

Palestine Red Crescent Society



جمعية الهلال الأحمر الفلسطيني



# Annual Report

## 2021





# Annual Report

2021

## Acknowledgment



### Palestine Red Crescent Society

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PRCS president and its Executive Bureau extend their sincere thanks and appreciation to his Excellency Mahmoud Abbas, President of the State of Palestine, Chairman of the PLO and PRCS Honorary President, for his auspices and generous support of the Society in Palestine and the diaspora, particularly in Syria and Lebanon.

It is our pleasure to share with you our Society's 2021 annual report.

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**Dr. Younis Al-Khatib**  
PRCS President

This report showcases efforts made by PRCS in 2021 to allay suffering resulting from the Israeli occupation, the COVID-19 pandemic, and the deteriorating conditions of refugees, mainly in Syria and Lebanon. Despite the difficult challenges faced by the Society, it reached out to the most disadvantaged populations with a view to meeting their health and social needs. This was made possible with the contribution of staff, volunteers and partners.

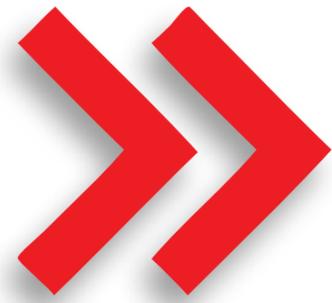
2021 was a difficult year in the oPt and in refugee camps in Syria and Lebanon, with hundreds of Palestinians killed and thousands made homeless. Throughout the year, PRCS worked relentlessly to mitigate the effects of the pandemic and respond to Israeli aggressions including on the Gaza Strip, Jerusalem and Al Aqsa Mosque in May 2021. As IHL violations committed by Israel increased, PRCS called on the international community to pressure Israeli occupation authorities to uphold their obligations and responsibilities.

The increased complexity and severity of humanitarian needs, as well as recurrent aggressions on the Gaza Strip and its ongoing blockade, forced PRCS to redouble efforts to develop its health services: it inaugurated Al Quds Specialized Hospital in Gaza City and expanded and renovated Al Amal Hospital in Khan Younes.

In Lebanon, conditions in overcrowded refugee camps deteriorated in 2021. Palestinian and Syrian refugees were deeply affected by the pandemic and the country’s financial crisis which began in 2019 and impeded access to specialized health services. To respond to this situation, PRCS opened new wards and medical centers including at Safad Hospital in northern Lebanon. The Emergency Department at PRCS Jenin Center in Al Burj Al Shamali refugee camp near Tyre was rehabilitated. The Society also opened a Community Health Center in Al Yarmouk refugee camp in Damascus despite the many challenges hindering the reconstruction of the camp. The Center provides reproductive health as well as maternal and child health care to residents. Moreover, PRCS set up women and social development centers and used its network of branches, staff, volunteers and partners to develop and promote its services in Syria.

Israel’s occupation of the oPt continued to inflict a heavy psychological and social toll on Palestinians, particularly on children, youths, the elderly and disabled persons. PRCS endeavored to provide psychosocial and rehabilitation services to meet increasing needs. In September 2021, it inaugurated its Humanitarian Services Center in Ramallah & Al-Bireh Governorate which is also home to the PRCS School for the Hearing-Impaired.

Throughout 2021, the importance of voluntary service as one of the seven fundamental principles of the International Red Cross and Red Crescent Movement was highlighted. PRCS promoted this principle and mobilized resources to overcome the effects of poverty and economic hardships on the health and psychosocial wellbeing of Palestinian refugees especially in the Gaza Strip, Syria and Lebanon. It also continued to build its resilience and ability to cope with emerging needs and priorities, mobilizing human and financial resources with the help of staff and volunteers in Palestine and the diaspora.



## Introduction

Since its creation in 1968, PRCS has endeavored to provide humanitarian, health and social services to Palestinians in the oPt and the diaspora. Despite considerable challenges on the ground in 2021, the Society responded to needs resulting from the COVID-19 pandemic, aggressions by Israeli occupation forces and settlers in the West Bank and the Gaza Strip, and deteriorating conditions in refugee camps in Syria and Lebanon. This colossal task was accomplished against immense financial, logistical and organizational hardships.

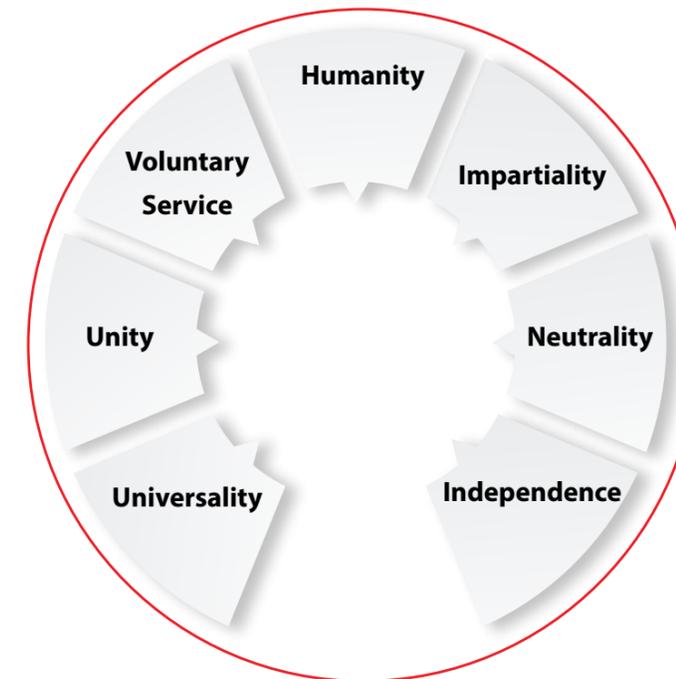
PRCS harnessed its human and financial resources to respond to the pandemic as well as to Israeli aggressions and violations against its facilities, crews and ambulances. The Society developed and diversified the specialized healthcare services offered to Palestinian refugees in Lebanon and to Palestinians in the Gaza Strip as support from UNRWA dwindled, adding to the already heavy burden borne by PRCS. The deepening economic and financial crisis in Lebanon which started in 2019 affected refugees in the country and impacted financial transfers to Syria needed for the reconstruction and rehabilitation of PRCS centers, especially in Al Yarmouk refugee camp near Damascus.

The crippling blockade imposed on the Gaza Strip continued to restrict the entry of medical equipment and supplies into the Strip. This situation was compounded by the lack of humanitarian corridors, hampering the Society's humanitarian response. Electricity shortages in the Strip also had a heavy toll on PRCS, causing an increase in fuel consumption, raising expenses for fuel and gas, and depleting the Society's limited financial resources.

## Principles and Values

As a component of the International Movement of Red Cross and Red Crescent Societies, PRCS is guided by the seven fundamental principles which reflect the values promoted by our Society:

### Principles



### Values

**Humanity:** serving humanity, safeguarding dignity, and respecting rights.

**Empowerment and Resilience:** building the capacity of individuals and societies to work in synergy to promote sustainable solutions.

**Integrity:** promoting transparency and upholding values in partnership with local communities.

**Partnership:** working with the government and with other partners in line with our principles and Statutes.

**Creativity:** drawing on our history for inspiration, we strive to find creative and sustainable solutions to challenges undermining our health, wellbeing and dignity in a changing world.

**Leadership:** striving to excel and to draw attention to the rights, needs and vulnerabilities of local communities and to the factors affecting them.

# PRCS: Key Figures (2021)

## Resources



196

Community Committees



39

Branches and Chapters



13,413

Volunteers and Board Members



3,987

Staff



40

Rehabilitation Centres



33

Health Centres



15

Hospitals



18

Warehouses



1,007

Medics



160

Ambulances



47

EMS Centres

### Educational Facilities



Schools for the Hearing-Impaired  
3



EMS Institute  
2



Ability Development College  
1

### Cultural Facilities



Hospitality Houses  
2



Auditoriums  
2

## Beneficiaries

Indirect Beneficiaries

6,446,722



Direct Beneficiaries

2,578,629

## Beneficiaries (2021)



528,195  
PHC/Clinics Beneficiaries



849,387  
Hospitals Beneficiaries



363,741  
EMS Services Beneficiaries



295,827  
Community Work Programs Beneficiaries



491,226  
Disaster Management Beneficiaries



16,649  
Rehabilitation Services Beneficiaries



23,622  
Mental Health Beneficiaries



9,983  
Programs for Youths & Volunteers Beneficiaries



Inauguration of the Women Support Center near Damascus, Syria, 20.01.2021



Inauguration of Al Yarmouk Health and Community Services Center in Al Yarmouk refugee camp, Syria, 20.01.2021



Inauguration of the PRCS Hospital in Nablus, Palestine, 16.01.2021. The hospital was put at the disposal of the MoH to be used as a COVID-19 treatment center



Inauguration of the Humanitarian Services Center and PRCS School for the Hearing-Impaired, Ramallah and Al-Bireh Governorate, Palestine, 16.08.2021



Expansion of Al Amal Hospital in Khan Younes in the Gaza Strip, and renovation of the Rehabilitation Ward



Inauguration of PRCS Al Quds Specialized hospital in Gaza Governorate, 16.08.2021. The hospital has 102 beds, 8 Operating Rooms and provides a wide array of specialized health services including in the fields of cardiology, cardiac catheterization, Intensive Care, Gynecology and Obstetrics, and neonatal care



Inauguration of the Jenin Health Center in Al Burj Al Shamali refugee camp, Lebanon, 15.11.2021



Inauguration of Safad Hospital in Al Baddawi refugee camp, 14.11.2021. The hospital has 52 beds and 8 dialysis chairs



Driven by its mission to save lives, uphold dignity, and build safe communities, PRCS worked throughout 2021 in the oPt and the diaspora to meet humanitarian needs, allay suffering, provide protection and ensure a better life for individuals and communities alike.

1

Saving Lives

2021 witnessed major disasters and aggressions by occupation forces which wreaked havoc on Palestinians in the oPt and the diaspora. PRCS worked relentlessly to meet emerging needs by enhancing its programs and services, allocating necessary resources, setting priorities and establishing Operation Rooms.

Treating the wounded

Israeli attacks against Palestinians increased in 2021. In April 2021, Palestinians protesting against raids and the expulsion of families from the Sheikh Jarrah neighborhood in Jerusalem were brutally repressed. In May, Israel carried out an intensive military operation in the Gaza Strip. Protests spread throughout the West Bank, with dozens of Palestinians killed or wounded. To respond to this situation, PRCS medics and volunteers assessed needs, assisted families whose homes were destroyed.





Emergency Response during the War on the Gaza Strip, 2021

In Jerusalem, a field hospital was set up in Al Suwwaneh and equipped with motorcycle ambulances appropriate for the narrow alleys of the Old City.



Emergency Response in Jerusalem during the Holy Month of Ramadan, 2021



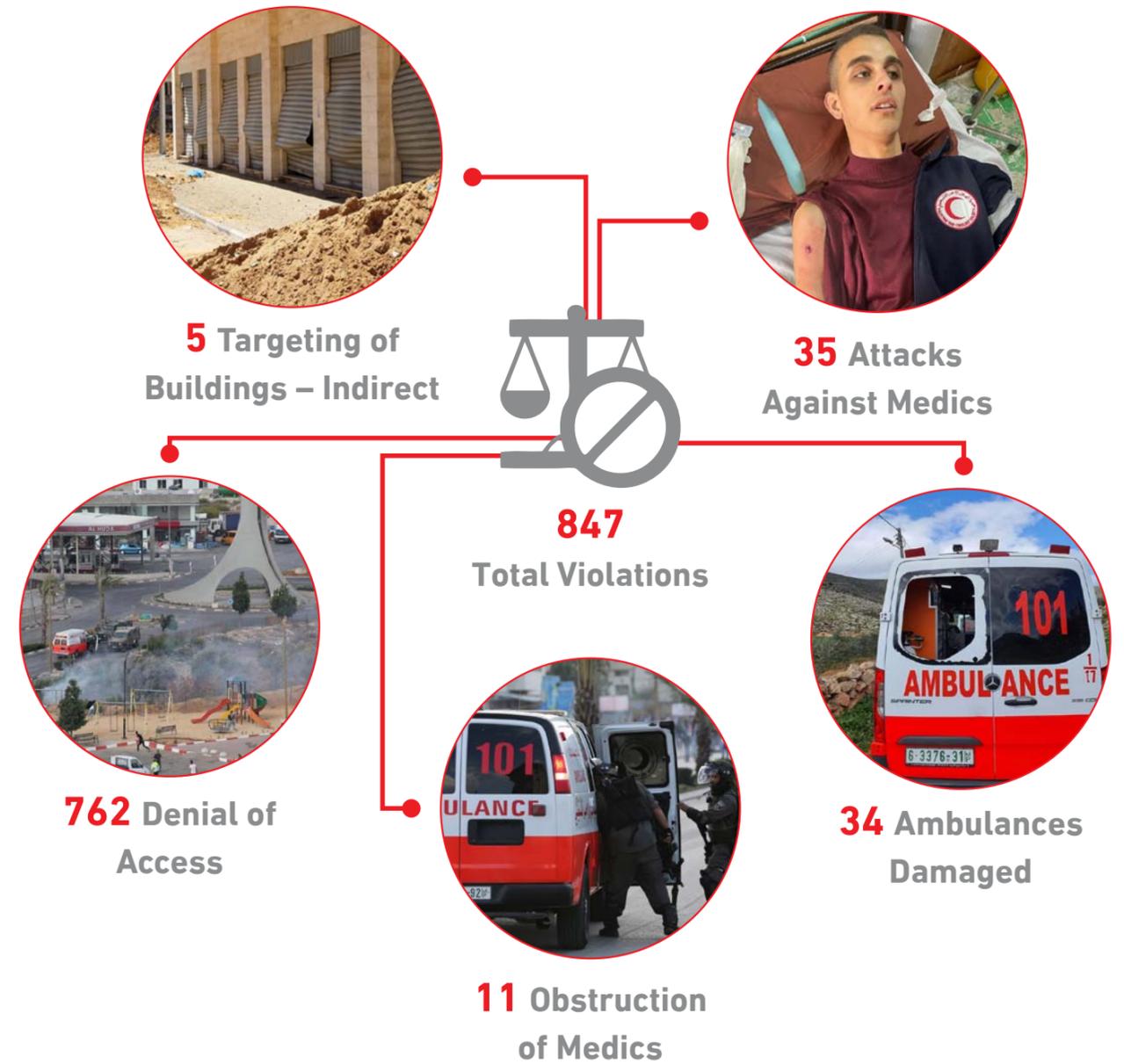
Field Hospital, Al Suwwaneh, Jerusalem

In Beita in the West Bank, the field hospital set up in July 2020 to treat casualties resulting from clashes in the town remained open in 2021. PRCS volunteers carried out home visits to around 635 wounded Palestinians.



Field Hospital, Beita

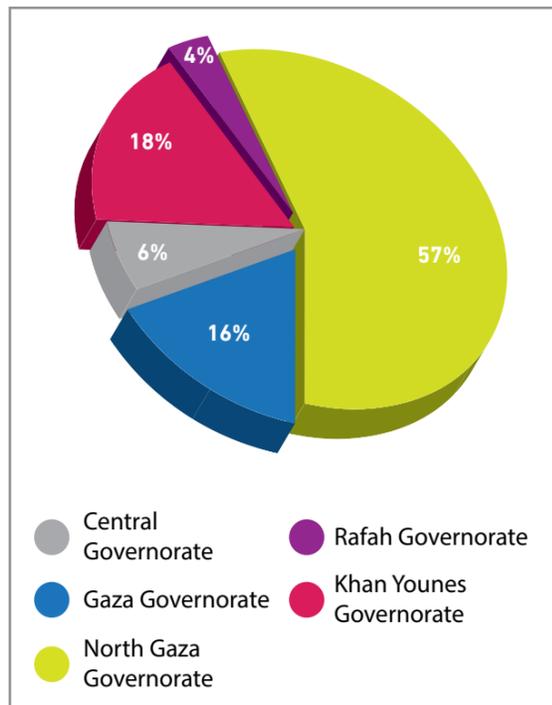
Despite recurrent violations and the obstruction of PRCS crews in the line of duty, medics and volunteers continued to be present near protest hotspots to assist the wounded.



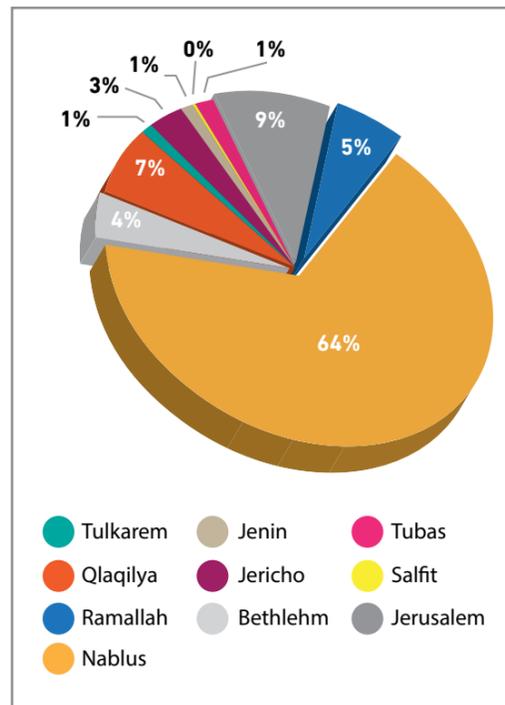
As protests spread and casualties increased, PRCS redoubled its efforts and set up Advanced Medical Posts especially along the Gaza Strip's eastern borders.



**15,623 Wounded Palestinians Treated in the WB & the GS**



1,075 Injuries in Gaza



14,358 injuries in West Bank

### Providing Emergency and Ambulance Services

In the oPt, PRCS continued to provide ambulance and emergency medical services to patients, responding to calls made to the National Emergency Number. In Lebanon, PRCS volunteers were the first to respond to the explosion that rocked Burj Al Shamali refugee camp in December 2021.



**453,255**  
Emergency  
Calls Received



**142,028**  
Patients  
Transported

### Responding to Demolitions

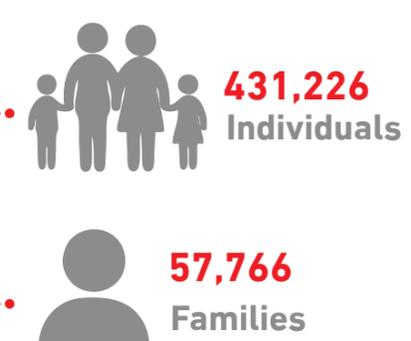
PRCS provided assistance to several Bedouin communities whose homes and shacks were demolished. 54 families lost their homes in Jerusalem Governorate (Al Zuayyem and Beit Iksa), Ramallah Governorate (Mikhmas, Ein Samia, Taybet Kabboun), Toubas Governorate (Homsa al Foka and Khirbet Ibzik) and Nablus Governorate (Karyout). In the Gaza Strip, 278 homes were targeted. PRCS affected distributed relief items to inhabitants.



Disaster Management Teams assessing damages in a home in a village located to the North West of Jerusalem



Relief Services Beneficiaries



### Responding to the COVID-19 Pandemic

As auxiliary to the Palestinian Authority and to governments in Arab countries hosting Palestinian refugees, PRCS helped respond to crises and disasters, including the COVID-19 pandemic. It set up a COVID-19 field hospital in Al-Bireh in the West Bank in coordination with the city's Municipality and the Palestinian Ministry of Health (MoH). A COVID-19 screening station was set up in front of Al Quds Hospital in the Gaza Strip. Safad Hospital in Lebanon was transformed into a COVID-19 treatment and quarantine center.



Response to the COVID-19 pandemic in a refugee camp in Syria



COVID-19 Field Hospital, Al-Bireh, Palestine

PRCS teams visited quarantined families in Habala, Qalqilia, Salfit, Halhoul, Bethlehem, Tarkoumia, Al Eizariya and Anabta, raising awareness and offering assistance and psychosocial support. The Society distributed hearing aids (45 families), psychological support kits (450), schoolbags (20), and clothes to 385 families on the occasion of Al Fitr Feast. Vaccine awareness campaigns were organized in schools and local communities. In Syria and Lebanon, awareness campaigns were organized and COVID-19 prevention kits distributed in all Palestinian communities and refugee camps.



Visits to quarantined families

Raising awareness about the COVID-19 vaccine in a school



### Safeguarding Health and Developing Health Services As a Top Priority

PRCS inaugurated Al Quds Specialized Hospital to respond to the shortage in specialist care in the Gaza Strip where humanitarian and health conditions are deteriorating. This state-of-the-art facility is equipped with the latest technology as well as with a modern training and seminar room.



PRCS Al Quds hospital in Gaza, destroyed during the war in 2008



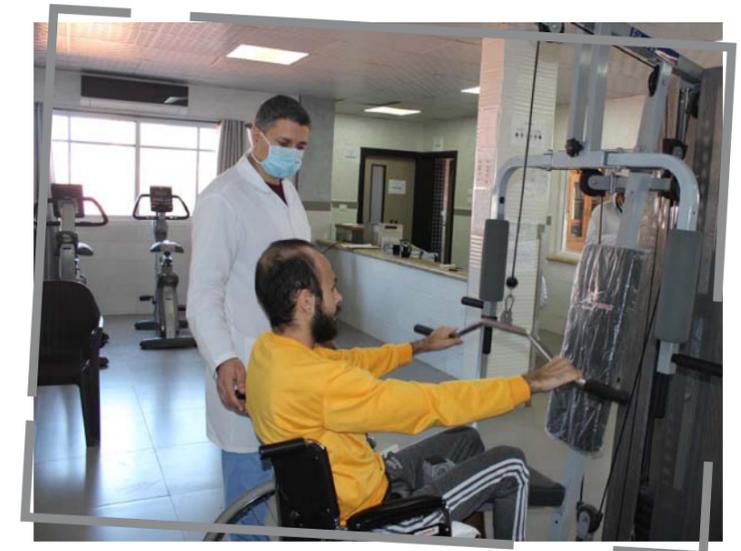
Inauguration of PRCS Al Quds Specialized hospital in Gaza



### Rehabilitation Services



Moreover, the Rehabilitation Ward at Al Amal Hospital in Khan Younes was renovated and refurbished in 2021.



In Nablus, PRCS inaugurated its hospital in January 2021 and put it at the disposal of the MoH to be used as a COVID-19 treatment center.

In Syria, several new wards and health centers were set up: Yafa Medical Complex was equipped with a neonatal ward; Bisan and Yafa hospitals were partially renovated; clinics in Khan Danoun, Latakia and Hama underwent partial repair; and a Health Services Center was opened at Al Yarmouk refugee camp.

Rehabilitation of the neonatal ward at Yafa Medical Complex



Inauguration of Al Yarmouk Health Center in Al Yarmouk refugee camp, Syria

In Lebanon, Safad Hospital was opened in Al Baddawi refugee camp in Tripoli. The Emergency & Accidents ward and outpatient clinics at Jenin Health Center in Al Burj Al Shamali refugee camp were rehabilitated. In Sidon, a COVID-19 treatment center was opened, the physiotherapy unit and re-opened and the Emergency & Accidents ward at Al Hamshari Hospital was rehabilitated. In Tyre, PRCS embarked on the construction of a hospital in Al Bass refugee camp and the rehabilitation of Tal al Za'atar Hospital (Previously Balsam Hospital) in Al Rashidiyeh refugee camp. In Beirut, operating rooms at Haifa Hospital in Burj al Barajneh refugee camp were rehabilitated.



Inauguration of a physiotherapy and rehabilitation center at Al Hamshari Hospital, Lebanon



**15 PRCS Hospitals** in Palestine and the Diaspora



**33 PRCS Primary Health Care Centers** in Palestine and the Diaspora

**849,387 Beneficiaries**



**528,195 Beneficiaries**

## 2 Building Community Resilience



Throughout 2021, PRCS built the resilience of local communities to help them overcome the health and social challenges resulting from deteriorating humanitarian conditions. The Society offered support to marginalized, disadvantaged and threatened communities via its network of volunteers and Community Work Committees.

### Ensuring Safe Environments For All

Many vulnerable populations lost their livelihoods as a result of the pandemic. Others were affected by floods and weather episodes. PRCS sought to create safe and healthy environments for the most affected families: it took part in the renovation of 7 homes in the northern West Bank, embarked on the rehabilitation of its nursing home in Nablus Governorate, rehabilitated its nursery



Number of Volunteers  
**4,791**



Number of Committees  
**196**



PRCS volunteers restoring a house for an underprivileged family, Anabta, Palestine

and childhood care center in Tulkarem, opened a nursery and center for autistic children in Jenin, created a children's playground and park in Karyout and opened a playground for children with special needs in Anabta. PRCS also carried out 17 community-driven initiatives in schools and local communities. These included installing window panes and bathrooms in schools, training teachers on disaster response, in particular dealing with tear gas exposure and earthquakes, and distributing First Aid kits.



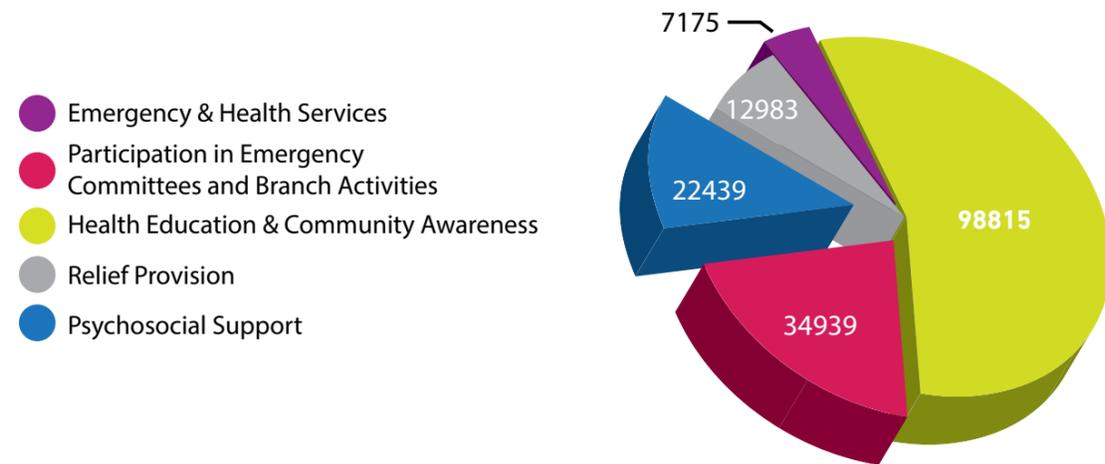
Recreational activity for children in the park, Qalqilia



Raising awareness about disasters in schools

### Community Work and Mobile Clinics

Thanks to the support they receive from PRCS, Community Work Committees (CWCs) act as a link between the Society, local institutions and community members, enhancing the Society's interventions. CWC members attend Emergency Committee meetings at the branch level and represent PRCS in Emergency Operation Rooms at the Governorate level.



Community Work

In the Gaza Strip, CWCs were boosted in order to ensure effective health messaging and raise health awareness. They carried out a wide array of activities including home visits, support to vulnerable populations and vaccine promotion campaigns in 14 schools.



Raising awareness about COVID-19 in schools



Psychological support activity for children following the war on the Gaza Strip

In 2021, CWCs visited the elderly and chronic disease patients. They also provided medicine and assessed the condition of children with disabilities aged between 4 and 14. CWCs recruited and trained additional volunteers to help and support the parents of disabled children.



Volunteers supported EMS and relief teams assisting the victims of recurrent settler attacks in the West Bank and massive destruction in the Gaza Strip. They helped provide rapid emergency response and facilitated access to affected populations.

Mobile clinics continued to operate in areas adjacent to the Wall of Separation, providing general medical services and care to pregnant women in marginalized and isolated communities with no access to health services.



Mobile clinics in the Jordan valley



### Training and Skills Development

PRCS believes in building local capacities to enable communities to overcome disasters and crises. To this end, it developed the skills of both staff and volunteers, preparing them to transmit their life-saving knowledge to the local population.



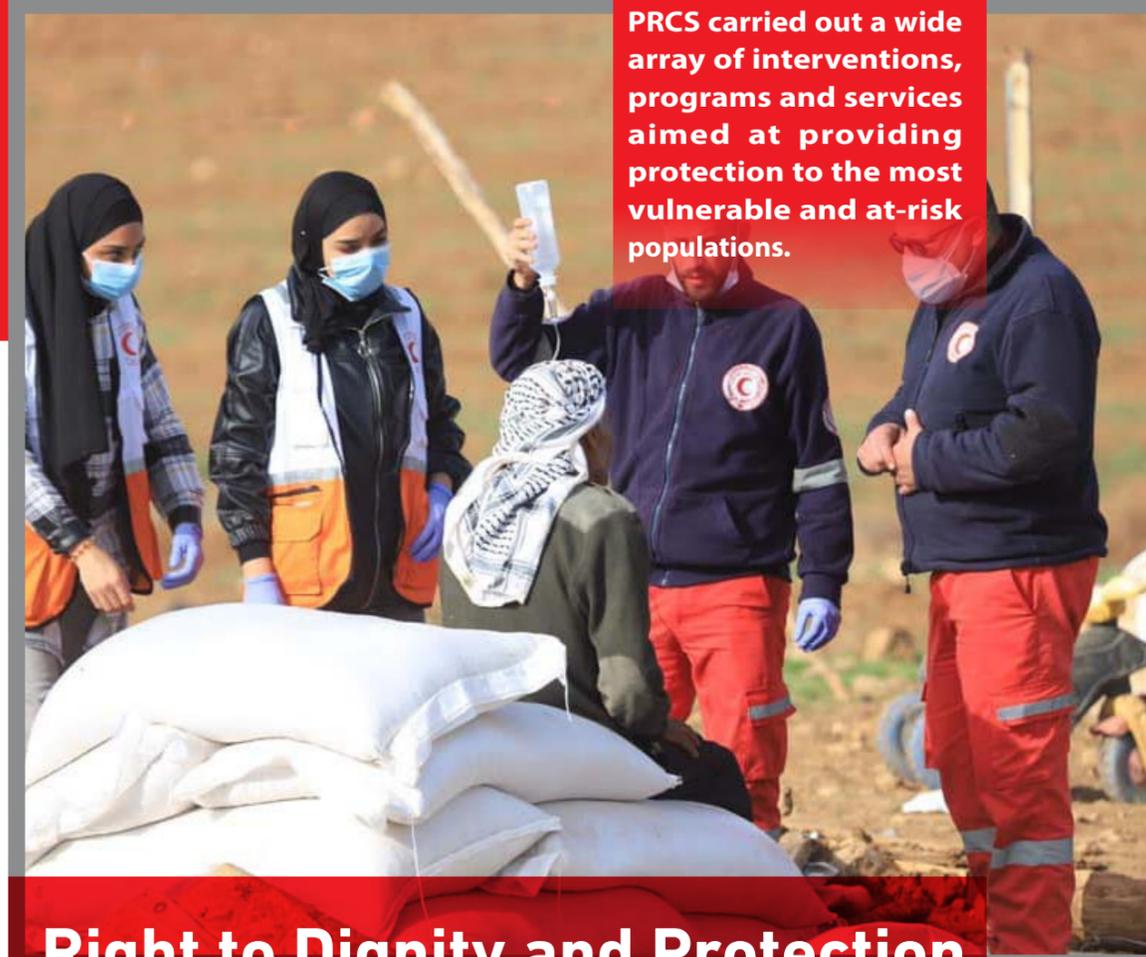
**EMS Training Provided to Staff and Volunteers**

**3,366 Beneficiaries**

**Community-Based First Aid Training Courses**

**7,921 Beneficiaries**

## 3 Right to Dignity and Protection



PRCS carried out a wide array of interventions, programs and services aimed at providing protection to the most vulnerable and at-risk populations.

### Safe Childhood

The Safe Childhood Initiative aims at addressing the social isolation caused by the pandemic. A number of activities, including a psychosocial support campaign for schoolchildren entitled "Together We Feel Better", were organized in the West Bank to help children vent and to reduce violent or aggressive behaviors. 23 "Young Medic" Summer Camps were also held with the participation of 1097 teens (ages 13 to 15). Psychosocial initiatives were organized in the Gaza Strip under the banner "Providing a Protective Environment Free From Violence" with the participation of 176 teachers. 16 groups were created in 10 areas to help marginalized communities manage stress.



Psychological support activity for children in the Gaza Strip

**Mental Health Services Beneficiaries**



**23,622**

## Social Integration and Social Rehabilitation Services for the Disabled

Special attention was given to the integration and rehabilitation of persons with disabilities in the oPt and the diaspora during the pandemic.



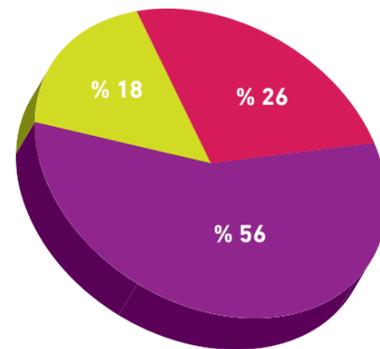
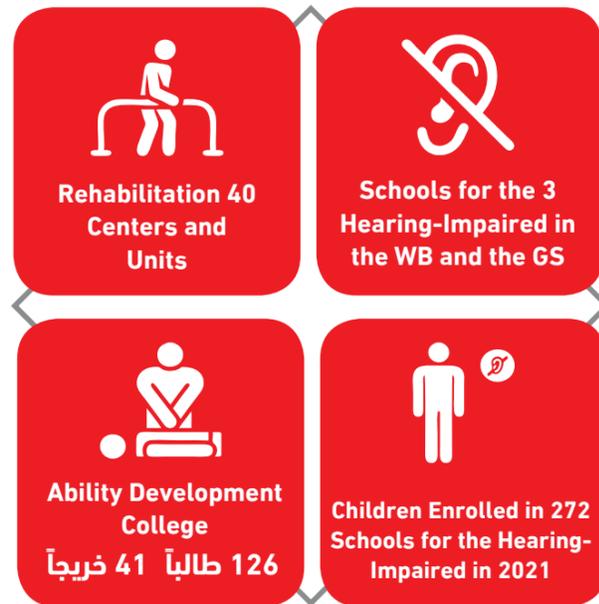
Click here to watch the video

Physiotherapy and rehabilitation session for Sham – click here to read about Sham's success story



PRCS School for the Hearing-Impaired, Ramallah

PRCS sought to overcome the challenges faced by hearing-impaired learners between the ages of 3 and 18 enrolled at the PRCS School for the Hearing-Impaired. It used social media and IT tools to deliver education and to connect with parents.



- Social Interaction
- Awareness-Raising
- Integration

Community rehabilitation activities

The Society's Ability Development College in Khan Younes continued to train students and equip them with the skills needed to serve the increasing number of disabled persons in the Gaza Strip. Social rehabilitation services offered to the disabled in the West Bank and the Gaza Strip were enhanced, and relevant training provided to 77 university students.

## Fatima: A Success Story

**Fatima Al A'araj:** Overcoming Disability with the help of PRCS Kindergarten for the Rehabilitation of Children With Special Needs

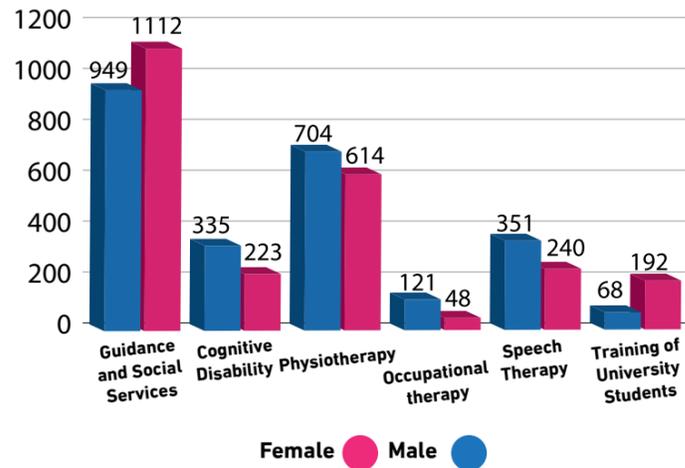
Fatima is 7 years old. She has learning and speech disorders. Her parents enrolled her at the PRCS Kindergarten for the Rehabilitation of Children With Special Needs

**Fatima's Mother:** "When I gave birth to Fatima, the doctor told me she will face serious health challenges. At the age of 2, she still could not walk or talk. Her father and I did not know what to do. When she was five, a team from PRCS came to see us and told us about the kindergarten. Her father immediately enrolled her in the kindergarten"

"Within six months, her articulation improved. We could clearly see that she was doing better. I felt as if a heavy load had been taken off my shoulders. PRCS helped us a lot and made our lives much easier. Fatima can now concentrate more and understands a lot of what we tell her"

According to Ahlam Abed, a teacher at the kindergarten, "when Fatima first came to the kindergarten, she could only draw lines and we could not understand what she was trying to say. She could not concentrate on any task. We taught her how to articulate, how to write numbers, and how to identify pictures. Her speech and understanding improved greatly"

Fatima can now do many things on her own



Beneficiaries from rehabilitation services in Gaza strip and West Bank



In Syria, the Society's strategy focused on promoting mental health, providing psychosocial support in emergencies and building capacities to meet basic needs. Support was provided to displaced families, including through the Zaytouneh Reproductive Health Center opened in Al Yarmouk refugee camp in January 2021, the Youth Support and Rehabilitation Center opened in Al Raml refugee camp (Latakia) in April 2021, and the Women Support Center inaugurated in January in Yalda (near Damascus) to offer vocational training to underprivileged women, increase their employment opportunities and/or help them start a business. An awareness-raising campaign to promote women's health and prevent violence was also organized.

## Building Capacities and Resilience

Humanitarian needs grew as health and social conditions deteriorated due to the pandemic and Israeli aggressions. To meet growing needs, PRCS recruited young volunteers and offered them training to promote a culture of non-violence and peace. 70 young Palestinian men and women, including university students, disabled persons and members of youth organizations took part in the Olive Land Youth Camp which aimed at preparing them to be agents of change.

700 volunteers participated in the "Working Hand in Hand to Nurture Olive Trees" campaign in the West Bank. The campaign helped 95 mostly elderly, widowed or vulnerable farmers harvest their olive trees located in areas under the threat of annexation, close to the Wall of Separation or suffering from settler violations.



PRCS volunteers helped Iman for the second consecutive year harvest her olive trees over a period of three days.



She cannot access her land without prior coordination with the Israeli authorities through ICRC. Access is granted on rare occasions, such as during the olive harvesting season.



Iman, an elderly Palestinian woman, owns land adjacent to Beit El settlement near Al-Bireh.



## Communication, Dissemination and IHL

# 4

PRCS continued to educate about IHL and Israeli breaches thereof. It participated in seminars on IHL broadcast on TV, carried out 49 IHL awareness activities targeting 730 persons,



IHL course for Law students at Al Istiqlal University

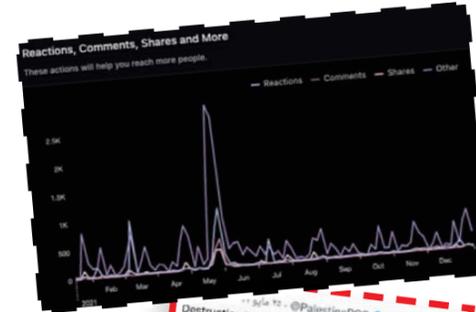


Information and Dissemination course for PRCS volunteers



Mass and social media as well as the Society's website were used to promote PRCS, its principles, role and services in the oPt and the diaspora, in particular in Syria and Lebanon.

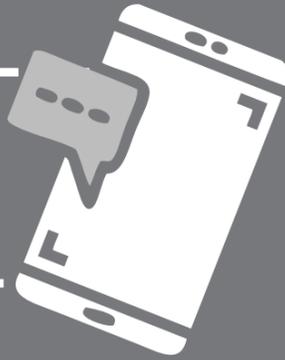
Throughout 2021, and especially during the Israeli aggression on the Gaza Strip in May, PRCS was the main provider of data on casualties and attacks. Local populations increasingly turned to PRCS for accurate information as reflected in the following graph:



In addition, PRCS organized online campaign to raise the awareness of the community about the importance of Covid-19 vaccination.

## Media Material

promoted respect of the emblem and sought to prevent its misuse by sending 150,000 text messages. The Society also discussed means to implement guidelines on the use of the emblem with relevant national bodies.



## PRCS Produced



3 Radio spots on:

- Emergency Medical Services
- COVID-19
- PRCS Anniversary

36 short films and TV/Radio spots on:

- Interventions and success stories (30 films)
- The COVID-19 vaccine (3 spots)
- Helping disabled persons during the pandemic (1 spot)
- Voluntary service and IM Fundamental Principles (2 spots)



2 TV Programs on:

- The emblem, the Palestinian Law on the Protection of the emblem, and preventing emblem misuse



Brochures and Booklets on:

- COVID-19, Vaccines, the Fundamental Principles of the International Movement, and Psychological Support

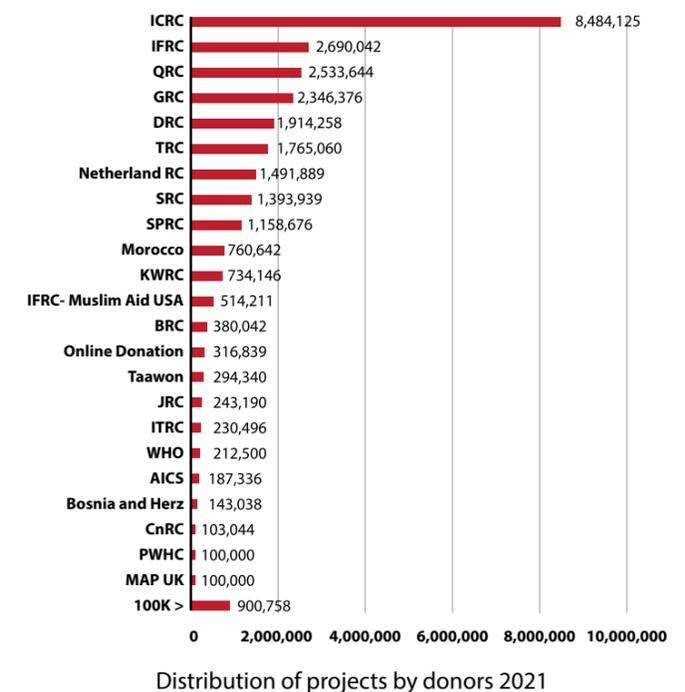
# 5

## Partnerships and International Action

Despite the many material and financial challenges posed by the pandemic and the aggression on the Gaza Strip in May 2021, PRCS built and deepened local, regional and international partnerships with a view to strengthening humanitarian coordination and response.

### International Partnerships

Extensive efforts were made in 2021 to mobilize support for PRCS interventions in general and to enhance emergency relief and response in particular. By the end of 2021, 25 donors and partners had favorably responded to an Emergency Appeal launched by the Society, covering 48% of needs. Furthermore, PRCS signed 51 agreements with partners aimed at supporting the Society's interventions in the oPt and in refugee camps in Syria and Lebanon.



## Cooperation within the International Movement

As an active member of the International Movement of Red Cross and Red Crescent Societies, PRCs promoted humanitarian action at various levels:

As a member of the IFRC Governing Board, it contributed to the development of humanitarian strategies and policies at the regional and global levels. PRCs took part in one extraordinary and three regular meetings which discussed mobilizing funds for IFRC strategy 2030, promoting the financial sustainability of National Societies, adopting a volunteering policy, providing comprehensive health coverage, and the IFRC Health and Care Framework 2030.



President of the Turkish Red Crescent Society, Kerem Kinik, visits PRCs Gaza branch to further cooperation between the two National Societies



IFRC President, Francesco Rocca, visits Palestine

In May 2021, an Agreement on the legal status of IFRC in the oPt and the humanitarian support it provides through PRCs was signed by IFRC and the Palestinian Ministry of Foreign Affairs. PRCs also signed the Climate and Environment Charter for Humanitarian Organizations which promotes collaborative work across the humanitarian community to respond to the impact of environmental and climate crises.

As an active member of the Arab Red Crescent and Red Cross Organization (ARCO), PRCs took part in ARCO's Executive Committee and 45th Session meetings in Riyadh which aimed at furthering cooperation between Arab National Societies and discussing emerging numeration issues in the region.



## Partnerships at the Local Level

Throughout 2021, PRCs focused on the protection of relief and emergency personnel. It cooperated with ICRC, the Palestinian ministries of Justice and Foreign Affairs, the National IHL Committee, to promote IHL and the emblem protection. Meetings on Israeli violations and means to enhance emblem protection were held with partners from emergency services, the police, the MoH and the Ministry of Interior. Periodic reports on Israeli violations were prepared and submitted to local and international partners, including ICRC.



PRCs meets with representatives from the Arab-American University in Jenin to enhance joint cooperation



PRCs attends a meeting with the National IHL Committee



PRCS and the Civil Defense Directorate work hand in hand to strengthen emergency planning



PRCS/Lebanon holds a meeting with one of its partners with Map/ UK



Minister of Health Dr. Mai Al-Kailah and PRCS President visit the Society's hospitals in the Gaza Strip

PRCS also signed cooperation agreements with the MoH, the Ministry of Social Development, the Civil Defense, the Higher Council for Disaster Risk Management, and Emergency Committees.

In the Gaza Strip, PRCS sought to ensure the sustainability of its services. It worked alongside local and international partners, including UNRWA, to develop and/or provide specialized services at Al Amal hospital in Khan Younes. The MoH provided the hospital with COVID-19 rapid tests, and patients from the MoH's European Hospital were received at the Oncology and Hematology Ward of this important university hospital which plays a key role in the training of future medical workers. The hospital received 4245 patients in 2021 compared to 1310 in 2020.

In Lebanon, PRCS hospitals and centers in Beirut, Tripoli, Tyre, Sidon and Al Beqaa continued to offer a wide array of services to refugees. This was made possible thanks to agreements with UNRWA and partnerships with International Movement constituents, inter alia.



## 6 2021 Achievements at the Organizational Level

PRCS Administrative Council met via Zoom in April 2021. It discussed and adopted the Society's Strategy and reports as well as its approach to responding to emergencies, including the pandemic and Israeli aggressions. It also endorsed policies and regulations adopted by the Executive Board, including Branches and sub-branches, Code of Conduct and General Conference Rules of Procedure, as well as regulations on data protection and corruption prevention. Six periodic Executive Board meetings were also held to assess interventions and achievements as well as to discuss elections at the branch level.

### Organizational Development

Regulations were rolled-out and their implementation promoted at all levels. A new Organizational Structure for PRCS departments was adopted by the Executive Board. To enhance its Resource Planning System, PRCS reviewed its pay roll, staff organizational structure, financial, IT and warehouse policies, as well as procedures relating to Human Resources and procurement. These policies and procedures were translated into English and communicated to staff.

PRCS paid special attention to gender issues and equality, mainly in managerial positions. In terms of staff retention, a survey revealed that 67% of staff have been working at PRCS for 10

to 25 years. Staff safety and health insurance were given top priority during the pandemic. Skills and capacities were developed especially for high level positions such as the Director General, Procurement and Human Resources Directors, and Planning, Coordination and Reporting Officer.

**Beneficiaries  
(PRCS Staff)**  
**4,639**



**Training  
Courses**  
**1,144**

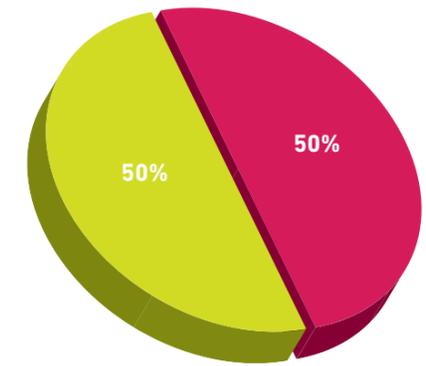


Training aimed at building the capacity of PRCS staff and volunteers

## 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, Lebanon, Syria and Egypt).

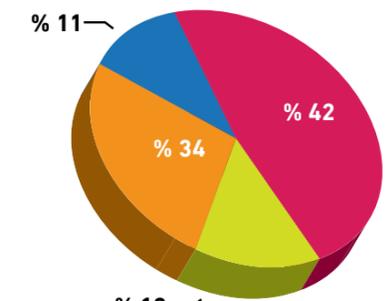
Total expenditures in 2021 amounted to 67,996,955. US dollars while total revenues amounted to 67,255,355. US dollars.



● Total Expenditures  
● Total Revenues

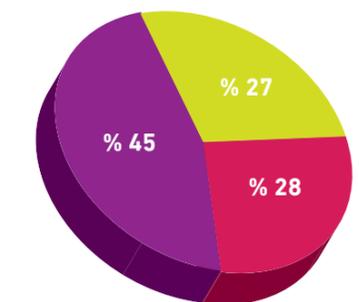
PRCS Expenditures reflect the wide array of humanitarian services provided by the Society mainly in related to Israeli occupation, the COVID-19 pandemic, and the deteriorating humanitarian situation. Other expenditures include:

- Salaries and Wages: \$23,227,835.
- Operational Expenditures: \$28,264,813.
- General & administrative Expenditures: \$7,687,376.
- HQ Support for Branches \$8,816,930.



● Salaries and Wages & other incentives  
● Operational Expenditures  
● General & administrative Expenditures  
● HQ Support for Branches

In 2021, PRCS revenue increased and became more diversified thanks to contributions from partners (\$18,735,235.) and support from the Palestinian National Fund (\$18,343,400). Other revenue amounted \$30,176,720.



● Contributions from International movement and non movement organizations  
● Support from the Palestinian National Fund  
● Other Revenue

## Technology and Digitalization

PRCS developed and applied IT solutions to enhance performance and effectiveness. These included increasing internet speed at EMS centers.

An app was developed to help staff track patients transported to hospitals and complete their health records. Other digital tools were used to enhance performance. For example, cell phones were used to collect information and to carry out field studies on participation, engagement and community accountability. A data management system was applied to help collect and analyze data from the field and to measure customer satisfaction. The Volunteers Management System was further enhanced and rolled-out in Syria to ensure swift communications and the rapid deployment of volunteers.



PRCS partakes in a meeting on promoting women leaders within National Societies in the MENA region

## Development of a PMER system

To enhance complementarity, strengthen planning processes, and ensure the optimal use of resources, the Planning and Projects Departments were merged within one organizational structure. A number of 2021-2022 activities and funds were reprogrammed and new operational plans developed as a result of the pandemic.

Assessment tools and methods were enhanced to better identify needs. PRCS prepared several studies including one on water and sanitation systems at Al Quds and Al Amal hospitals in the Gaza Strip. The study was used for the development of a PRCS Intervention and Development Plan for the years 2022-2023. A second study aimed at reducing the Society's greenhouse gas emissions by switching to solar energy as a sustainable, renewable and efficient energy source which would reduce the Society's energy bill. In 2021, PRCS installed solar panels at four of its clinics and at Al Quds hospital in the Gaza Strip, as well as at several of its facilities in the West Bank, including Jerusalem, and in Syria. In the Gaza Strip, PRCS conducted an assessment to determine the Special Education situation. A second assessment focused on risk factors for hearing impairments and was carried out with the participation of hearing-impaired students.

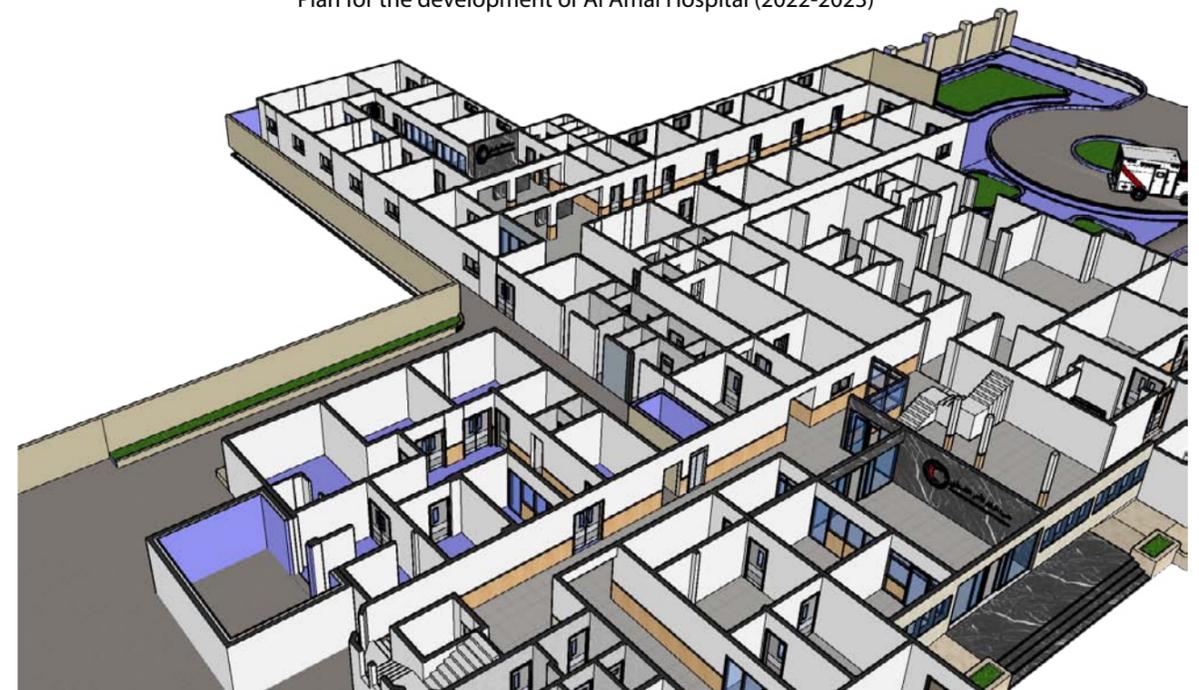
## Volunteers

Throughout 2021, PRCS volunteers worked relentlessly in different contexts to respond to emergencies, the COVID-19 pandemic, Israeli aggressions and severe weather episodes. They continued to act as a bridge between PRCS and local communities, helping the Society respond to needs, reach out to remote and isolated populations, and provide humanitarian assistance to those in need. Flexibility and creativity are essential traits of PRCS volunteers who were awarded the Mohammad Bin Fahd Foundation's Insignia For Voluntary Charity Work for 2021.



PRCS is awarded the Mohammad Bin Fahd Foundation's Insignia For Voluntary Charity Work for 2021

Plan for the development of Al Amal Hospital (2022-2023)



PRCS carried out a wide array of interventions, programs and services aimed at providing protection to the most vulnerable and at-risk populations.



## Interventions in Our Four Geographic Areas

# 7

### Northern Area (West Bank and Jerusalem)

Work proceeded steadily at PRCS branches and sub branches in the West Bank and Jerusalem. Several field hospitals were set up in 2021, including one in Al-Bireh for COVID-19 patients. Other field hospitals provided emergency services to victims of Israeli army and settler aggressions especially in Beita (Nablus Governorate) and in Al Suwwaneh (Jerusalem). The Humanitarian Services Center in Ramallah and Al-Bireh Governorate was completed and equipped with a science lab, a library and other state-of-the-art equipment.



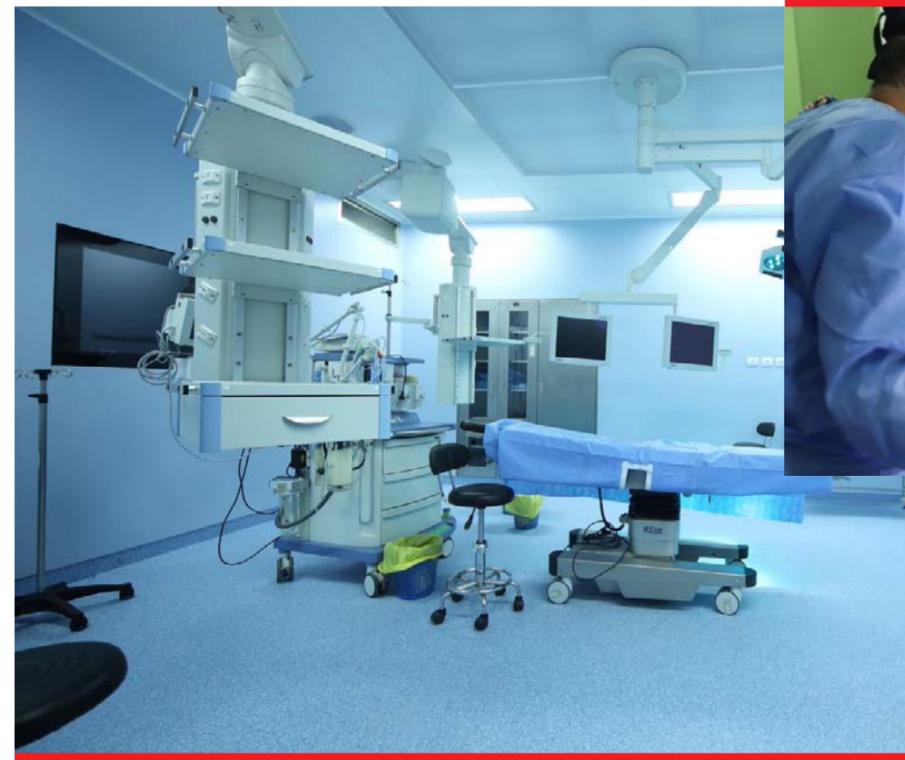
Science lab in the PRCS School for the Hearing-Impaired

### South Area (Gaza strip)

The economy in the Gaza Strip is collapsing as a result of the blockade imposed since 2014 and shrinking international aid. PRCS interventions focused on meeting the needs of the sick, including chronic disease patients, and the wounded, and strengthening the ability to respond quickly during disasters and emergencies.

Al Amal hospital developed and expanded. It now has a 100-bed capacity in five wards: surgery, Gynecology and Obstetrics, rehabilitation, oncology and Accidents and Emergencies. The hospital is also equipped with 3 operating rooms, a PHC clinic, a dental clinic, a COVID-19 testing facility, specialized clinics, a lab, as well as an X-ray, CT and mammography unit.

PRCS Al Quds Specialized hospital was opened. It provides a wide array of specialized health services including in the fields of cardiology, cardiac catheterization, Intensive Care, Gynecology and Obstetrics, and neonatal care.



Fully equipped Operating Room, Al Quds Specialized Hospital, Gaza Strip



A child undergoes a cochlear implant surgery, Al Quds Hospital, Gaza Strip



165,614 Beneficiaries 100 beds

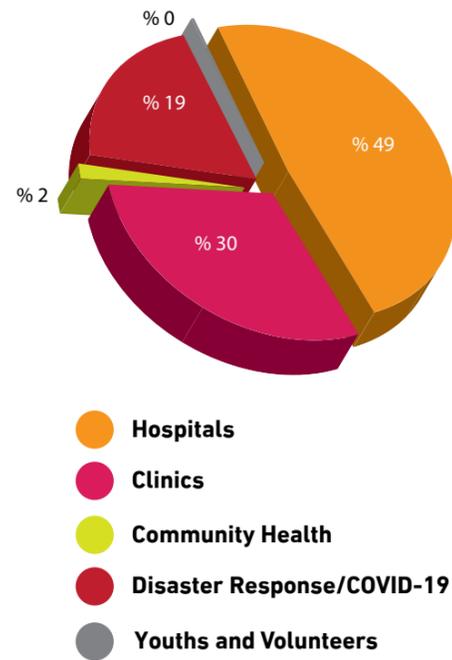
**Al Amal Hospital**

72,489 Beneficiaries 188 beds

**Al Quds Hospital**

## Syria

The crisis in Syria has affected Palestinian refugees in general and PRCS in particular. With the total destruction of Palestine hospital in Al Yarmouk refugee camp in 2018, PRCS started providing services from facilities outside the camp. Despite the many challenges hindering the camp's reconstruction, PRCS opened a Community Health Center therein to provide refugees with reproductive and maternal care. Other PRCS facilities in Syria were renovated and expanded: a neonatal ward was set up at Yafa Medical Complex; Bisan and Yafa hospitals were partially renovated; and clinics in Khan Danoun, Latakia and Hama underwent partial repairs.



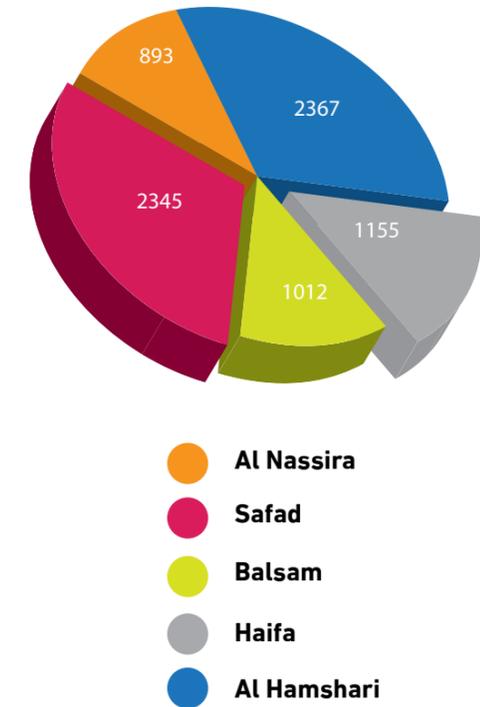
Intervention in Syria



## Lebanon

PRCS continues to strive to provide high-quality health and social services to Palestinian refugees through its facilities in Beirut, Tripoli, Tyre, Sidon and Al Beqaa.

The pandemic and the economic crisis in Lebanon have negatively affected Palestinian refugees. To respond to increasing needs, PRCS developed its specialized medical services and expanded its facilities: Safad hospital in Al Baddawi camp was opened; the dialysis ward, Emergency and Accidents Department and outpatient clinics in Al Burj Al Shamali refugee camp were rehabilitated; and a Covid-19 treatment center and a physiotherapy ward were opened in Sidon.



Lebanon Hospitals Beneficiaries in 2021

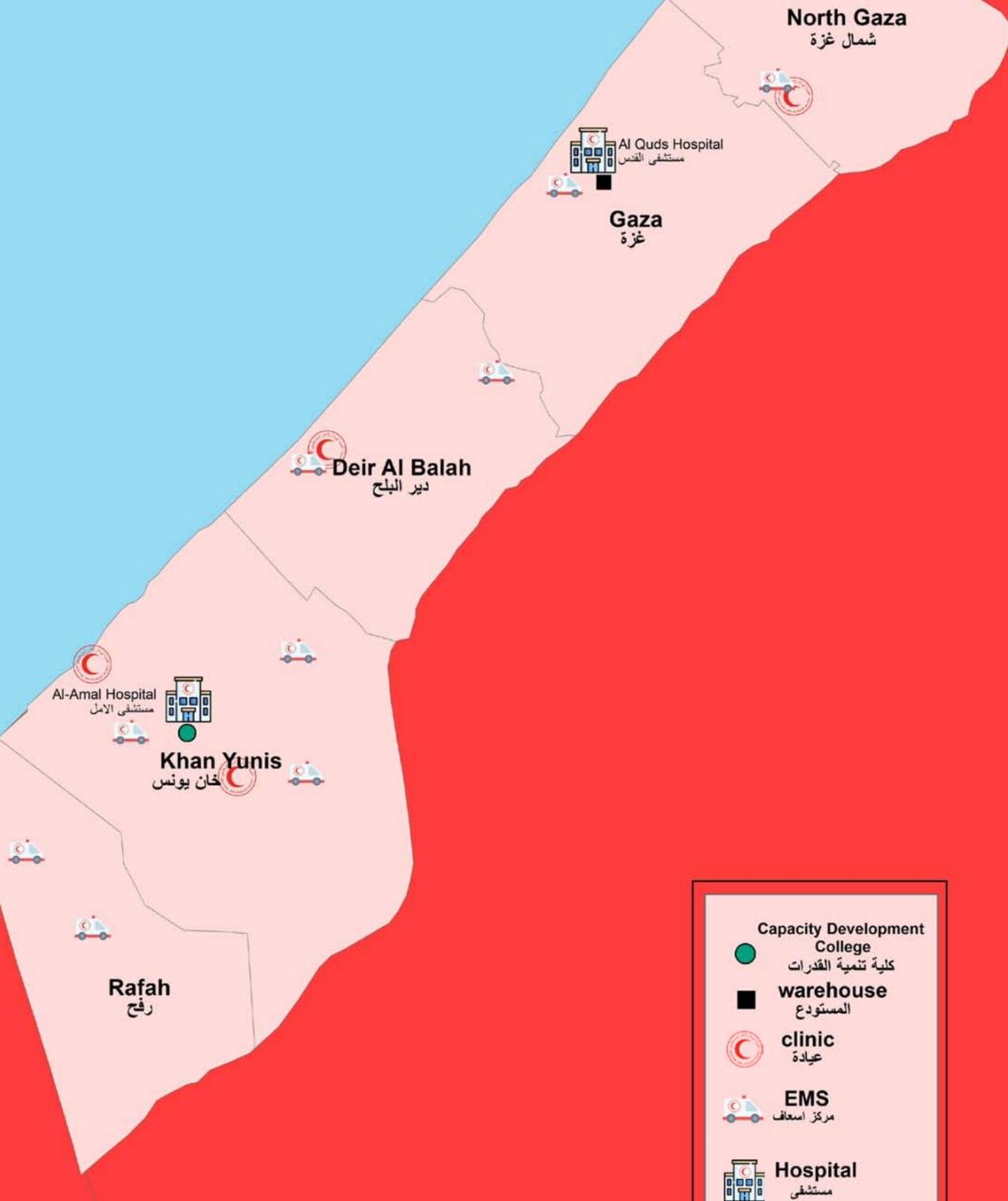




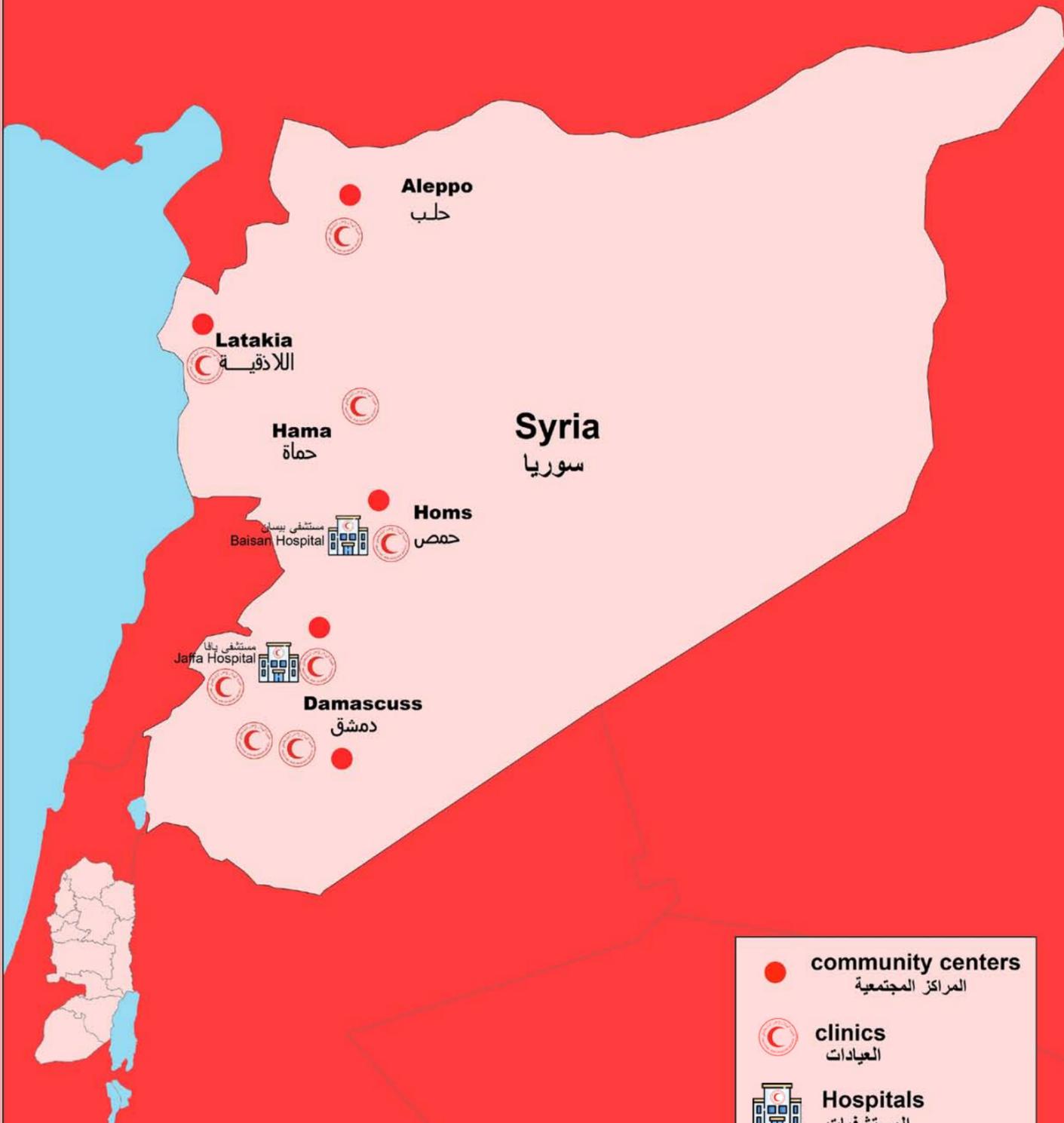
**PRCS Presence  
in the Region**

مراكز وخدمات الهلال الاحمر الفلسطيني  
قطاع غزة  
PRCS Centers and Services  
Gaza Strip

مراكز وخدمات جمعية الهلال الاحمر الفلسطيني  
سوريا  
PRCS Centers and Services  
Syria



- Capacity Development College  
كلية تنمية القدرات
- warehouse  
المستودع
- clinic  
عيادة
- EMS  
مركز اسعاف
- Hospital  
مستشفى



- community centers  
المراكز المجتمعية
- clinics  
العيادات
- Hospitals  
المستشفيات

مراكز وخدمات جمعية الهلال الاحمر الفلسطيني  
لبنان  
PRCS Centers and services  
Lebanon

