other diseases are on the rise.



**Responding to Dire Economic and Social Conditions**

The Israeli occupation exacerbated the already harsh economic conditions in both the West Bank and the Gaza Strip where unemployment and poverty prevail. Food parcels, relief items and in-cash assistance were provided to affected households. To build the resilience of Palestinian families, PRCS conducted several relief campaigns including the "A Meal to Break Your Fast" campaign during the month of Ramadan. Meat packages were also distributed to the poor under the "Meat for Your Eid" campaign to celebrate Eid al-Fitr and Eid al-Adha, the two main Muslim holidays. Other campaigns were also conducted on an as-needed basis



• **A Meal to Break Your Fast Campaign**



**6,142**

Gaza Strip: food parcels

**17,712**

West Bank: food parcels

• **Meat For Your Eid Campaign**



**7,862**

Gaza Strip: meat parcels

**22,953**

West Bank: meat parcels

• **Other Campaigns**



Lebanon, **543** food and relief parcels were distributed to the benefit of **1,631** persons

**Humanitarian Response to the 2023 Turkey-Syria Earthquake**

As a component of the International Red Cross and Red Crescent Movement, PRCS partakes in efforts to alleviate human suffering. When a devastating earthquake rocked areas in Turkey and Syria in the early hours of February 6, 2023, in one of the worst catastrophes to hit the region in recent years, PRCS took part in relief efforts under the aegis of the Palestinian International Cooperation Agency (PICA). The Palestinian National Disaster Response Team was dispatched to affected areas in Syria and Turkey where it toiled to meet needs as the two countries grappled with the aftermath of the earthquake.



• **Humanitarian Response in Syria**

In Syria, the team shouldered local PRCS staff and volunteers, participated in rescue efforts and offered relief and humanitarian assistance to affected families in refugee camps. Humanitarian needs in terms of food, shelter, medical supplies and psychosocial support were assessed, in particular in Al Ramel Al Janoobi refugee camp in Latakia and Handarat and Al Nayrab refugee camps in Aleppo. The Society's response was conducted over three phases:

1. Immediate Response Phase: Tents were erected to offer shelter to displaced populations made homeless by the earthquake. Relief items including blankets, heaters, food parcels and clothes were distributed to around 3000 households comprising 14,084 individuals.
2. Primary Response Phase: Medicine and medical services were offered via clinics and medical posts in refugee camps. The Society's psychosocial support team carried out Psychological First Aid interventions, including mental support activities for children, care providers and volunteers. Educational workshops were held on protection from harm and dealing with fear and panic following the earthquake.
3. Secondary Response Phase: PRCS distributed food parcels, shelter supplies, dignity kits for women and hygiene kits. Medical services offered at medical posts and clinics especially in refugee camps in Aleppo and Latakia were expanded. Protection and psychosocial support targeting affected populations were enhanced.



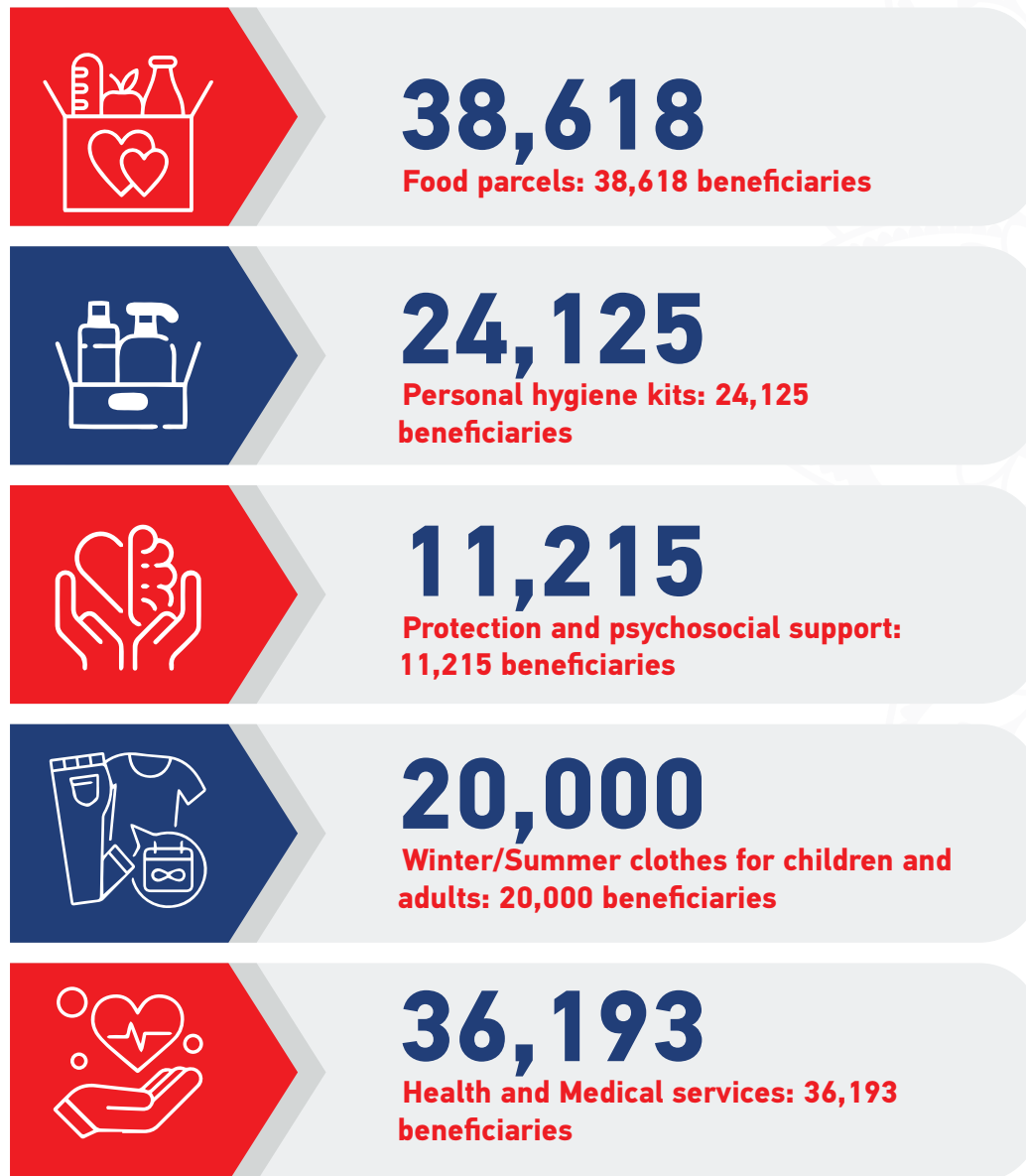
To bolster psychosocial support services, a psychosocial support team was immediately dispatched from the West Bank to Syria to assist local teams and help hone their skills. The team conducted specialized courses for



mental support staff and volunteers on topics such as self-care, stress management, Psychological First Aid and the handbook on children affected by conflicts. 57 staff and volunteers took part in these courses which aimed at raising the efficiency of mental support programs and increasing the effectiveness of local teams. Psychological First Aid interventions were carried out in Al Ramel Al Ja-noobi refugee camp in Latakia and Handarat and Al Nayrab refugee camps in Aleppo. Protection, assistance



#### Beneficiaries from Humanitarian Services:







## Preparedness to Respond to Crises and Disasters

Crises and disasters are recurrent in the oPt. They are driven by the prevailing political context, the prolonged occupation and harsh socioeconomic conditions resulting thereof. Rapid and often urgent interventions are required to mitigate their impact. As a humanitarian organization, PRCS endeavors to enhance the preparedness of its teams, facilities and programs at all levels to allay human suffering and ensure a swift, adequate and effective crisis response. A series of activities were carried out in 2023 to ensure maximum PRCS preparedness. These included:

- Assessing the Society's in-house capacities and ability to prepare for and respond to disasters: conducted in cooperation with IFRC with the participation of relevant PRCS staff and volunteers, the assessment identified key strengths, weaknesses and needs. Recommendations were presented on means to enhance the Society's emergency preparedness and response;

- Developing a Contingency Plan: a contingency plan was developed to explore alternative scenarios over the next four years (2023-2037) in line with the Society's Strategic Objectives;

- Improving the efficiency of emergency medical technicians (EMTs) and EMS volunteers: specialized courses were offered on a wide array of topics including treating different types of injuries, cardiopulmonary resuscitation and burn care. Moreover, healthcare administration courses were offered to 386 directors and deputy-directors of EMS centres;

- Enhancing Emergency Medical Services: five new ambulances were equipped and deployed in the West Bank to shorten response times. Moreover, 6 all-terrain ambulances were deployed in the West Bank and 7 in Jerusalem to enable medics to reach the sick and wounded at difficult-to-access locations. Medics operating in hotspots or in areas subjected to recurrent army incursions were provided with Personal Protective Equipment (300 helmets, bullet proof vests and gas masks). EMS centres received additional supplies and equipment to enhance their operational capacities;



- Setting up Medical Points: 8 Medical Posts were set up in friction zones in Nablus, Toubas, Jenin, Jericho, Beth-lehem, Al-Bireh and Hebron to assist medics, unburden hospitals and treat minor injuries;

- Boosting the efficiency of Disaster Management staff and volunteers: specialized training courses were held in the West Bank and the Gaza Strip on topics ranging from Rapid Assessment to Event Management and Emergency Planning. The courses were attended by 1430 participants in the West Bank and 564 participants in the Gaza Strip, including PRCS staff, volunteers and local community members.

PRCS also boosted the preparedness of teams operating in refugee camps in the diaspora, particularly in Syria and Lebano

- **In Lebanon:**

- **PRCS raised the efficiency of EMS staff and volunteers** through training courses and drills aimed at improv-ing response and enhancing advanced emergency care. 164 staff and volunteers attended these courses;

- **PRCS intensified its Disaster Reduction** efforts by conducting drills in grade schools in refug



- **Syria**

**PRCS assessed administrative processes and training needs** to identify shortcomings and means to raise the capacities of staff and volunteers. The assessment also covered water, sanitation and energy needs at PRCS facilities as well as the medical equipment required to boost operational capacities and enhance effective disaster response.

- **PRCS monitored and reviewed the financial and accounting** systems applied by the branch in order to streamline practices and ensure they are in line with the Society's financial procedures. Special attention was paid to cooperation agreements with partners and donors, and financial reporting.

- **PRCS raised the efficiency of staff and volunteers working in the fields of Disaster Risk Management and Psychosocial Support.** In the wake of the deadly 2023 earthquake, the Society conducted specialized training courses on disaster management, mental support, mental stress relief and management to allay the suffering of both health serv







Photography: Nidal Shtiyeh

## Violations by Israeli occupation Against PRCS

PRCS carries out its humanitarian mission in an extremely dangerous and volatile context. Despite the protection afforded to its teams, facilities and assets under international law and the Geneva Conventions, they continued to be systematically and directly targeted by Israeli occupation forces. These violations constituted a real challenge and complicated emergency interventions and response. Recurrent Israeli attacks on PRCS hospitals, teams and ambulances as well as their direct and deliberate targeting and constant blocking, in particular during the latest aggression on the Gaza Strip, clearly reflect the occupying power's disregard of its legal obligations and of ICC rulings. Violations committed by Israel against PRCS have gone beyond the pale despite efforts made by the Society to coordinate its movements with ICRC and UN agencies

Violations in the Gaza Strip	 Staff Killed	 Wounded staff/ volunteers	 Buildin	 Vehicles gone out of service	 Vehicles damaged
<b>48</b>	<b>4</b>	<b>29</b>	<b>14</b>	<b>15</b>	<b>19</b>

PRCS has repeatedly appealed to the International Community to act immediately to put an end to recurrent crimes committed against medical missions and health facilities, ensure the protection of medical teams, and support the Society's humanitarian mission

### • Direct Targeting of PRCS Ambulances:

PRCS emergency services have come under repeated and direct attacks by Israeli occupation forces. Ambulances were deliberately and directly targeted, leaving them damaged or totally destroyed. Moreover, two EMS centers in Gaza City and the northern Gaza Strip have ceased operations upon running out of fuel and as a result of damages sustained following Israeli bombardments in their immediate vicinity. 8 PRCS medics and volunteers were detained by Israeli occupation forces.



**PRCS Al Quds Hospital Declared an Out-of-Service Facility:**

Thousands of families have fled their homes in the aftermath of October 7, 2023, seeking the nearest thing to safety they could find. 14,000 IDPs sought shelter at PRCS Al Quds hospital in Gaza City where they had to grapple with food and water shortages and poor sanitation conditions, leading to disease outbreaks.

Several evacuation orders and threats to bomb the hospital if it was not immediately evacuated were received. PRCS refused to evacuate as doing so would prevent it from respecting its mandate and discharging its humanitarian mission. The immediate vicinity of the hospital as well as its main entrance were deliberately shelled, coming to within 50 meters of the main hospital building. Two IDPs died of shrapnel wounds and more than 70 others were wounded. The hospital's ICU and one of the Society's buildings were directly targeted and damaged. On some days, roughly five bombs fell in the immediate vicinity of the hospital every minute. As a result, surrounding roads and infrastructure were destroyed, preventing ambulances and medics from responding to emergencies, and cutting off medical and food supplies. To ration depleting fuel reserves, services were reduced and rudimentary medical practices were used. Israeli tanks later on surrounded the hospital, pounding it for an entire week and endangering the lives of all those sheltering there.



PRCS launched a series of Appeals calling on the international community and humanitarian organizations to provide urgent medical supplies and humanitarian aid to the hospital following a week-long siege and communication and internet blackout. These appeals were unsuccessful. On November 12, PRCS was forced to declare the hospital an out-of-service facility.

IDPs evacuated the hospital following a strict evacuation plan and route set up by occupation authorities. However, 300 medical staff, patients and accompanying family members remained stranded inside the hospital without access to food, water or electricity. Only rudimentary medical care was provided to patients.

Israeli occupation tanks and armored vehicles continued to besiege and pound the hospital as staff and patients prepared to evacuate. A convoy of vehicles, accompanied by ICRC, which had been on its way from the southern Gaza Strip to secure the evacuation process, was forced to turn back due to the unabated shelling and bombardments.



Again, PRCS called on the International Community to ensure the safe access of its medics to the wounded in Gaza City and the northern Gaza Strip. On November 14, 2023, medical crews and patients were finally evacuated from Al Quds hospital where the situation was becoming catastrophic following a siege that had lasted more than ten days.

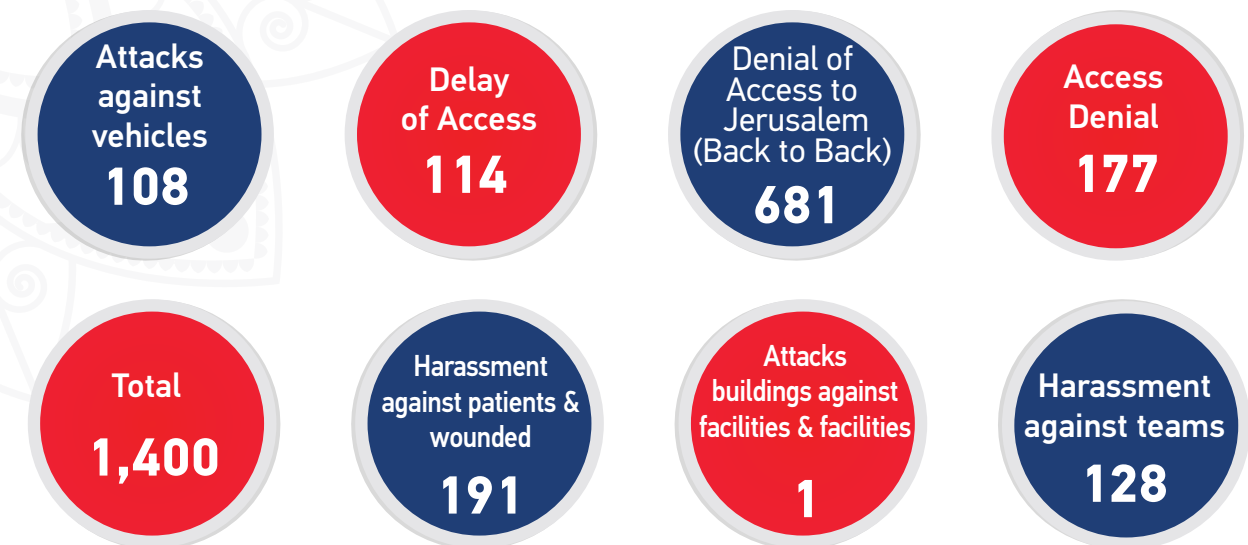
**PRCS Killed Staff:**



**Hatem Awad, a PRCS EMT, was directly targeted and killed in the line of duty at the Karni border crossing in the eastern Gaza Strip. Hatem was on a humanitarian mission following prior coordination through relevant parties with Israeli occupation forces.**

**RCS EMTs Khalil Al Sharif, Yusri Al Masri and Ahmad Dahman were killed when their ambulance came under direct Israeli shelling in the northern Gaza Strip. The ambulance was on a humanitarian mission following prior coordination with through relevant parties with Israeli occupation forces**

**Violations in the West Bank, including Jerusalem**







# Health and Social Services

## Health Services

PRCS promotes the health and welfare of Palestinians in Palestine and the diaspora, striving to meet their health and medical needs at all times by providing the best possible emergency care, primary and secondary healthcare services.

### • Pre-hospital Emergency Care

Efficient First Aid and pre-hospital emergency care are provided by PRCS in line with international guidelines and protocols. Emergency medical services (EMS) can be accessed 24/7 by dialling the toll free 101 number. The Society's emergency medical services were enhanced with the creation of several EMS centres in the West Bank and the Gaza Strip. This reduced ambulance response times and helped save many lives. Moreover, ambulances are constantly upgraded, modernized and fitted with state-of-the-art equipment. In Syria and Lebanon, PRCS provides emergency medical services to Palestinian refugees and any person in need of assistance



# 415,324

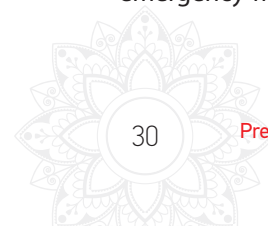
Total number of EMS beneficiaries: 415,324 persons



975  
Lebanon

4,250  
Syria

410,090  
West Bank &  
Gaza Strip

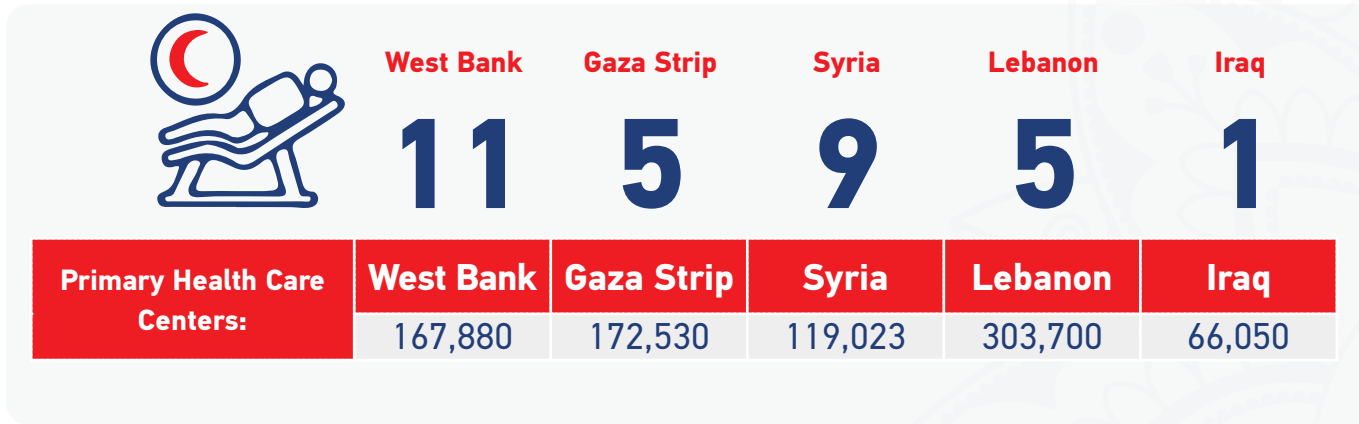




**Primary Health Care Services \ Clinics:**

A wide array of primary health care preventive and curative services are offered in Palestine and the diaspora via the Society's network of health centres and clinics. Services include health promotion in local communities, health awareness events and health education programs to promote healthy lifestyles and sound practices. General medicine, reproductive and dental health services, mother and child care as well as medical tests and medical imagery services are also provided.

**Primary Health Care Centers**



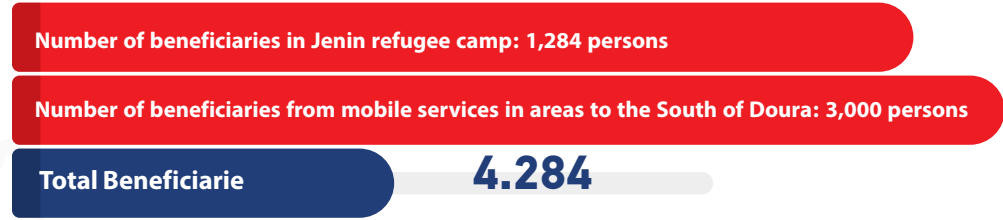
**Mobile Multi-Specialty Emergency Services**

Multi-specialty health services are offered in remote and hard-to-reach areas, in particular in Al Aghwar and Bedouin communities in the West Bank. Services range from general medicine, pre-natal and post-partum care to family planning and gynaecology. Awareness is also raised about a number of health issues such as gender-based violence, adolescent health, the effects of smoking and child development stages.

Services	Beneficiaries	Males	Females
General Medicine	4245	1750	2495
Gynaecology	2733	0	2733
<b>Total</b>	<b>6978</b>	<b>1750</b>	<b>5228</b>

Mobile teams reach out to communities throughout the West Bank, offering health and curative services, with a focus on areas subjected to recurrent Israeli closures and attacks which prevent inhabitants from accessing health

care. In 2023, PRCS mobile health teams offered an array of health services mainly in areas to the South of Doura (Hebron Governorate) and in Jenin refugee camp, coordinating their work with local community organisations.



**Secondary Health Care (Hospitals)**

PRCS operates 15 hospitals in the West Bank, including Jerusalem, and the Gaza Strip, as well as in the diaspora. These hospitals offer comprehensive, integrated and specialized medical and health services to local populations

**West Bank, including Jerusalem:**

PRCS operates four hospitals in the West Bank, including Jerusalem:

**Jerusalem:** The Society's hospital is a leading healthcare supplier and is top-ranked in the fields of gynaecology and obstetrics, neonatal intensive care and emergency services. In 2023, the hospital opened the first specialized Twin Clinic in Jerusalem. A new central state-of-the-art warehouse was also inaugurated with a total area of 350m2. The hospital was equipped with a 100 kVA Solar Power System to reduce energy consumption. To enhance the exchange of knowledge, spread medical sciences and promote Continuing Medical Education, the hospital organized the Third Scientific and Medical Conference in Jerusalem which focused on "Developments and Innovations in the Fields of Women's Health and Obstetrics". Moreover, the Red Crescent Science Salon was inaugurated and shall host scientific and medical lectures, meetings and conferences aimed at exchanging views and discussing treatment protocols.

**Hebron:** This hospital is a key medical facility in the governorate, providing top quality care and specialized medical services including general and emergency health care, chronic disease management, surgical services, intensive care, medical imagery and laboratory services. To meet growing demand and improve the hospital's medical and operational capacities, several wards were refitted and expanded. These included the Obstetrics and Paediatric Ward, the Paediatric Intensive Care Unit (PICU), the Neonatal Intensive Care Unit (NICU), the Emergency Ward and the hospital's pharmacy and laboratory. The number of ICU beds was increased, the hospital was fitted with modern equipment to improve the quality of care and a Geriatric Intensive Care Unit was opened.

**Halhoul:** PRCS mapped local needs to ensure that the hospital can match them at all times. It was decided to further develop the hospital's gynaecology, obstetrics and laboratory services and to set up a new neonatal ward.

**Al-Bireh:** A neonatal department was created and several wards were fitted with modern equipment with funding from partners, mainly the Representative Office of the Czech Republic in Palestine. To enhance performance and skills, 3 American Heart Association Certification Courses were held in cooperation

City	Jerusalem	Al-Bireh	Hebron	Halhoul
<b>Beds</b>	40	75	94	42
<b>Staff</b>	278	235	340	60
<b>Volunteers</b>	349	50	981	110
<b>Beneficiaries</b>	66,368	90,182	453,180	21,500

**The Gaza Strip**

Two PRCS hospitals operate in the Gaza Strip: Al Quds hospital in Gaza City and Al Amal hospital in Khan Younes. They offer advanced high-quality medical services to meet needs, reduce referrals to hospitals outside the Strip, and unburden patients who would otherwise have to travel to seek treatment in the West Bank, including Jerusalem, and in neighbouring Arab countries, a process that is very challenging both logistically and financially. The two hospitals also provide support to public hospitals in the Gaza Strip, especially during Israeli assaults and natural disasters..

Beneficiaries from Secondary Health Care		
Hospital	Jerusalem	Al Amal
Beds	102	100
<b>Beneficiaries</b>	110,000	306,000

**Gaza City:** PRCS Al Quds hospital in Tal al Hawa offers diagnostic and curative services. Several of its wards are located in a new building built on the site of the premises destroyed during the Israeli assault in 2008. The hospital is to offer many new specialized and surgical services to enhance the quality of care provided to patients in fields ranging from cardiovascular surgery and cardiac catheterization to kidney stone procedures, kidney dialysis and endoscopy.

successfully performed at the hospital, including an eight-hour life-saving surgery performed on a young Egyptian patient living in the Strip who had been diagnosed with acute aortic dissection and severe aortic valve regurgitation.

**Khan Younis:** PRCS Al Amal hospital is the city's leading hospital and a key landmark of its healthcare services. It serves communities in the southern Gaza Strip, an area with limited access to healthcare and rehabilitation services, and is the only hospital in the area with a rehabilitation ward. Moreover, the hospital's ophthalmology centre, inaugurated in 2023, is the only centre in the area where retinal and other specialized eye procedures can be performed.

Abdelrahman Zo'rob started post-operative rehabilitation after suffering from paraplegia caused by a spinal tumour. Following an intensive and integral multi-discipline rehabilitation process at Al Amal hospital, Abdelrahman

**Syria**

Secondary and tertiary medical services are provided at Yafa hospital in Damascus and Bisan hospital in Homs. Both hospitals offer much needed surgical services to refugees, including general, urological, orthopaedic, neurological, thoracic and vascular surgery. Other services provided include obstetrics and gynaecology, intensive care and paediatric care. In 2023, a neonatal ward was opened at Yafa hospital. The hospital's NICU was fitted with modern equipment to improve the quality of care provided.

<b>Hospitals</b>	2
<b>Beds</b>	80
<b>Staff</b>	287
<b>Volunteers</b>	12
<b>Beneficiaries</b>	193,315

**Lebanon**

Five PRCS hospitals serve Palestinian refugees in Lebanon: Al Hamshari hospital, Haifa hospital, Balsam hospital, Safad hospital and Al Nassira hospital. The Society conducted several health campaigns including a blood donation campaign at Al Baddawi refugee camp in cooperation with Safad hospital. Workshops were also held in local communities with a focus on Community-based First Aid.

<b>Hospitals</b>	5
<b>Beds</b>	210
<b>Staff</b>	762
<b>Volunteers</b>	213
<b>Beneficiaries</b>	15,999

**Egypt**

**Palestine Hospital in Cairo**

PRCS has been providing health, curative and humanitarian services at Palestine hospital in Cairo since 1980. Over the past few years, the hospital has served an increasing number of patients, including staff from 120 Egyptian, Arab and foreign entities operating in the country. The hospital comprises an Oral and Maxillofacial Surgery Centre, Operating Rooms, an Intensive Care Unit, a neonatal ward and NICU, an endoscopy and gastroscopy unit, a cardiac catheter and cardiovascular screening centre, a haemodialysis ward, a spine treatment without surgery unit and a geriatric ward, inter alia. In the aftermath of October 7, 2023, the hospital received several wounded Palestinians from the Gaza Strip, provided dialysis services to 9 patients from the Strip (3 sessions per week), and offered psychosocial support to 30 wounded Palestinians and the persons accompanying them. At least 20 Palestinians from the Strip stranded in Egypt also found shelter at the hospital.

<b>Hospitals</b>	1
<b>Beds</b>	100
<b>Staff</b>	237
<b>Beneficiaries</b>	44,966



## Community Services

To respond to the harsh political and social context, PRCS applies a comprehensive intervention approach to empower volunteers and local communities, building their resilience so that they take charge of their own health. Instead of being a mere service provider, PRCS can thus work hand in hand with local communities by harnessing its network of staff and volunteers in the oPt and in refugee camps in Syria and Lebanon to reach out to the most disadvantaged populations.



**Community Work Committees**

**117**

**volunteers**

**1,918**

### Community Health

PRCS carries out regular needs assessments to enhance its community-based health programs and meet growing needs particularly in marginalized and underprivileged areas. Community health programs are implemented in a number of fields including:



In addition to facilitating access to preventive health care, community health programs involve individuals and communities in decisions about their own health and care. This is achieved by raising health awareness and promot-

ing positive practices to build healthy communities conducive to physical, social and mental wellbeing. Community meetings, field visits, open days and campaigns are also organized to promote this approach.

### Key annual campaigns in local communities:

- **The Pilgrims Farewell Campaign:** for the fifteenth consecutive year, PRCS set up an emergency care clinic at the Pilgrims City in Jericho to provide curative and preventive care as well as medicine to pilgrims. The Society distributed 3,502 kits containing analgesics, drinking water, masks and educational leaflets to improve healthy behavior among pilgrims.
- **The Pink Month Campaign:** in cooperation with the Palestinian Ministry of Health, PRCS launched a breast cancer early detection campaign with a special focus on Al Aghwar and marginalized areas. Women were educated about this type of cancer, including early identification, signs and symptoms, and self-examination techniques. Community Work Committees (CWCs) also accompanied several women to public mammography facilities throughout the oPt.

<b>West Bank</b> <b>64,582</b>	<b>Syria</b> <b>28,118</b>
<b>Gaza Strip</b> <b>100,000</b>	<b>Lebanon</b> <b>39,796</b>
<b>Community health beneficiaries: 232,496</b>	

In an attempt to reach out to and safeguard the health of all persons in need, community health teams conducted ten activities to promote physical and mental health as well as social integration at the Rehabilitation and Corrections Centre for Women in Jericho. PRCS is the only Palestinian organization to reach out to these women, providing them with constant care.

### Assessment of Community Health Needs

84 assessments were conducted in local communities to identify health needs and enable community members to take charge of their own health and wellbeing. Strengths, weaknesses, health challenges and priorities were identified with a view to improving healthy practices. Assessment findings were used to develop plans and activities, enhance the capacities of PRCS staff and volunteers, and build ownership by engaging community members in the planning, execution and monitoring of activities.

**Community-Based First Aid:**

Community-Based First Aid builds resilience by providing community members with First Aid and advanced First Aid training to enable them to carry out emergency interventions, support emergency medical services and raise community awareness about First Aid. In 2023, PRCs conducted the following Community-Based First Aid activities:

- Tens of First Aid training courses were organized with the participation of 1300 persons, including local communities and CWC members;
- 12 First Aid points were set up and manned by trained volunteers in communities prone to Israeli occupation attacks. The points are to remain operational in 2024 and shall be fitted with the necessary equipment to enhance service quality;
- 2511 First Aid kits were distributed in schools and local communities to help them respond to emergencies;

Moreover, to raise children’s awareness about Community-Based First Aid, 48 “Little Medic” camps were organized in different communities in the West Bank & Gaza Strip. These camps targeted children between the ages of 6 and 13 and were held during the Summer holidays in the West Bank and the Gaza Strip. They featured recreational and educational activities relating to First Aid and prepared children to deal with emergencies at home, in schools and while playing outdoors. The camps also instilled lofty values in children, including voluntary service, cooperation and leadership.

**PRCS organized 40 Little Medic camps in the West Bank and 8 in the Gaza Strip with the participation of 2731 children**

**Rehabilitation and Ability Development Services**

PRCS paid particular attention to people with disability, offering them a wide range of dedicated services including rehabilitation care. The Society played a major role in terms of rehabilitating and developing the abilities of persons with physical, hearing and mental disabilities in Palestine and the diaspora.

PRCS promoted the inclusion of people with disability in their communities. Rehabilitation, ability development and support to families and communities to enhance resilience were offered in 40 rehabilitation

Programs	Beneficiaries	Programs	Beneficiaries
Hearing Speech therapy & hearing tests	2690	Education and rehabilitation of the hearing impaired persons	168
Cerebral Palsy	328	Counseling and psychosocial support	1587
Physiotherapy	3032	Community-based rehabilitation	27203
Occupational therapy	155	Awareness-raising	4481
Special Education	1027	<b>Total Beneficiaries</b>	<b>40671</b>

**Rehabilitation and Support Sessions Offered**



To promote the early detection of disabilities and encourage early interventions, PRCs conducted 88 early detection campaigns in kindergartens and schools in remote and marginalized areas in the West Bank and the Gaza Strip. 34 educational campaigns were also carried out to raise awareness about and advocate for the rights of the disabled in addition to spreading awareness about disability in general.

**Beneficiaries**

**detection of disability campaigns: 11,434 beneficiaries**  
**Awareness-raising campaigns in the West Bank: 4,481 beneficiaries**



People with disability, in particular elderly persons and persons with physical and hearing impairments, received assistive devices. Moreover, four sign-language courses were held in local communities to facilitate communications with deaf persons, ensure their inclusion and promote sign-language among Palestinians..



**Assistive hearing devices distributed in the West Bank and the Gaza Strip: 502 devices**

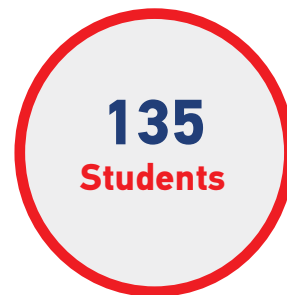
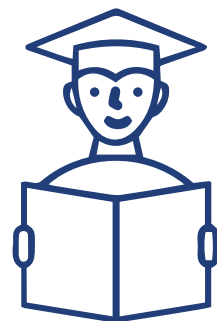
**Assistive walking devices distributed in the West Bank and the Gaza Strip: 1,540 devices**

To overcome the lack of rehabilitation centers and programs for people with severe mental disability in Palestine, the Society's Community-Based Rehabilitation Program reached out to these persons and their families at home, building their abilities and enhancing their basic life skills. Hundreds of home visits and a series of courses were conducted to enhance patients' muscular strength, receptive and expressive language, self-care and social interaction skills. Areas targeted included 5 West Bank Governorates (Qalqilia, Al Aghwar and Toubas, Hebron, Jerusalem (with a special focus on the Old City)) as well as Rafah, Jabalia and Al Amal City in Khan Younes in the Gaza Strip.



**Beneficiaries from Home Visits:**

The Society's Ability Development College offers BA degrees in Special Education. Diploma courses are also offered in Early Childhood Care and Education, Sign Language and Emergency Medical Care to help meet job market needs in the Gaza Strip.



**Mental Health and Psychosocial Support**

The Israeli occupation is the main cause of stress and psychosocial disorders in the West Bank and the Gaza Strip. In the diaspora, political, economic and social hardships make living conditions extremely hard, in particular in refugee camps in Syria and Lebanon. To meet increasing needs and reach out to affected populations, PRCS carried out specialized programs, enhanced its preparedness levels, improved its response and built mental resilience. Its unique experience in the field made it a major psychosocial service provider in the West Bank in general and in Qalqilia, Toubas, Bethlehem and Hebron in particular, leading relevant efforts and inter-institutional teams.

**Specialized Programs:**



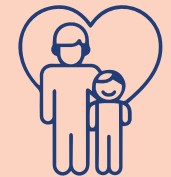
**Psychosocial Support for Children Affected by Armed Conflicts:**

this program provides a safe physical space for children where they can express themselves, rebuild trust and learn about tolerance. It strengthens ties between children, schools and local communities so that children feel more safe, secure and are able to lead a normal life;



**Psychological First Aid Training:**

this program ensures psychological preparedness in responding to emergencies and crises in a way that respects people's rights, dignity and safety. It provides field workers with the framework, guidelines and skills necessary to provide mental and social support. Implemented as an emergency intervention, the program helps people in distress by reducing their emotional discomfort and suffering.



**Psychosocial Support for Children (Corners):**

this program establishes a safe space where children are provided with opportunities to play, express themselves and interact with others. It also provides them with protection from the violence they witness in their everyday lives;



**Self-Care:**

this program promotes the mental wellbeing of PRCS staff and volunteers, in particular emergency medical teams. It aims at reducing stress by increasing awareness about stress symptoms and management. Self-care promotes physical, mental, emotional and spiritual health. It is vital for building resilience and enabling people to live their best personal and professional lives.

**PRCS further enhanced and diversified its mental health support programs** which now include a psychosocial support program for elderly persons. Entitled "Storytelling", the program aims at meeting the urgent psychosocial needs of elderly persons, particularly in nursing homes in Ramallah and Al-Bireh, Salfit, Jericho, Bethlehem and Nablus governorates. The program helped 428 elderly persons cope with and adjust to changes that accompany growing older.

A comprehensive psychosocial support program was also developed and carried out at the PRCS Childhood Protection Center in Tulkarem which caters to the needs of tens of children. The program, with its individual therapy sessions, group recreational and stress relief activities, had a positive impact on the mental health and wellbeing of children.



## Mental Health and Psychosocial Support Beneficiaries: **116,003** persons

**West Bank: 22,842 persons, Gaza Strip: 38,353 persons, Syria: 54,036 persons, Lebanon: 772 persons**

Through its self-care program, PRCS carried out basic psychosocial support activities relating to stress management and self-care in Nablus, Tulkarem, Jenin, Toubas, Bethlehem and Jericho. Targeted audiences included PRCS staff and volunteers, in particular those working in emergency care and services, and their families, who suffered from excessive anxiety, fear and stress, especially during the second half of 2023. The program helped them properly cope with stress and their harsh working conditions especially in the northern West Bank where the numbers of wounded and killed Palestinians are on the rise.

Tens of recreational and stress relief activities also targeted children in the West Bank against a backdrop of increasing Israeli occupation attacks. Psychosocial support kits were distributed at these events:



To raise mental health awareness, PRCS launched a large social media campaign on the occasion of the World Mental Health Day celebrated every year on 10 October. Held under the banner "Mental health for all: together we can break the silence and end the stigma", the campaign's focus shifted with the beginning of the deadly onslaught on the Gaza Strip. The campaign spread awareness and communicated messages on helping children deal with war as well as on the importance of seeking mental support, finding hope and rebuilding mental resilience. 2,207,882 persons interacted with the content of the campaign on various social media outlets.



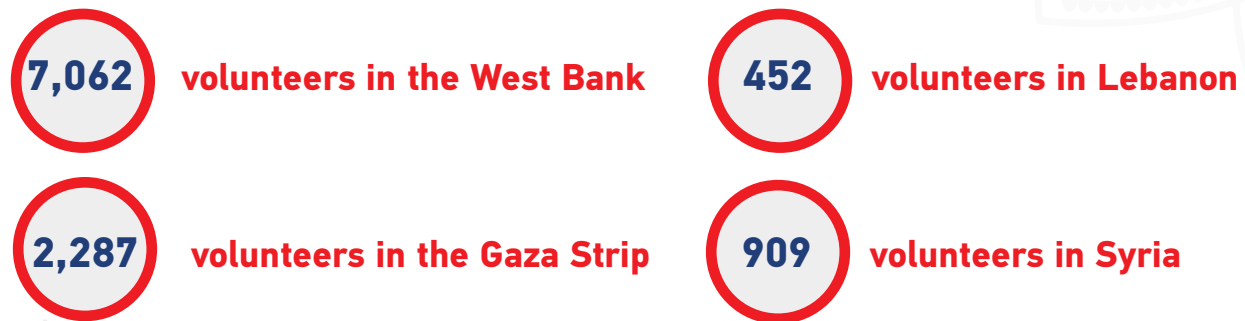




## Youth and Volunteers







Volunteers are the cornerstone of effective response in Palestine and the diaspora at all times. Throughout 2023, volunteers were harnessed to provide comprehensive services and reach out to local communities particularly in marginalized and hard-to-access areas.

**44 volunteers committees in the oPT & diaspora have:**



### West Bank and Gaza Strip:

Volunteers contributed to health, religious and sports campaigns and events. During the month of Ramadan, for example, they organized worshipper flows at checkpoints leading to Jerusalem and offered worshippers heading to Al Aqsa mosque in Jerusalem and Al Ibrahimi mosque in Hebron humanitarian and medical assistance. Under the "Olive Harvest" campaign, they helped disadvantaged and elderly persons as well as farmers in Area C harvest their olive trees. Unfortunately, restrictions on the freedom of movement and increasing violence by soldiers and settlers who prevented farmers from reaching their land limited the number of beneficiaries to 379 families. Additionally, volunteers carried out educational, medical and community activities to mark world events such as the International Women's Day and the International Volunteer Day. They also provided First Aid during sports events, festivals, marathons and university field trips.

Number of volunteers by program and gender:	Number of volunteers	Females	Males
 Youth and Volunteers Program	3151	1799	1352
 Emergency Medical Services	2168	1008	1160
 Community Work	1742	999	743
 Mental Health & Psychosocial Support	180	75	105
 Disaster Management	1163	568	595
 Rehabilitation & Ability Development	880	452	428
<b>Total</b>	<b>9284</b>	<b>4901</b>	<b>4383</b>

In West Bank hotspots, volunteers played a major role in terms of providing First Aid during confrontation with Israeli occupation forces and incursions into towns and refugee camps, in particular Jenin refugee camp and Noor Shams refugee camp in Tulkarem. They helped evacuate tens of Palestinians whose homes were raided and demolished, assessed the needs of affected families and distributed relief aid.

In the Gaza Strip, many PRCS volunteers were killed while carrying out life-saving and relief work as occupation forces continued to directly target medical missions. Despite their extremely dangerous and horrific job, hundreds of volunteers went on providing emergency services, relief and mental support to meet increasing needs and build resilience.

In line with its firm belief in the power of youth and volunteers, PRCS conducted 35 training courses for 1,685 volunteers. PRCS supported and empowered youth and volunteers, built their capacities and skills, and promoted their role as agents of change. 120 courses and workshops were run by youth and volunteers and attended by around 4,444 community members across the West Bank and the Gaza Strip.

A six-day youth camp entitled “Youth 10/10” was organized for 50 youth representatives from the West Bank and the Gaza Strip. The camp featured indoor and outdoor events as well as field visits.

**In Syria**, PRCS volunteers played a major role in the aftermath of the deadly earthquake. They offered relief aid as well as medical, health and social services to affected families in refugee camps. Volunteers also carried out health awareness and stress relief activities for children and elderly persons in particular.

**In Lebanon**, volunteers conducted tens of First Aid courses and educational seminars on an array of topics including the risks posed by hazardous agents such as white phosphorous. 39,796 community members in refugee camps attended these courses. Other recreational and mental support activities as well as community events to mark the International Women’s Day, Mother’s Day and the International Nurses Day, were carried





## Information, Dissemination, IHL and Public Relations

PRCS uses communication and information to preserve and promote its image as well as to foster understanding of and respect for its humanitarian and relief mission. As a result, suffering is allayed, access to basic services facilitated and both the Society's fundamental principles and the basics of International Humanitarian Law (IHL) are disseminated in Palestine and abroad, further facilitating the Society's activities.

In 2023, PRCS used traditional media outlets, social media and its website to engage with audiences and promote its activities in Palestine and the diaspora, particularly in Syria and Lebanon. Written, audio and video content were developed to highlight the Society's values, interventions by staff and volunteers in the field as well as challenges and obstacles. PRCS provided up-to-date information on its activities with a special focus on its emergency response in the West Bank, especially in Jenin refugee camp. The Society extensively covered the Israeli war on the Gaza Strip, offering updated information to local, regional and global audiences to shine a light on its interventions in the health, social, relief and psychological fields and highlight its role in allaying the suffering of local populations. It published information on the humanitarian aid it received and distributed, the shelters it set up and the challenges facing it, mainly IHL breaches by Israeli occupation forces and the targeting of the Society's crews, premises and hospitals. Overall, 2023 witnessed a significant increase in the Society's social media traffic compared to 2022:



**Facebook:**

**In 2023, PRCS had 212,624 Facebook followers, a 1685% increase compared to 2022.**



**X:**



PRCS launched several fundraising campaigns on its website and social media accounts. These included a campaign aimed at raising funds to support Palestinian refugees in Syria affected by the deadly earthquake which devastated the country in February 2023.

Moreover, the Society carried out 105 training workshops to raise awareness about IHL and the International Red Cross and Red Crescent Movement, with a special focus on its creation, development, components, fundamental principles and emblems. The workshops were attended by 2,100 local community members and recently recruited volunteers from various Palestinian governorates. 45 specialized workshops on the Palestinian Emblem Law were also conducted and attended by 448 participants from relevant ministries

**Instagram:**

**In 2023, PRCS had 258,205 Instagram followers, a 1826% increase compared to 2022.**



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





## Organizational and Administrative Development

Over the past year, PRCS paid particular attention to institutional building and organizational development processes. It developed policies and systems to improve performance, build capacities and enhance skills with a view to improving its overall efficiency.

### Organizational Development

A series of policies and regulations were developed, rolled-out and implemented. Six Executive Bureau meetings were held to follow-up on organizational matters and improve coordination among senior managers in the West Bank, the Gaza Strip, Syria, Lebanon, Iraq and Egypt.

### PRCS 13th General Assembly

Under the auspices of President Mahmoud Abbas, PRCS held its 13th General Assembly (GA) on October 12, 2023 at its headquarters in Al-Bireh. The GA coincided with the Israeli occupation's war on the Gaza Strip and the tragedy unfolding there. Held under the banner "Strength in Unity" and attended by 88 members out of 113, the GA observed a moment of silence in honor of Palestinian martyrs in general and PRCS martyrs in particular. President Younis Al Khatib opened the meeting which went on to elect a chair, a vice-chair, committee chairs and a drafting committee.

The GA was also attended by a representative of President Mahmoud Abbas, as well as by representatives from ICRC, IFRC and several National Societies with offices in Palestine.

The Society's General, Financial, Administrative and Audit Reports as well as the Report by the Secretariat were presented and discussed. The Strategy Committee, Constitution Committee, Finance Committee and Partnership Committee were convened. Committee members discussed reports and submitted recommendations to the GA for approval.



In the final session of the 13th General Assembly, Dr. Younis al Khatib submitted the resignation of the Executive Bureau and Board of Management on behalf of their members, thanking them for their services over the past four years. Nominations from active members of the Assembly were received. The following candidates were elected:

**Executive Bureau members:** The following 15 members were elected: Dr. Younis al Khatib, Dr. Najat al Astal, Abeer Irsheid, Dr. Nabil al Shawa, Tarek al Ja'bari, Marwan Jilani, Khalil al Shakhshir, Thafer Alkam, Dr. Atef Ibrahim, Dr. Ibrahim Ghannam, Dr. Mohamad Rizq, Jamal Tamizi, Haidar Al Kidra, Dr. Sufyan Baseet, Mohamad al Kabaj.

**Board of Management members:** The following 17 members were elected: Dr. Rafeeq al Hussein, Ata Salem, Dr. Basheer al Sinwar, Dr. Jawad Awwad, Dr. Husam al Sharqawi, Dr. Jihad al Badawi, Janet Barhoum, Najwa Anabta-wi, Dr. Mohamad Othman, Shukri al Abudi, Dr. Saleh Kayyali, Majed

Our journey has not been easy: the past 55 years were filled with sacrifice, dedication and hard work. Since the Society's inception in December 1968, we have been fighting to turn it into a health and social beacon. Great efforts were made to honor the sacrifices of Palestinians, in particular PRCS staff and volunteers, 74 of whom lost their lives in the line of duty since 1968.

#### • **Strategic and Operational Planning:**

To develop activities, streamline processes and define our future strategic direction, a number of strategic planning workshops were conducted and their findings used to develop the Society's Strategy, vision and enabling strategies for the next five years. The 2024-2027 Strategy was presented, discussed and adopted at the 13th GA. It will now be translated by the Society's Planning Team into a detailed Strategic Plan with strategic objectives as well as into a series of Operational and Program Plans.

The 2023 Operational and Program Plans were evaluated and monitored in accordance with the Society's PMER system. Departments and programs were also evaluated, receiving support to help them develop plans for inclusion in the 2024 Operational Plan which was adopted by the Board of Management alongside the 2024 budget.

#### • **Mainstreaming the Protection, Gender and Inclusion approach:**

The Protection, Gender and Inclusion (PGI) approach as well as the Community Engagement and Accountability (CEA) approach were observed in all organizational procedures, programs and interventions. Priorities were identified and a strategy developed to ensure that PGI and CEA feature in the Society's 2024-2027 Strategy and are successfully mainstreamed in all activities over the next five years. A plan of action is to be developed to this end in 2024. PGI and CEA policies and manuals were developed. PRCS now offers training courses to staff and volunteers in the field so they integrate PGI and CEA values in their activities, plans and reports.

#### • **Building the Organizational Capacity of Branches:**

Building on the results of the 20 Branch Organizational Capacity Assessments (BOCA), PRCS continued to enhance the organizational capacity of its branches: financial and management processes were streamlined; support

was provided to help branches prepare operational plans and budgets; and health, rehabilitation and community centers were evaluated and their needs, in terms of supplies and equipment, were covered.

Steering committees were set up in 12 branches and sub branches to oversee Board elections and change the membership status of Board members when needed. 5 sub branches were closed as a result of their non-respect of the Society's mission and a decline in the quality of their services.

#### • **Digital Transformation:**

Throughout 2023, PRCS continued to develop and update the following systems and programs:

- The major part of the "Innovation Two" database development project was completed in both the Community Work and Disaster Management Departments with a view to automating core processes;
- The NetSuite Enterprise Resource Planning System became operational in the Gaza Strip and at the Society's Hospitality House where it is used to manage purchase orders, warehouses as well as finance and accounting processes;
- The ERP fleet, maintenance and insurance management systems were developed and operationalized;
- Technological infrastructure and work management software at the five PRCS hospitals operating in Lebanon were assessed in preparation for ERP rollout;
- The Youth and Volunteer Management System was developed and a mobile application created to make the system user-friendly for volunteers;
- The modernization of the VHF Two-Way Radio System and network started in the West Bank. A new modernized and advanced digital system shall enter into force in 2024;
- Several EMS Centers in the West Bank were renovated. Improvements were made to internet and communication networks as well as surveillance systems to enhance services and improve performance

#### **Administrative Development**

In line with its Strategy, PRCS adopted the Enterprise Resource Planning (ERP) system to develop its administrative and financial processes. The system supported automation in finance, human resources, warehouse, procurement and fleet, managing processes in an integrated way and allowed for a seamless flow of data and communications across departments, providing accurate and reliable data and information from a single source. It also facilitated budgeting, financial reporting and cost analysis processes. ERP automated repetitive and tedious tasks, maximizing efficiency, increasing productivity and reducing duplication, time wastage and human error. It enhanced timely data review and analysis, reporting and decision-making processes by providing a solid foundation of accurate data. It was used across departments and branches in the West Bank and the Gaza Strip, and is currently being rolled out at PRCS facilities in both Syria and Lebanon.



**Administrative Affairs:**

In terms of human resources management, ERP organized and enhanced the efficiency of HR activities such as recruitment, promotions and staff mobility. It facilitated the monitoring of employee attendance, leave and staff applications, and improved communications across departments.

**PRCS Staff: 4,183 employees**



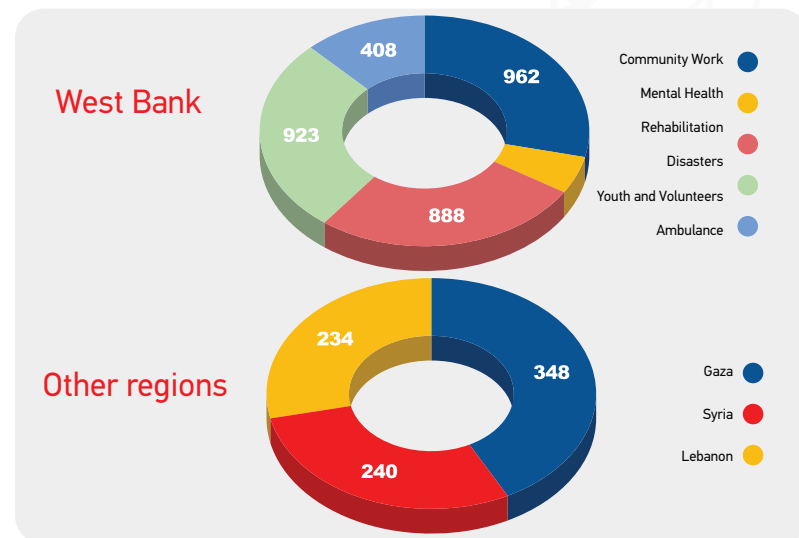
**Staff Capacity Building**

PRCS endeavored to improve the knowledge, capacities and skills of its employees. Tens of workshops, training courses, in-person and virtual meetings were attended by employees both locally and abroad. 120 invitations were extended to PRCS to take part in events (including 44 events abroad, 50 events in Palestine and 16 regional & statutory meetings) on a wide range of topics including

**Procurement**

Sound procurement management plays a vital role in supply chain management as it oversees processes involved in the acquiring of goods and services and helps build strong and reputable relationships with both suppliers, beneficiaries and local communities. ERP streamlined and optimized procurement processes by automating

Staff & volunteer capacity building:  
**4,180 persons**



tasks such as creating purchase orders, tracking sales, shipments, invoices and payments. Purchases peaked in 2023 in particular in the last quarter (39% of overall purchases) as a result of soaring humanitarian needs in the West Bank and the Gaza Strip in the aftermath of the Israeli occupation's assault. Purchases made under the Urgent Appeal launched by PRCS during the last quarter accounted for 36% of overall purchases. Relief items, medical supplies, protection gear and technological devices were some of the items most purchased during this period.

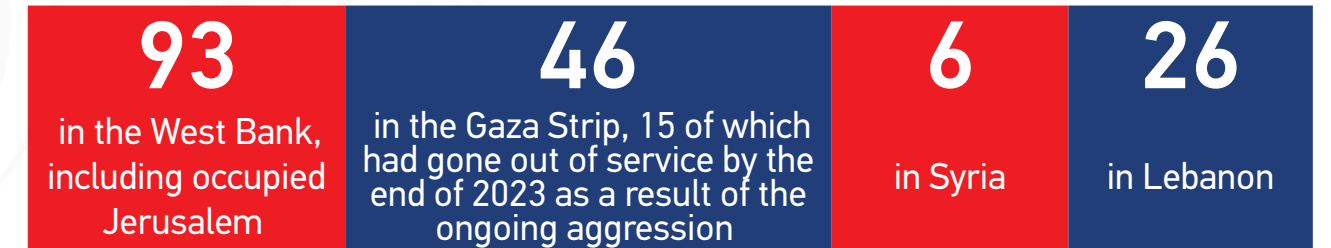
**Warehouses and Inventory Management**

The ERP system enabled PRCS to improve its inventory management and avoid overstocking and understocking. It also improved inventory forecasting so that goods are available where and when needed. Main warehouses in the West Bank and the Gaza Strip were rehabilitated and connected to each other via ERP software. By the end of 2023, PRCS warehouses held 4.3 million dollars of inventory. This small inventory is the result of overwhelming demand on relief items during recurrent emergencies.

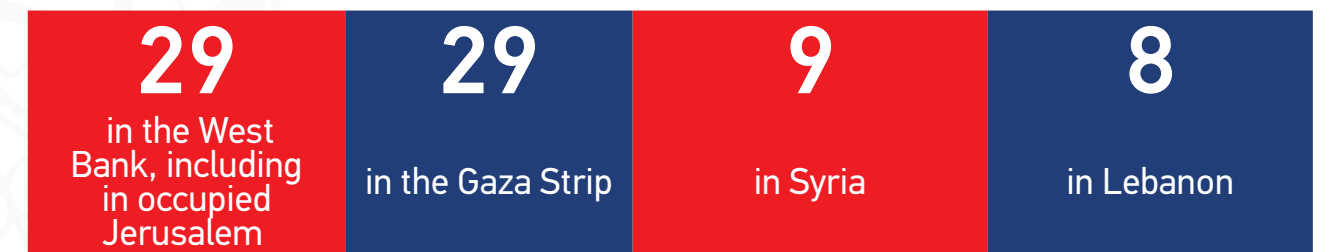
**Fleet Management**

ERP was used to enhance fleet management as well as track and monitor performance. Vehicles, including ambulances, were equipped with trackers to monitor their movement, maintenance and insurance status.

**PRCS Ambulances: 162**



**Other Vehicles**







## International Cooperation and Partnerships

### The Power of Partnerships

In 2023, PRCS diversified and expanded its partnership portfolio. In addition to maintaining strong ties with its network of strategic and operational partners, the Society established new partnerships with Palestinian and international actors, harnessing them to develop programs, enhance its comprehensive response and humanitarian mission, and advocate for Palestinian humanitarian causes.

### International Cooperation and Partnerships

Partnerships with the components of the International Red Cross and Red Crescent Movement, of which PRCS is a member, constituted a top priority. PRCS attended statutory meetings, regional events, conferences and platforms organised by the International Movement. It reviewed concept papers, discussed meeting agendas, prepared reports, submitted comments on draft decisions and reviewed the implementation of decisions and resolutions. PRCS

contributed to the implementation of the Seville Agreement 2.0 which was adopted at the Council of Delegates in Geneva in 2022 and laid out the coordination responsibilities for the Movement's components. The Society attended working groups on topics such as the Ethical Framework, integrity, coordination and partnerships, and helped develop concepts, strategies and competencies in these fields.

On the operational level, programmatic partnerships were enhanced with Arab and non-Arab National Societies, as well as with IFRC and ICRC. Action plans were developed across the Society's humanitarian, health and social programs. New partnerships were created with the British Red Cross and the Norwegian Red Cross. PRCS also engaged with several other National Societies who responded to the Urgent Appeal it launched in the aftermath of the Israeli offensive on the Gaza Strip in October 2023, offering both in-cash and in-kind assistance.

PRCS diversified and enhanced its partnerships, ties and cooperation with actors from outside the International Movement. These included IGOs, NGOs, Civil Society Organisations and UN bodies. Partners fostered PRCS programs, boosted interventions and ensured complementarity by providing know-how, financial assistance and technical support. PRCS took part in sectorial groups and events focusing on the health, relief, shelter and protection sectors with a view to streamlining humanitarian interventions in the oPt. A partnership was established between the Society's hospital in Hebron and Boston Children's Hospital. PRCS also reached out to embassies, international aid organisations and ministries of foreign affairs to explain its mission and draw attention to the challenges it faces



especially in terms of ensuring the protection of its teams and achieving safe access to local communities. Cooperation levels between these bodies and PRCS peaked in the aftermath of the Israeli assault on the Gaza Strip, with the Society reaching out to parliaments, ministries of foreign affairs and decision makers, seeking their support for its humanitarian mission and response. A case in point was the roundtable meeting attended by PRCS alongside representatives from the Canadian government during their visit to the oPt

Coordination increased with PRCS partners in general, and ICRC, OCHA, WHO and WFP in particular following the Israeli war on the Gaza Strip. This aimed at facilitating the transfer of wounded Palestinians to hospitals in the southern Gaza Strip, allowing humanitarian aid to enter through crossing points, and allowing aid to reach the northern Gaza Strip during the ceasefire. PRCS also collaborated with the Egyptian Red Crescent Society to ensure that urgent relief aid enters the Gaza Strip through Rafah border crossing.

### International Cooperation Agreements

International Cooperation Agreements with Movement and non-Movement actors increase complementarity, support comprehensive response efforts, help overcome challenges faced by populations and teams in the field, facilitate the exchange of information with partners across fields and services, and enable relevant actors to plan together for potential scenarios. In 2023, 53 new cooperation agreements were signed with partners in support of activities and services in Palestine and the diaspora.

Political and economic instability in Palestine and the diaspora led PRCS to increase its preparedness and harness its human and financial resources to respond to urgent needs. The following Emergency Appeals

- An Emergency Appeal seeking 298,736,550 US dollars to respond to the humanitarian disaster in the Gaza Strip resulting from the Israeli assault as of October 7, as well as its catastrophic repercussions in the West Bank, including in occupied Jerusalem;

Partners	Amount
Arab Red Crescent and Red Cross Organization (ARCO)	12,800.00
Centre for the Cooperation in the Mediterranean (CCM)	7,402.51
Canadian Red Cross	1,698,590.40
Danish Red Cross	656,353.94
German Red Cross	5,575,657.31
International Committee of the Red Cross (ICRC)	4,715,775.65
International Federation of Red Cross and Red Crescent Societies (IFRC)	2,837,471.28
Islamic Development Bank (IsDB)	131,860.00
Italian Red Cross	482,441.53
Japanese Red Cross	26,800.00
Kuwait Red Crescent Society	625,000.00
The Netherlands Red Cross	1,197,069.92
Qatar Red Crescent Society	1,517,177.60
Spanish Red Cross	1,030,659.84
Swedish Red Cross	1,555,790.52
Turkish Red Crescent	86,000.00
World Food Program (WFP)	20,000.00
Kingdom of Morocco	779,802.59
<b>Grand Total</b>	<b>22,956,653.09</b>

- An Emergency Appeal seeking 1,459,238 US dollars to meet the humanitarian needs of populations in refugee camps in Syria following the deadly earthquake in northern Syria;
- A Request for Assistance and Support seeking 380,953 US dollars to respond to humanitarian needs in Jenin, Jenin refugee camp and the Gaza Strip following a series of Israeli assaults in July and August 2023.

### National Partnerships

In line with its Strategy which calls for enhancing partnerships with local institutions to optimize service quality, PRCS strengthened its cooperation with local institutions. Cooperation Agreements were renewed with the ministries of health, social development and education as well as with the Higher Council for Disaster Management, Emergency Committees and the Civil Defense with a view to improving coordination levels and ensuring the complementarity of services offered to local communities. PRCS maintained its membership in the Higher Council for the Rights of Persons with Disabilities, the Special Olympics Board, the National Disaster Management Centre (PalDRM), Emergency Committees at the Governorate level, the Higher Council for Youth and Sports, the National Committee for Reproductive Health, the National Committee for Health Education, and the Committee for School Emergencies. Members took part in strategic sectorial planning efforts aimed at developing services and ensuring complementarity, exchanged information and experience, coordinated activities and participated in national events and campaigns including the olive tree harvesting campaign, the Palestine Marathon, Summer camps, educational workshops and emergency efforts.

PRCS also strengthened ties with schools, colleges and universities with a view to recruiting new qualified volunteers to support its activities and reach out to local communities, in particular in marginalized areas and during emergencies. Hundreds of new youth and volunteers joined the Society's ranks after attending courses to enable them to support the Society's activities efficiently.

Ties were established and strengthened with the private sector, including Al Quds Bank, the Arab Palestinian Investment Company (APIC), the Private Sector Coordination Council and Deloitte and Touche Palestine. The model used for private sector engagement was Corporate Social Responsibility programs which included the provision of both in-cash and in-kind assistance to PRCS in addition to the exchange of know-how and experiences.



## Financial Indicators

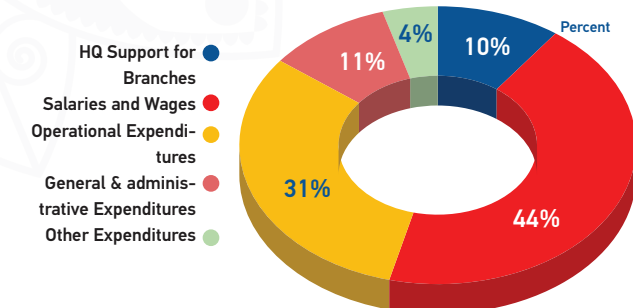
The Society's annual budget reflects all expenditures as well as revenues accounted by PRCS as a non-profit National Society Including (Head quarter, West Bank, Gaza Strip, Lebanon, and Syria, and Egypt).

PRCS Expenditures reflect the wide array of humanitarian services provided by the Society to Crises and Disaster Response mainly in related to Israeli occupation Since October 2023, the PRCS has been responding to the increasingly dire humanitarian situation resulting from Israel's assaults in the Gaza Strip and the West Bank, in addition the PRCS Commitment to develop an enabling organizational environment, and enhance service quality to response of the deteriorating humanitarian situation.

<b>Total Expenditures (US dollars)</b>	<b>89,329,875</b>
<b>Total Revenues (US dollars)</b>	<b>97,536,494</b>

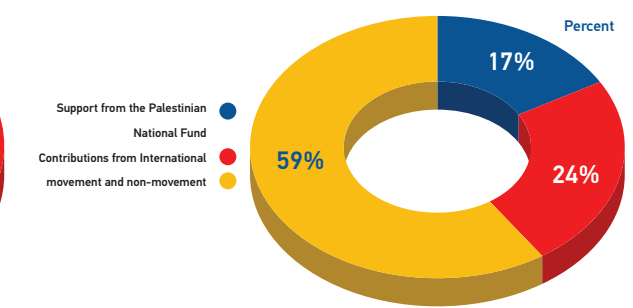
Other expenditures include:

RCS Total Expenditures 2023 (US dollars)



In 2023, PRCS revenue related from partners, and support from the Palestinian National Fund, and the revenue of the PRCS Services' and recourses.

other revenues amounted:  
PRCS Total Expenditures 2023 (US dollars)







## Human Stories

### • West Bank

**Anas Zorba was born with Down syndrome. He lost his father when he was little. His mother enrolled him at the PRCS Ability Development Center in Jericho where he learned to live independently and be self-reliant. Anas was also taught self-care, language and cognitive skills. He is now a PRCS volunteer. He enrolled in many PRCS courses and took part in the Eighth Disaster Management Camp where he became the first volunteer with disability. Anas joined the Palestinian Special Olympics Program in 2007 as a professional Bocce player. He competed in several international events including in Los Angeles, Athens, Berlin and Abu Dhabi. On the local level, he took part in competitions organized by the Palestinian Special Olympics Program in cooperation with PRCS in Jerusalem, Ramallah, Al Fara', Jericho and Hebron, coming in first and winning many medals and prizes. Anas masters the skills that allow him to be entirely integrated in society. He has diverse sports, artistic and leadership skills. He enjoys the love, support and acceptance of his family and of PRCS which is his second home and provides him with the support, training and education he needs.**

Mohamad is a 10 year-old boy. He lives with his widowed mother and three sisters in Hebron's Old City. As an only son, his mother relies on him to help her with chores and take care of his sisters. Mohamad, who is in the fifth grade and works after school as an ambulant vendor to supplement the family income, is constantly bullied by other children because of how he looks. He no longer wanted to leave his house or go to school. He no longer thought that life was beautiful. His morale was low and he blamed everything on the way he looks. Then he attended a psychosocial support activity known as "corners" organized by PRCS at the Eid Shaheen Center in Hebron, the only center in the Old City offering such activities. Mohamad started socializing with other children with whom he would play and feel happy. He no longer felt that there were differences between him and other children. He couldn't wait to go to the center and play with the kids there. Mohamad's life took a turn for the better. He started wanting to go to school and to play with his classmates. When we asked Mohamad what he wanted to be when he grew up, he said: "I want to be a PRCS volunteer".

- Mouna is a housewife and a mother. She has been a PRCS volunteer for more than three years. After attending several First Aid and disaster response courses, Mouna wanted to further sharpen her skills and knowledge, so she took part in more specialized First Responder courses. One day, Mouna saw a 12 year-old boy fall off his electric bike. She rushed to him and administered first aid. The boy was lightly wounded. Mouna helped him stay calm then she took him to his house. The boy's parents were relieved that he was fine and were grateful to Mouna. "First Aid courses made me stronger. They taught me confidence and competence. Now I can help others which makes me very happy. I am grateful to PRCS for its support and for raising our awareness and making us better prepared to help others and save lives", Mouna said.

#### • **Gaza Strip**

**Afnan is a little girl from the Gaza Strip. She is the only surviving member of her family. She was rescued after 36 hours under the rubble and was handed over to PRCS mental support and emergency medical teams. Thus started Afnan's journey towards recovering from trauma: the trauma caused by losing her entire family, and the trauma caused by her being trapped in the darkness under the rubble for such a long time. Afnan started coming to the Open Studio at PRCS Al Amal City in Khan Younes which promotes the social inclusion of children with and without disabilities and offers them a safe space to play, discover and grow talents, and express themselves. Gradually, Afnan is recovering her mental health and balance. To learn more about Afnan, click on the following link:**

<https://www.instagram.com/reel/C06lQ8vtgA6/?igsh=ZnhsemhtbmR1eGJj>

#### • **Syria**

**Marwa Najib is deaf. She took part in the vocational training program carried out in Syria in 2023-2024 where she learned to make dolls and use recycled materials to make fun and decorative objects. With the support of PRCS, Marwa made some of her dreams come true. She attended training courses and was able to open her own business at home to support her family. She makes dolls, gifts and other decorative objects for homes and shops. To learn more about Marwa and her business, click on the following link:**

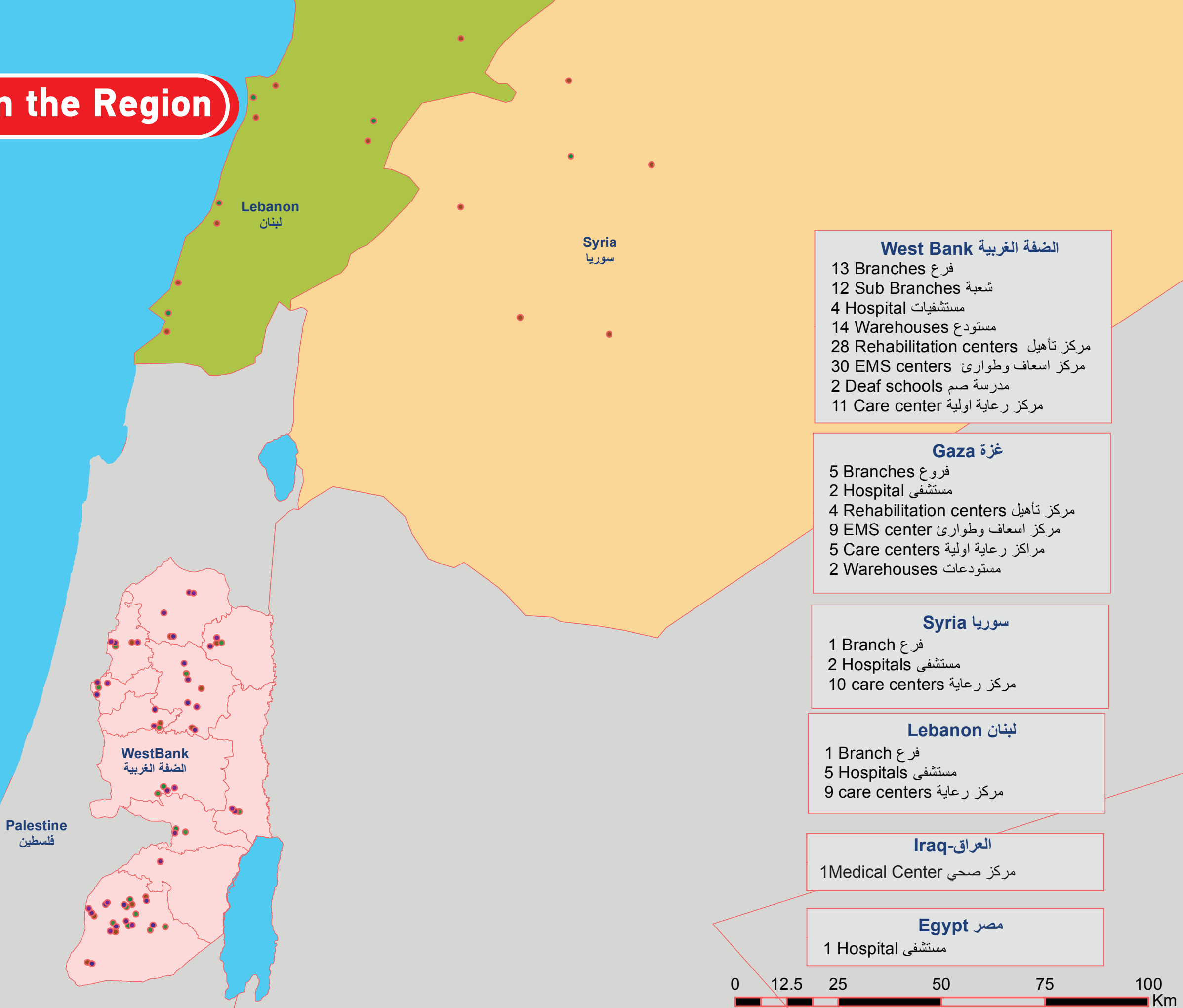
<https://fb.watch/pzjk8dcV-S/?mibextid=9R9pXO%D8%AC>

#### • **Lebanon**

Sarah is a divorced mom with two children. She has been through an ugly divorce and was struggling to cope with her new life while caring for her two children. At times, she felt exhausted and confused. Her relationship with her children was tense. She had trouble expressing herself and lacked confidence, making it hard for her to communicate with her children. Sarah wanted to build a good relationship with her children. Through a group of friends who were PRCS volunteers, Sarah learned about the Society's psychological support program for mothers as caregivers implemented in Palestinian refugee camps in Lebanon. She attended all activities conducted under the program, meeting other women facing similar challenges. She told them about her experiences and everyday problems and listened to theirs. They exchanged stories and provided each other with support. Sarah no longer felt she was alone in this world. She started feeling better and her attitude changed. She gained new skills and learned that dedicating time for self-care makes you more capable of taking care of others. Sarah grew more self-confident and was better able to deal with the emotional and physical needs of her children. She understood that her wellbeing directly affects her children. She created a positive home environment despite daily challenges and worked hard to improve her relationship with her ex-husband for the sake of her children. Sarah is now full of hope. She is more confident, flexible and aware of her emotional and psychological needs as well as of those of her children. She has rebuilt her life and is an inspiring example for many mothers facing difficult circumstances.



# PRCS Presence in the Region



## West Bank الضفة الغربية

- 13 Branches فرع
- 12 Sub Branches شعبة
- 4 Hospital مستشفيات
- 14 Warehouses مستودع
- 28 Rehabilitation centers مركز تأهيل
- 30 EMS centers مركز اسعاف وطوارئ
- 2 Deaf schools مدرسة صم
- 11 Care center مركز رعاية اولية

## Gaza غزة

- 5 Branches فروع
- 2 Hospital مستشفى
- 4 Rehabilitation centers مركز تأهيل
- 9 EMS center مركز اسعاف وطوارئ
- 5 Care centers مراكز رعاية اولية
- 2 Warehouses مستودعات

## Syria سوريا

- 1 Branch فرع
- 2 Hospitals مستشفى
- 10 care centers مركز رعاية

## Lebanon لبنان

- 1 Branch فرع
- 5 Hospitals مستشفى
- 9 care centers مركز رعاية

## Iraq-العراق

- 1 Medical Center مركز صحي

## Egypt مصر

- 1 Hospital مستشفى