

Report 2006-2007

 International Federation
of Red Cross and Red Crescent Societies

Palestine Red Crescent Society

Appeal No. MAAPS001

03/04/2008

This report covers the period of 01/01/06 to 31/12/07 of
a two-year planning and appeal process.



Many Palestinian babies have been delivered at checkpoints in Palestine Red Crescent ambulances as Israeli soldiers delay or do not accept the passage. **Palestine Red Crescent**

In brief

Programme summary: Despite huge financial challenges due to lack of support from the Palestinian government following the international embargo, and the constant tightening of the closure behind the separating wall of the occupied Palestinian territory (oPt), effectively putting the Gaza Strip under siege and separating cities and villages from each other in the West Bank, and making it almost impossible for Palestine Red Crescent Society (Palestine RC) staff and volunteers to travel between the West Bank and Gaza Strip as well as to its branches in Lebanon and Syria, the National Society has been able to continue carrying out its humanitarian mission for the most vulnerable people. This has been possible thanks to the strong commitment by its employees, volunteers and partners. While health and other social services provided in oPt by the Palestinian authority (PA) for longer periods have been crippled by staff strikes, the Palestine RC has without any interruption continued all its programmes in oPt as well as in the Diaspora. The vast majority of programme support is received through bilateral agreements, of which most are medium or long-term partnerships. However, due to the need for core cost support following the fallout of the PA, the biggest donor to the National Society for the last years, only limited funding has been pledged to start new activities.

Through introducing the operational alliance (OA) concept in early 2006, the coordination of programme and project support from the Red Cross Red Crescent Movement and other partners has been improved, which is referring to and based on the Palestine RC strategy 2005-2010, and the central and leading role of the National Society in the whole process of planning, coordination, implementation, monitoring, evaluation and reporting.

At the time of the initial launch of the Appeal, the total 2006-2007 budget was CHF 503,000 (USD 449,911 or EUR 304,848) in order to cover the organizational development programme. However, due to the above mentioned reasons and increased need to support the Palestine RC, the budget was revised to CHF 7,964,277 (USD 7,123,682 or EUR 4,826,835). With the OA concept being introduced and the funding to the Palestine RC coming more from bilateral contributions, the International Federation decreased its Appeal target to CHF 1,812,964 (USD 1,621,614 or EUR 1,098,766). This amount reflects only the International Federation secretariat component of the overall Palestine RC Appeal amounting to CHF 19,019,488 (USD 17,012,064 or EUR 11,526,962).

In addition to this Palestine RC Appeal, in April 2006, the National Society launched a six months Emergency Appeal amounting to USD 7.94 million¹. This Appeal, which at a later stage was extended until the end of the year and revised up to USD 10.85 million², was supported by the International Federation secretariat through the “call for support” mechanism.³

Please go to the International Federation’s website for operations relevant to Palestine during the reporting period – Palestine Red Crescent Society Call for Support (MDRPS001) and Palestine Red Crescent Society, Lebanon: Refugees in Nahr Al-Bared DREF Bulletin (MDRPS002).

Goal: Close cooperation and work with the Palestine RC headquarters and branches is maintained in order to improve organizational capacities of the National Society.

Needs: Total 2006-2007 budget CHF 1,812,964 (USD 1,621,614 or EUR 1,098,766) (out of which 83 per cent covered). Click here to go directly to the attached financial reports:

[Report 2006](#)

[Report 2007](#)

[Report 2006/2007](#)

These financial reports are related to the International Federation secretariat component of the total budget. An additional financial report including bilateral contributions and based on information received from the OA partners, is available at the representative office in Palestine (see contact details at the back of this report)

No. of people we help: In the course of 2006-2007 the total number of direct beneficiaries of the Palestine RC programmes was 4,574,899⁴. In 2008-2009, the total number of people aimed to be reached in line with the four Global Agenda goals is 4,690,252.

Our partners: 45 community-based and four government-based partners, 15 international organizations, three United Nations and several developmental agencies, and 21 partners within the Red Cross Red Crescent Movement including sister National Societies, International Committee of the Red Cross (ICRC) and International Federation representations.

The Swedish Red Cross and government, Norwegian Red Cross and government, United Arab Emirates Red Crescent, Japanese Red Cross, Canadian Red Cross and government, Irish Red Cross, and Australian Red Cross have been the main contributors to the International Federation Appeal.

¹ <https://www.palestinercs.org/uploads/d5060973-bacb-ff79.pdf>

² <https://www.palestinercs.org/uploads/d5060973-b534-6c50.pdf>

³ In order to access the “call for support” document, as well as its final report, please refer to the International Federation’s website for Palestine (<http://www.ifrc.org/where/country/cn6.asp?countryid=205>).

⁴ Getting accurate figures for beneficiaries is a challenge. There often is a mixture of beneficiaries and the services provided, inflating the number of beneficiaries. The International Federation’s office in Palestine and Palestine RC are in the process of re-designing the tables and in 2008 the reports will show beneficiaries and services in different columns, thus providing more accurate and visible reporting on activities.

Current context

Socio-political and economic events

According to all international reports, the socio-political and humanitarian situation in oPt has further deteriorated with an alarming pace over the last years; and with the existing hostility actions combined with tight closure of the territory and movement restrictions, future perspectives are without any kind of optimism. Of the Palestinians being killed over the last two years, more than 44 per cent are civilians. Around 90 per cent of all industry in the Gaza Strip has been closed down due to the tight closure, and some 80 per cent of the people live under the poverty line. Unemployment rate has reached 38 per cent in Gaza Strip and 26 per cent in the West Bank. The most significant event under the reporting period was the general election in oPt, leading to the formation of a Palestinian government of Hamas. The consequence of these results was to the freezing by Israeli Authorities of tax money collected for the Palestinian authorities, and an international financial embargo on the Palestinian government. The territory was facing a dramatic increase in terms of unemployment and poverty rate. With Palestine RC heavily dependent on financial support from the government, this lack of resources was putting the National Society under tremendous stress and constraints on how to carry out its humanitarian mission. In June 2007, the people of Gaza Strip was again facing huge challenges and suffering, when internal fighting between the two Palestinian factions, Hamas and Fatah, resulted in big number of fatalities and Hamas taking control over the entire area. Heavy bombardment of the Gaza Strip, with serious destruction of infrastructure and properties, and big number of fatalities, was pulling the 1.5 million people further down into poverty and tremendous suffering. Around the West Bank the construction of the separation wall far into the Palestinian territory continued with more land being confiscated and farmers not able to cultivate their farms on the other side of the wall. Number of checkpoints and road blocks has increased under these two years to more than 560 in this tiny small land.

In the Nahr Al-Bared refugee camp in Tripoli, Lebanon, fighting erupted between an armed group and the Lebanese army, leading to the complete destruction of the camp, being the home for more than 40,000 Palestinian refugees.

Based on an Emergency Appeal launched by the Palestine RC - and with coordination with the International Federation's representative office, strong support from the Red Cross Red Crescent Movement and other partners - the National Society was able to fill the funding gap caused by the international financial embargo. In the conflict stricken areas and those parts facing closure and movement restrictions, the Palestine RC was despite huge challenges able to provide vital services to the Palestinian people. In the Nahr Al-Bared crisis, the operation of Palestine RC-Lebanon branch was supported by a number of donors, and funds were granted by the Disaster Response Emergency Fund (DREF) of the International Federation.

Palestine Red Crescent

Due to the lack of financial resources provided by the Palestinian authorities, Palestine RC was appealing to partners for support. The response was very positive, making the National Society able to continue all its programmes around oPt and for the Palestinian refugees in the Diaspora. As part of the preparations for Palestine RC and Magen David Adom in Israel (MDA) to be adopted as full members of the International Federation of Red Cross and Red Crescent Societies, a memorandum of understanding (MoU) was signed in 2005. At the General Assembly in 2006 of the International Federation, the two National Societies were admitted. Implementation of the MoU, which has been facing big challenges, was for the last part of 2007 monitored by Pär Stenbäck, the former Secretary General of the International Federation and Minister of Foreign Affairs of Finland.

Palestine RC has once every year been inviting partners from inside as well as outside the Red Cross Red Crescent Movement for partnership meetings, presenting programmes and future plans. In 2007, the National Society was also taking the initiative to form a group called "Friends of Palestine RC", which consists of higher level people from partners, where more strategy and policy issues are being discussed.

Progress towards objectives

Programme support to the ongoing activities of Palestine RC in oPt and Diaspora

In recent years, a growing number of international partners have expanded their cooperation with and support to the Palestine RC and its humanitarian programmes all over the West Bank and Gaza Strip as well as for the Palestinian refugees in the neighbouring countries (Lebanon, Syria, and Egypt). Bilateral agreements have been signed and bilateralism has become the dominant mechanism for the Palestine RC to raise funds for its operations. Hence, the role of the International Federation in Palestine has been more as a facilitator, coordinator and capacity builder, in particular within organizational development and administration. Facilitating the National Society in implementing the OA concept has been among the main objectives.

The Palestine RC Emergency Appeal

For a number of years the Palestine RC has received substantial financial support from the PA to implement programmes which it mandated to the National Society. In April 2006, when the authority was no longer able to continue this support due to the international financial embargo imposed on the Hamas-led government following the general election in the oPt, the Palestine RC launched its Emergency Appeal and received pledges from the Red Cross Red Crescent Movement and non-Movement partners. With the embargo still being in place at the end of 2006, the Emergency Appeal from Palestine RC was repeated in early 2007 as part of the updated Annual Appeal for 2006-2007. In late January 2007, a special partnership meeting was arranged in Geneva to support the Palestine RC Appeal for 2007. Resource mobilization plan was developed and a promotional brochure produced. A controlling and reporting mechanism was developed with facilitation of the International Federation's representative office, and reports were on a regular basis provided to partners, showing the complete picture of pledges and donations, and the way the money was spent.

This has made it possible for the Palestine RC to carry on all its programmes in oPt as well as for Palestinian refugees in the Diaspora from its branches in Lebanon, Syria, and Egypt. However, with most of the funding being earmarked by donors for the West Bank and Gaza Strip, there is still some shortage of funding for the Palestine RC operations in the Diaspora.

Health and Care



With mobile health clinics the Palestine RC was able to provide health care services also to people isolated in difficult areas due to the separation wall. **Palestine RC**

Primary Health Care (PHC)

Objective: To regularly deliver affordable and quality primary health care services and health education to people in the oPt.

Achievements: The Palestine RC continued providing health care services through its PHC centres in oPt to a total number of 352,895 beneficiaries through medical consultations, laboratory tests, X-rays and dental services. The population affected by the separation wall in the areas of Qalqilia, Jenin, and Hebron were served by mobile clinics, while those affected in the areas of Biddo and Jaba' benefited from extended opening hours. Ten PHC centres in the West Bank have for the last couple of years been providing reproductive health care services (RH), and in the course of the reporting period another ten centres

were added, leaving centres providing RH at the number of 20, all with financial support under tripartite agreement between Palestine RC and the Norwegian Red Cross/Swedish Red Cross. Health education

is part of the programme in the centres as well as in a number of schools. The community based development programme (CBDP), as well as home visits, continued with the PHC social workers and nurses.

Training courses and workshops were conducted for PHC service providers and community teams. Safe motherhood committee members benefited from workshops, and PHC staff and community committees attended workshops carried out in oPt. A training session to evaluate clients' satisfaction through using questionnaires was carried out, data collected and analyzed to assess in further improving health services provided. The diabetes and hypertension care programme funded by the Spanish Red Cross was launched. Medical kits were donated by the Netherlands Red Cross and distributed among PHC centres in coordination with the disaster management unit (DMU).

Challenges or Constraints: The PHC centres continue to work under challenging conditions due to the security and political situation, requiring emergency approaches to meet the needs of the communities. Many staff members as well as the patients every day face difficulties in getting to the clinics due to the imposed movement restrictions in the West Bank with almost 600 road blocks and checkpoints, as well as the separation wall, and constant security problems for the people in the Gaza Strip. A lack of qualified health personnel, especially physicians and nurses, is a problem in some locations.

Impact: The importance of the Palestine RC PHC programme in the oPt is more apparent than ever due to the health personnel from the Ministry of Health (MoH) being on strike much of the time and the MoH medical centres for longer periods being closed. Community based activities with safe motherhood and health committees are contributing to increasing the awareness of local communities towards their own health problems and strengthening capacities to decrease the vulnerability. Using mobile clinics is the only way through which people in remote and isolated communities due to the separation wall can receive health services.

Secondary health care services in oPt and Diaspora

Objective: To provide secondary health care services to the Palestinian population through Palestine RC hospitals in oPt and the Diaspora.

Achievements: Thanks to the financial support from both Red Cross Red Crescent Societies as well as other partners, the Palestine RC has throughout the entire reporting period been able to respond to the accelerating needs for secondary health care services, in particular in Gaza Strip and Lebanon due to the armed conflicts. As most of the public health care structure run by the MoH for longer periods of these two years has been almost paralysed due to the general strike among employees of the ministries, the role of Palestine RC hospitals, acting as an auxiliary to the government, still being able to continue their operation, has become even more important. In particular when Gaza Strip in 2006 was heavily bombed from the air, land, and sea, and during the internal strife between Palestinian fractions in mid summer 2007, when all hospitals were facing huge problems responding to the needs, the Palestine RC Al-Quds hospital in Gaza City was playing a crucial role, saving lives and treating seriously wounded people. However, it is important mentioning the ongoing struggle experienced caused by the tight closure of Gaza Strip, for all humanitarian actors getting the most basic medical equipment and material into the area.

Emergency Medical Services (EMS)

Objective: To provide people residing in the occupied Palestinian territory (West Bank, Gaza Strip, and East Jerusalem) with access to emergency medical services.

Achievements: The Palestine RC EMS programme has provided services throughout the oPt, and in the reporting period more than 168,500 people in the West Bank and Gaza Strip have benefited from these services, sometimes under extreme conditions. The EMS programme was also in 2007 providing ten EMS extensive training courses, with the total number of 305 staff members participating, of whom some graduated and others joined as new students in the second part of the year. EMS courses

included international trauma life support (ITLS), first responder, training of trainers (ToT), upgrading, and basic and intermediate EMS. First aid training was part of the EMS programme, under which in 2007 some 3,812 people from communities including family heads, Palestinian institutions and staff benefited from 185 courses (2,260 or 59 per cent females, and 1,552 or 41 per cent males).

The capacity of the EMS stations was improved and further developed through the purchase and distribution of 23 new vehicles in 2007, and five 4-wheel drive defenders were deployed during the year. To improve efficiency, two multi-patient vehicles have been equipped and made ready for deployment in Nablus and Hebron. The Palestine RC continued providing first aid through the community based approach and the EMS school offered its educational programme to new students and upgrading courses for some of those who had previously graduated.

Challenges or Constraints: The Palestine RC ambulance crews are regularly subject to rough treatment when carrying out their mission. Two were killed by shelling in the Gaza Strip and others have been wounded. Closures prohibited the ambulances from arriving at the scene and treating cases on time, and checkpoints delayed the delivery of cases to hospitals. The political situation and delays impacted negatively on the procedures of EMS, especially for new vehicles to be received from the customs and clearance. Access for the Palestine RC ambulances to certain areas and easier passage through checkpoints are among the most important issues in the MoU between the Palestine RC and MDA, which was signed in 2005, but the full implementation is still awaited. Achievements so far have been limited, and the most difficult issues have been reaching an agreement on the geographical areas under the responsibility of the two societies (MDA still operating in the West Bank through serving the Israeli settlers), and the obstacles to agree on the permanent presence of Palestine RC ambulances in Jerusalem. In the last minute at the General Assembly of the International Federation in late November 2007, the green light was given by the Israeli authorities for five ambulances to be operating in East Jerusalem from their base at the Palestine RC maternity hospital, but since then new problems have arisen. Other major obstacles have been to have an arrangement with the Israeli authorities for speedy passage for Palestine RC ambulances at the Allenby bridge crossing into Jordan, as well as special lanes for ambulances at difficult checkpoints in the West Bank. There has been a change in the structure to monitor the implementation of the MoU from what originally was agreed by the two parties; the Israeli side could not accept the Swiss government being in charge of monitoring, and hence was replaced by Mr. Pär Stenbäck, a former Secretary General of the International Federation and former Minister of Foreign Affairs in Finland.

Impact: With the support of ICRC and other partners, an increased number of ambulances in the centres, including multi-patient vehicles, contributed to reducing the response time. Together with training and upgrading workshops for the Palestine RC staff and volunteers, further improvements are expected in access and the quality of EMS services for people in need.

National Blood Transfusion Services

Objective: To provide safe blood from healthy voluntary donors to all Palestinians who need it at all times.

Achievements: The National Blood Transfusion Centre (NBTC) is collecting and distributing blood at its centre at the Palestine RC headquarters as well as through its regional centres in Hebron, Qalqilia, and Tulkarem. Blood and plasma were distributed to twelve hospitals in Jerusalem (Makassed and Augusta Victoria), and in the West Bank (Tulkarem, Hebron, Qalqilia, and Bethlehem.) Limited clinical and technical advices were also provided to the hospitals.

Challenges or Constraints: There are difficulties in maintaining strategic blood stock under the current situation. For some time negotiations have taken place between Palestine RC and Palestinian MoH concerning the future structure of blood transfusion services. Unfortunately, due to the prevailing political situation this process has taken longer time than expected, but now there is an agreement of close cooperation, where the role of Palestine RC will be only related to blood donations. Cooperation between Palestine RC NBTC and governmental hospitals is working well.

Impact: Needed blood has been secured through voluntary blood donations, and provided to hospitals for urgent cases. The total number of infectious disease tests performed by the units was 8,386, while 1,350 blood group tests were performed. During the donation campaigns, a total of 1,450 haemoglobin tests and another 260 special tests were done. Throughout the reporting period, a total of 1,829 packed red blood cell (RBC) units and another 292 units of fresh frozen plasma (FFP) were transferred to hospitals in the West Bank and Jerusalem.

Psychosocial Support Programme (PSP)

Objective: To equip Palestine RC staff and volunteers, beneficiaries, and selected underserved groups with skills and individualized tools that aid in the reduction of personal damages and negative external effects and behaviour.



Playing and sport activities are among the variety of activities in the Palestine RC PSP. **Palestine RC**

Achievements: The Palestine RC PSP programme supported by six different partners is implemented in a large number of schools in the West Bank cities of Tubas, Qalqilia, Jenin, and in villages around. A total of 64,730 persons benefited from the services provided by the psychosocial programme during 2007. Children are following sessions after school hours where teachers are playing an active and very important role enhancing interaction between children, their peers and the teachers. Psychosocial centres continued serving the local communities in Hebron and Bethlehem in the West Bank and in Khan Younis in the Gaza Strip by providing individual and group session consultations, open days, training and fun activities with a total of 23,775 beneficiaries. Through the school-based PSP for primary schools, some 43 open days and theatre shows

were carried out, where 18,431 children between 7 and 10 years of age benefited together with their parents and of those children 6,376 benefited from guided workshops following a specific psychosocial manual. Special training programmes were undertaken in Qalqilia, Tubas, and Jaba for teachers, headmasters, school counsellors, and Palestine RC volunteers in carrying out summer activities and implementing the guided workshops with children. Within the framework of capacity building in schools, 140 school counsellors, volunteers, and Palestine RC psychosocial workers carried out 3,871 sessions with 4,926 caregivers in 13 directorates in the West Bank, developing their capacity to protect children against abuse, discrimination, and violence. Of the caregivers some 3,625 as well as 13,284 children benefited from theatre shows.

To increase the public awareness, four newsletters, two pamphlets, and one brochure on psychosocial health issues were published, as well as a manual in psychosocial activities implemented with children at the age of 10-12. One Palestine RC specialist participated in local media programmes addressing different psychosocial issues related to crisis situations. 36 Palestine RC psychologists and social workers participated in local PSP training, six psychologists and social workers visited psychosocial programmes in Norway, and another six social workers and psychologists participated in PSP training in Jordan provided by the Jordan River Foundation.

Challenges or Constraints: In some instances the general situation and restrictions on movement hindered the programme staff from entering the targeted communities and caused delays for many others. In addition, there is some misperception of psychological illness within the Palestinian society, causing people to be hesitant in seeking professional help.

Impact: Integration of the PSP concept in various Palestine RC programmes, and adoption of new structures is bringing more comprehensive National Society health and social care services. The programme, being a new and positive alternative for children has contributed to better cooperation between pupils and the teachers and more commitment for the schoolwork, which again will be seen on the performance of the students.

Rehabilitation and ability development:

Objective: To improve the quality of life of persons with disabilities and their families in the Palestinian community through rehabilitation and development of their abilities towards better integration.

The Palestine RC is working to promote the full participation of persons with disability in learning, work, and community life. It provides knowledge and builds awareness on disability issues and programmes. Advocating the inclusion of people with disabilities is one way in which Palestine RC contributes to the disability knowledge base, legally and socially. Integrating the services in Palestine RC stems from the belief that disability is not defined merely as being the direct result of a health problem or any physical or mental limitation. Instead it is seen as the result of complex interaction between health problems, functional limitation, and the social, political, cultural, economical, and physical environment. These in combination with personal factors such as age, gender, and level of education can result in a disadvantage that becomes a disability.



People from all over the West Bank joined Palestine RC when marking the International Disabled Day in Ramallah on 3 December 2007.
Palestine RC

The Palestine RC rehabilitation and ability development programme is working under the motto "developing abilities", instead of focusing on the disabilities of individuals. It includes many types of technical and supportive activities, such as the special education centres/schools, physiotherapy occupational events, and the hearing speech therapy. Also creative activities, such as the drama, awareness campaigns, and special sport and art events are considered among the rehabilitation programme components. All these activities are implemented inside and outside the 27 daily centres and through the community based rehabilitation and outreach programme, provided for children, elderly people, the injured persons, the patients, and the children who suffer from developmental problems. Also in 2007, the National Society upgraded the

physiotherapy unit in Al Hamshary Hospital in Saida, Lebanon, through providing new equipment and more staff.

More than 295 staff members work in the Palestine RC rehabilitation domain in West Bank and Gaza Strip, and 130 active and trained volunteers support the Palestine RC staff in implementing the relevant activities. Also the Palestine RC rehabilitation and ability development programme works in cooperation with other departments, many active non-governmental organisations (NGOs), and Palestinian ministries such as the Ministry of Education.

Achievements: Staff and volunteers of the rehabilitation programme have continued providing rehabilitation services and education to 25,986 persons of both sexes (48 per cent female and 52 per cent male), of whom 74 per cent were children. A total number of 1,330 students with disabilities attended the daily special education and ability development programme, and 13,578 children participated in the creative activities, awareness sessions, and the integration summer camps organized by Palestine RC. Beneficiaries are mostly suffering from deafness and/or mental retardation, and there are children with cerebral palsy. Physiotherapy, occupational and speech therapy treatment are also

part of the services provided. In addition, 66,596 rehabilitation treatment sessions were provided to persons with other kinds of disabilities, and to patients and children with developmental problems. Disabled persons and patients with need were receiving 1,189 assistive devices such as wheel chairs, walkers, crutches and hearing aids. These were tested and the people received technical assistance and training needed as well. Community rehabilitation workers were carrying out home visits, while disabled patients and elderly people benefited from the Palestine RC outreach programme in Salfit, Hebron, and Nablus areas.

Further improvement of the rehabilitation centres was achieved through establishing and upgrading seven toy libraries in five governorates in the West Bank. To maintain rehabilitation and development service quality for the disabled beneficiaries at a high level, the Palestine RC rehabilitation staff and students from national universities and institutions received training in special education teaching and rehabilitation of deaf students, sign language, and technical and advanced training. Aiming at reducing stigma and changing public attitude towards disabled people, awareness raising and advocacy activities were undertaken in the public schools. There were special sport and art activities in the Palestine RC special education and ability development centres in West Bank and Gaza Strip.

Challenges or Constraints: The general political, security and poor economic situation increased the poverty in oPt, especially for families with disabled people, who could not contribute to the cost of rehabilitation services, putting more financial load on Palestine RC. Strict movement restrictions are also hampering the programme to a great extent.

Impact: Sustainability of the programme is of utmost importance as there is little or no other alternative for the beneficiaries. The awareness of the community and the general public is increasing and the risk of stigma is decreasing. The programme is encouraging and helping families with disabled children to give them motivation, gradually changing the culture of hiding relatives with disabilities.

Social Welfare Programme:

Objective: To support vulnerable and disadvantaged Palestinian people socially and psychologically.

Achievements: Through its network in oPt and the Diaspora, the Palestine RC social welfare programme continued to provide services to a large number of beneficiaries through nurseries, homes for elderly people and kindergartens. Families affected by the deterioration of the social economic situation were provided with psychosocial services and the most needed items such as distribution of baby kits and hygiene kits, and essential medicine. The financial adoption programme supported 17 vulnerable children, families benefited from financial aid, and three orphans were adopted in terms of financial support. Kindergarten teachers, elderly home and orphanage workers benefited from trainings and workshops in different subjects including mine risks, psychosocial support, first aid and dissemination, of whom 1,586 women from local communities in Gaza Strip cities of Rafah and Deir El Balah benefited from educational awareness lectures and sessions.

Constraints: Due to lack of funds for the social welfare programme direct financial assistance to vulnerable families was limited, and the need in this area is tremendous considering the economic situation the country is facing. In addition, travel restrictions and closures are regularly creating obstacles for implementation and regular visits to the needy people.

Impact: The programme is providing essential help for people in need or who have few or no other alternative.

Disaster Management

Objective: To establish effective operational linkages between disaster management and other programmes; thus contribute to improved Palestine RC disaster management capacities and adjustments to its organizational structure.



Youth and volunteers played a major role in the disaster preparedness and response teams. **Palestine RC**

Achievements: Additional field hospital equipment was purchased and relief stock was improved. Camp management and field hospital training was carried out in Bethlehem and Nablus for 200 staff, volunteers and members of other organizations. A new sub-warehouse was established in Jericho and the warehouses in Nablus and Gaza were further developed.

In Deir El-Balah (Gaza Strip) a communication tower for VHF communication network was installed. Relief items were distributed in the Gaza Strip after new homes were destroyed by strong winds. An advanced medical post was set up at Om El Nasser village following the collapse of the sewage reservoir, where the Palestine RC provided relief items and facilitated the evacuation of more than 300 families. To raise public awareness of earthquake risk reduction, the Palestine RC printed and disseminated brochures

and posters. In addition, the Palestine RC participated in a disaster management meeting in Germany, and facilitated a regional workshop in Amman.

In June 2006, a rapid emergency assessment mission was undertaken in oPt with representatives from Palestine RC, ICRC delegation Jerusalem, International Federation representative office in Ramallah, and the Norwegian RC headquarters in Oslo. In the executive summary of the final report, the team was predicting a further deterioration of the situation in oPt if not political solutions to the Israeli-Palestinian and inter-Palestinian military conflicts are seen, and history shows that this became the reality. The conclusion in the assessment report became the basis for the emergency part of the revised Palestine RC Appeal of 2007.

Emergency operation in Tripoli

On 20 May 2007, clashes erupted between the Lebanese armed forces and a heavily armed group inside the Palestinian refugee camp of Nahr Al-Bared in the northern city of Tripoli in Lebanon. Around 40,000 Palestinian refugees, who for decades have lived in the camp, were caught up in the middle of the fighting, and for days were not able to move out of the conflict area. According to the agreement with the Lebanese Red Cross and the rest of the Movement, as well as with the Lebanese government, the Palestine RC has the mandate to provide humanitarian aid, and in particular secondary health care services inside the Palestinian refugee camps in the country. Therefore the Palestine RC staff and volunteers were heavily involved in rescue and other humanitarian operations in the camp, and neighbouring camps, where people were searching for refuge. A large number of wounded refugees have received treatment in the Palestine RC's Safad Hospital in the Beddawi refugee camp and in temporary health facilities of the National Society.

A large number of partners quickly responded to the sudden needs of the Palestine RC in Lebanon with cash and/or in kind donations and the International Federation released CHF 67,597 (USD 60,462 or EUR 40,968) from its DREF for medical equipment and supplies, and some running costs.

Principles and Values

Youth and volunteers

Objective: To promote potentials and deepened knowledge about the Palestine RC Principles and goals among volunteers, which bring about investment in social development.

Achievements: The Palestine RC youth and volunteer network expanded by implementing its wide community activities, and recruiting 1,000 new volunteers. The youth and volunteer programmes, consisting of social, cultural and environmental activities, community health services, educational and skills development, cooperation and recruitment and retaining of volunteers were implemented in 63 locations in the West Bank, Gaza Strip, and the Diaspora, where monthly meetings were held by all the 63 volunteer committees. During 2007, a total number of 9,123 volunteers contributed in areas such as EMS, disaster preparedness and response, rehabilitation, psychosocial services, health and care, dissemination and international humanitarian law (IHL), social services, and administration, from which 100,151 people benefited from the work of the volunteers. In regards to international participation, 12 volunteers participated in different international conferences and workshops, such as the MENA network meeting in Yemen, the 17th International Falcon Movement (IFM) congress in Vienna, the preparation for the MENA youth network meeting in Amman, the Arab Secretariat Conference in Doha, and the youth coordination committee meeting in Amman.

38 workshops and training sessions were organized at the Palestine RC community centres with 1,130 participants, where the training courses were covering basic Red Cross Red Crescent knowledge, disaster preparedness, psychosocial support, ToT, and leadership training. The total beneficiaries of the activities in the community centres were 34,450. In total, 37,096 staff and volunteers benefited from trainings carried out by the department.

The youth and volunteer quarterly magazine has been published four times in 2007 and 8,000 copies were distributed throughout oPt.

Information, Dissemination and IHL

Objective: To train all the Palestine RC staff and volunteers on humanitarian values according to the Palestine RC Code of Conduct and increase the knowledge of public about humanitarian values.

Achievements: During 2007, 12 dissemination workshops - six in West Bank and six in Gaza Strip - were conducted. In total, 328 Palestine RC staff and volunteers of both genders (135 female and 193 male) benefited from these workshops.

In Hebron city, the IHL unit organized a one day seminar on the Red Cross Red Crescent emblem, with 110 participants (35 female and 75 male) from Palestine RC staff and volunteers, and staff of local health providers, benefitting from the seminar. Another two seminars on the emblem issue were organized in Gaza city, where there were 140 participants (77 female and 63 male). Three IHL advanced trainings were conducted at the Palestine RC headquarters in Ramallah, with 68 participants from the PA security forces and the Palestine RC (23 female and 45 male). In addition, one ToT was held in Gaza Strip where 17 Palestine RC staff and volunteers attended. The Palestine RC exploration of humanitarian law (EHL) focal points conducted 29 school visits and gave technical support to the teachers and students. In addition, the IHL unit continues preparing the IHL library.

In commemoration of 40 years of occupation, the Palestine RC was running a televised talk show on "The Palestinian cause...what prospects?". There were seven speakers in the show which was attended by media representatives and about 30 Palestine RC employees and people from the general public. Under the banner "Together for Humanity", Palestine RC branches and sub branches throughout the West Bank and Gaza Strip marked the World Red Cross Red Crescent Day, celebrated every year on 8 May. To mark this special occasion, Palestine RC also held a series of events featuring speeches on the significance of this Day and the principles and objectives underlying the work of Palestine RC and the International Movement, both dedicated to the service of mankind regardless of sex, race or belief. In addition, workshops, seminars and courses were organised, tackling the role of Palestine RC, the services it provides to Palestinians both within oPt and in the Diaspora, the International Movement's constituency, and the Red Cross Red Crescent Movement's protective emblems. On their part, Palestine RC health centres organised medical days, during which health, medical and psychosocial care was provided to hundreds of Palestinians. Tents were erected in the main squares of some

Palestinian cities to encourage people to donate blood. A high level of participation in all these events was noted. Moreover, entertaining events including songs, folklore and Dabke dances were held while cultural heritage expositions were organised featuring Palestinian jewellery, traditional customs and handicrafts. Fun days were organised for children including sports and song activities as well as face painting.

Palestine RC dissemination, information and IHL department produced 3,000 copies of Palestine RC monthly Arabic newsletter, 4,000 copies of Panorama Magazine in English, 200 copies of Geneva conventions and protocols, 75 copies of IHL manual, 5,000 copies of Palestine RC folder, 15,000 copies of poster of principles, 7,000 copies of Palestine RC brochure in Arabic, 7,000 copies of Henry Dunant's brochure, 7,000 copies of International Movement's brochure, 1,500 copies of the humanitarian duty series, 5,000 copies of the emblem brochure, 25,000 copies of the disasters brochure, 1,500 copies of the 2008 agenda and 1,500 copies of the 2008 desk calendars. In addition, one laptop, one LCD projector, one computer device, and 4 USB flash memory sticks, 20 Red Crescent flags, 20 Red Cross flags, 20 flags of Palestine, 20 Palestine RC flags and 10 flag stands were purchased. On the occasion of the 39th anniversary an advertisement for the Palestine RC services was published in the Palestinian three newspapers (Al-Quds, Al Ayyam and Al Hayya), as well as the purchase of a link on Maan news.

A new website portal was published online. More than 223,306 hits were registered on the Palestine RC web site from all around the world. Finally, Palestine RC dissemination and IHL department continues to cover Palestine RC departments' and branches' news, death and injuries data and violations against the National Society's medical teams. Palestine RC magazine "Balsam" is being printed and distributed every month all over the West Bank and Gaza Strip as well to branches of the National Society in the Diaspora.

Challenges or Constraints: Despite good financial support from the ICRC there is still a need for more to be able to reach the large number of targeted beneficiaries around oPt.

Impact: The increased knowledge within Palestine RC and in the Palestinian communities about IHL and Fundamental Principles will have a preventive effect. Reduction in terms of misuse of the Red Cross and Red Crescent emblems has been registered, which will contribute to a better delivery of the Palestine RC services.

Capacity Development

Objective: To ensure the Palestine RC organizational systems are increasingly efficient, effective and able to contribute proportionally to the well being of the most vulnerable in oPt and Diaspora.

Achievements: The organizational development department, in cooperation with the Norwegian RC and facilitation by an external consultant, organized a workshop to harmonize the planning, implementation, monitoring and reporting of the Palestine RC strategy 2005-2010 with the Palestine RC plan of action 2006-2008. The project planning process (PPP) approach was followed and the plans were adjusted so that they became the guiding tool for 2007, and further developed into the 2008-2009 appeal process. Unified Palestine RC consolidated regular reports were developed prepared in cooperation between organisational development/planning department and International Federation's representative in Palestine.

As part of the administration and logistic guidelines development, internal procurement and purchasing policies and procedures have been developed. With additional input from processes in the implementation of OA, the procedures were at the end of 2007 further refined, discussed with all partners, and will within the first part of 2008 be presented to the administration of Palestine RC for approval. Additionally computerised human resources (HR) data base was developed and data collection is being undertaken.

A two-day programme/project planning workshop was held in December 2007, where project/programme managers from headquarters and branches participated. The importance of

integration of projects into programmes at field level was the main subjects addressed in the workshop, in addition to the role of the project coordinators in encouraging branch involvement towards improving the local community capacity contribution in supporting the vulnerable groups. Strategies and different mechanisms were formalized to strengthen this approach, which will be part of the implementation plan in 2008, taking into consideration the Global Agenda and the global health and care strategy 2006-2009. As part of the same planning process was a four day visit by the organizational development officer to the Palestine RC in Lebanon. In cooperation with the primary health care department, a community needs assessment was undertaken through a project planning workshop to evaluate the previous safe motherhood project needs and assess ideas for future project proposals. The head of finance department together with an IT technician visited the Palestine RC branch in Syria to install the computerized finance system, which is now operating.

The Palestine RC administrative council meeting was organised at the Palestine RC Egypt branch in Cairo, where around 70 representatives of the National Society from all branches in oPt and the Diaspora were present together with representatives from the Egypt Red Crescent, the ICRC, and the International Federation. Heads of departments at the Palestine RC headquarters and all branches delivered reports for 2005-2006, and contributed to discussing how to further develop the Palestine RC at all levels and how to improve the relationship between the branches and the headquarters.

From 1 January 2007 the finance department is making full use of its new finance system. Income and expenses are entered with all details necessary to produce financial reports for departments, management, programmes, projects, and donors. All expenses are broken down to detailed budget lines, making the budget a working tool and the budgeting process for the coming years easier. Department heads will now be responsible for the entire budget of their programmes and projects.

In the process of strengthening the branch capacity, three programme meetings were held at Nablus, Qalqilya, and Hebron district level, where 120 Palestine RC technical staff and volunteers from branches and sub-branches participated. 13 technical committee meetings with representatives from the headquarters and branches, a three-day assessment workshop, and 13 individual meetings were part of this capacity building process.

Challenges or Constraints: The general political situation and movement restrictions have been hindering and delaying implementation of activities.

Impact: Harmonization of planning, monitoring and reporting for all departments has contributed to a common understanding of unified systems, and has improved the quality. This process is of great importance and has been an invaluable help for the preparation of the Palestine RC appeal for 2008-2009. Continued participation of branches, regular executive board meetings, training and workshops have also contributed to improving communication within the Palestine RC.

Working in partnership

With introduction of the OA as the new concept in Palestine RC for better planning, implementation, coordination, cooperation, monitoring, and reporting of programmes and projects, special coordination meetings have been introduced on sectoral and technical level, still within the structure which has been followed by the Palestine RC and its partners for the last few years. Until now three Red Cross Red Crescent partners have signed the OA agreement, and more are expected to sign within the first months of 2008. Partnership cooperation agreements and MoU documents between Palestine RC and partners have been the reference documents in bilateral relationships, but the idea is to incorporate these into the OA agreement, with only one standard document to be signed between Palestine RC and each of its partners. Palestine RC has been working with bilateral and multilateral partners for years in an area facing extreme conditions and huge challenges, and is highly respected as a reliable actor in the field of providing humanitarian services. Through this for years close cooperation and working relationships with a number of different domestic and international partners in oPt and Lebanon, the Palestine RC has been receiving substantial financial and professional support. Also many international volunteers have

for a number of years made important contributions to the Palestine RC programmes in terms of voluntary work and capacity building. The main financial support to the National Society at the moment is through bilateral agreements, which in most cases have lasted for several years. This long term relationship is of utmost importance for Palestine RC to be able to do proper planning and implementation of programmes. The National Society has every year been inviting Red Cross Red Crescent Movement as well as other partners for partnership meetings in the headquarters in Ramallah, and in 2007 a similar meeting was convened by the branch of Palestine RC in Beirut, Lebanon. Achievements, progress, and plans for the future have been presented and discussed with partners at these meetings. In 2007, the Palestine RC was in cooperation with the International Federation inviting all diplomatic missions in oPt, together with UN agencies, international NGOs, and the ICRC for a one-day meeting. Palestine RC has since early 2007 been included as member of the OA advisory group, and has attended two meetings at the secretariat in Geneva. At the General Assembly of the International Federation in November 2007 the "Friends of Palestine RC" was established and had its first meeting. The objective of this group is to support the National Society in its humanitarian mission under constant difficult and challenging environment.

With its wide range of health and social programmes implemented all over the West Bank and Gaza Strip, and in the Palestinian refugee camps in the neighbouring countries, the Palestine RC has enjoyed close relationships with the local authorities and a number of local humanitarian actors. These relationships have improved recently as the importance of the Palestine RC as a reliable provider of humanitarian services has become even more obvious in the shadow of financial crisis and security problems. Part of the OA approach in Palestine RC is also to invite all partners of the National Society, not only from inside the Red Cross Red Crescent Movement, but also other stakeholders, into the sectoral and technical coordination process.

In addition to the meeting and coordination structure introduced for representatives of partners present in oPt, there have also been a number of meetings with partners visiting the territory as well as branches in the Diaspora, such as Hellenic Red Cross, French Red Cross, German Red Cross, Swedish RC, Norwegian RC, American Red Cross, Italian Red Cross, Belgium Red Cross, Danish Red Cross, Spanish RC, Korean Red Cross, the Netherlands RC, and the ICRC, in addition to representatives of diplomatic missions, and international non-governmental organisations (INGOs).

Contributing to longer-term impact

Through its programmes, the Palestine RC contributes to the third goal of the Global Agenda in terms of increasing the capacity of local communities, and the civil society by building close relationships and including local communities in the planning and implementation processes of programmes and projects. Awareness campaigns are run and capacity building initiatives are undertaken. Social services and development programmes for children with disabilities are based on the philosophy of developing abilities instead of treating disability, where integration between all groups in the society is a key factor. Following this working modality, the National Society reduces intolerance, discrimination and social exclusion and promotes respect for diversity and human dignity within the Palestinian community, also an important goal of the Global Agenda. The Palestine RC ambulance service, disaster management activities, and health programmes are actively reducing the numbers of deaths, injuries and impact from disasters and emergencies. In programmes such as PHC, with safe motherhood, reproductive health care, and health committees, the Palestine RC is taking an active part in reducing deaths, illnesses and impact from diseases and public health emergencies. Women play an important, active, and central role in these preventive activities not only as beneficiaries, but also through their contribution to improving the knowledge and capacity in the communities.

Collaboration between the Palestine RC and its international partners and other humanitarian actors in oPt, and with those working for Palestinian refugees in the Diaspora, thanks to continuous financial support to the Palestine RC programmes, has contributed to provision of reliable services. Also improvement in the quality of services has been registered in particular in the health sector through the joint Palestine RC - MoH PHC centres.

Looking ahead

Due to the implementation of the OA mechanism in Palestine, all partners of Palestine RC should benefit from better coordination at programme level. This will contribute to better integration of all support from partners to the strategy and plan of action of the Palestine RC. Implementation, coordination, monitoring and reporting will be based on the same principles and should help the Palestine RC in its further development towards optimal use of financial and human resources to the benefit of the vulnerable people. Better and more systematic collection of statistics and financial data will give the Palestine RC management more reliable and useful managerial tools for further planning and implementation of programmes.

Community beneficiaries during 2007 (similar tables are not available for 2006)

Programme	Per service				Per activity				Total
	Male	Female	Children	Elderly	Male	Female	Children	Elderly	
PHC	44,538	270,464	-	-	12,827	25,065	-	-	352,894
Secondary HC	-	-	-	-	-	-	-	-	1,040,000
PSP	183	435	519	20	2,440	8,151	13,626	40	25,414
EMS	28,790	27,045	10,200	12,711	336	674	516	159	80,431
NBTS	-	-	-	-	-	-	-	-	12,722
DM	9,351	6,370	22,157	2,360	66	70	-	-	40,374
Rehabilitation	13,497	12,916	19,336	6,650	28,417	35,914	40,093	24,238	181,061
Social welfare	3,445	2,796	1,300	2,170	567	653	1,050	-	11,981
Youth & Volunteers	-	-	-	-	77,786	50,478	60,205	32,775	221,244
Dissemination / IHL	-	-	-	-	400	600	1,000	200	2,200
Total	99,804	320,026	53,512	23,911	122,839	121,605	116,490	57,412	1,968,321

Beneficiaries of training and workshops (more than one full day) during 2007

Programme	Per service				Per activity				Total
	Male	Female	Children	Elderly	Male	Female	Children	Elderly	
PHC	55	274	-	-	35	85	-	-	449
PSP	446	582	692	40	78	154	20	-	2,012
EMS	55	19	24	57	1,552	2,260	137	303	4,407
DM	70	20	-	-	1,156	816	11,000	-	13,062
Rehabilitation	184	42	-	756	-	-	-	-	982
Social welfare	-	-	-	-	-	1,743	-	-	1,743
Dissemination / IHL	59	33	-	-	401	292	-	-	785
OD	-	-	-	-	510	310	-	-	820
Total	869	970	716	853	3,732	5,660	11,157	303	24,260

Beneficiaries of services provided by Palestine RC in oPt and the Diaspora throughout 2006

Programme	Beneficiaries
PHC	787,986
Secondary HC	1,315,572
PSP	37,582
EMS	88,923
NBTS	845
DM	29,755
Rehabilitation	33,807
Social welfare	12,824
Youth and volunteers	275,024
Total	2,582,318

How we work

All International Federation assistance seeks to adhere to the [Code of Conduct](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering quality and accountable assistance to the most vulnerable. For support to or for further information concerning Federation programmes or operations in this or other countries, or for a full description of the national society profile, please access the Federation's website at <http://www.ifrc.org>

The International Federation's activities are aligned with its Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".

Global Agenda Goals:

- Reduce the numbers of deaths, injuries and impact from disasters.
- Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.
- Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.
- Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

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