

# FINAL REPORT



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

## PALESTINE RED CRESCENT/ RECOVERY PROGRAMME

30 June 2003

The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in 178 countries. For more information: [www.ifrc.org](http://www.ifrc.org)

Appeal No. 13/02; Launched on: 6 May 2002 for 12 months for 1,873,000 CHF; Period covered: May 2002 - April 2003

Appeal coverage: 39.6%; Disaster Relief Emergency Fund (DREF) Allocated: CHF 190,000

### In Brief

Thanks to the positive response to this emergency appeal by the Red Cross and Red Crescent Movement, through the Federation or on a bilateral basis, as well as substantial support from the ICRC, the PRCS has been able to overcome enormous obstacles and extreme conditions and sustain its vital humanitarian programmes. In times when the activities of most other providers of humanitarian services have almost come to a standstill or even collapsed, the PRCS, with its own human resources and support from its Red Cross/Red Crescent partners has become the main actor in the field of humanitarian intervention.

### **Summary**

With the escalation of the crises in Israel and the Palestinian Autonomous and Occupied Territories (West Bank, Gaza and East Jerusalem) the focus has now shifted towards the new initiative, the "Road Map" envisaging the end to the conflict and the creation of a new Independent Palestinian State. As a first step, a new Palestinian Prime Minister has taken office in Ramallah with his new cabinet. He has promised to facilitate a better negotiating environment with the Israelis. There are, however, still huge challenges to overcome before real peace can be reached.

For the Palestinian society, the affects of 32 months of conflict are becoming more severe by the day, physically, psychologically, socially and economically. Massive military operations with large numbers of casualties and the demolition of Palestinian houses are occurring on a daily basis. At the same time, suicide actions or armed attacks against Israelis are common events, severely disrupting life in Israel. The Palestinian/Israeli conflict almost slipped out of the media's attention while the international focus was, for some time, on the war against terrorism and the war in Iraq. This, however, does not reflect the continuing humanitarian and economical consequences of recent events in Palestine A/OT on the Palestinian people as described in recent reports published by, among others, the Personal Humanitarian Envoy of the UN Secretary General and from CARE International.

Movement restrictions have been severe all around the West Bank and Gaza Strip for all Palestinians, including members of the Palestinian Authority and humanitarian organizations. Even international

organizations have, to a great extent, been hindered in delivering vital humanitarian aid, such as medicine, medical equipment, health care, food and other relief items.

The Palestine Red Crescent Society (PRCS) has been facing a huge challenge to continue to provide humanitarian assistance and services within this extreme context, while at the same time looking for available resources, human as well as financial. With the “PRCS Post Disaster Rehabilitation Plan” as its base, and the initiative to intensify all efforts serving the most vulnerable of the people in the West Bank and Gaza Strip, the ICRC increased its budget for activities in Palestine A/OT, and the International Federation launched this Emergency Appeal 13/02 in May 2002 to support the PRCS.

### **Coordination**

With restrictions on free movement imposed upon civilians and humanitarian organisations it became an imminent necessity to co-ordinate interventions in the territories. Co-operation within the Red Cross/Red Crescent Movement has been excellent. There has also been open dialogue and co-operation with the main international / national providers of humanitarian aid. The ICRC, Federation and the PRCS have all facilitated the distribution of medical supplies and medicine for the Ministry of Health (MoH), and even MoH staff have benefited from the logistical structure of the Red Cross/Red Crescent Movement.

## **Objectives, activities and results**

### **Health and Care**

**Objective: Sustain vital PRCS services in the Palestinian territories.**

#### **Activities:**

Throughout the whole period the PRCS has been able to continue its vital Primary Health Care programme (PHC) from its 25 centres. Despite various obstacles stocks of medicines and medical supplies have been replaced and distributed. The Home Based Care, as well as the Safe Motherhood programmes were able to continue more or less according to plans. Emergency kits for the physicians in the centres have been put in strategic locations throughout the country. The establishment of two sub-warehouses, one in the north of the West Bank (Nablus) and one in the south (Hebron) has strengthened the response capacity of the PRCS when needs arise.

A Medical Hotline project, drawing on about 250 staff and volunteers around the territories has provided vital health services to people prevented access to the established health care system. These volunteers were supplied with emergency physicians' kits, which are used in case of curfews and whenever their local communities were isolated due to events arising out of the conflict.

The Home based care programme includes the provision of essential equipment and supplies to carry out home care activities to increasing numbers of beneficiaries. In 2002, a total of 6,860 home visits were made to 4,162 patients.

In times of limited financial resources in the Palestinian communities to pay for health care, the salary support from this Emergency Appeal has been instrumental in continuing the programme.

Laboratory equipment has been upgraded, securing PHC services for isolated communities and the establishment of a mobile clinic in Hebron area. Under the Secondary Health Care programme of the PRCS there has been some upgrading of equipment for ICU, maternity units & emergency rooms.

## **Disaster Management**

With the now thirty-two month old conflict, still continuing, response to this man-made disaster has taken up much of the capacity, energy and time of the staff and management of the Palestine Red Crescent Society. The Federation delegate, who since late December 2001 has been alone in the Federation Office, has to a great extent been engaged in responding to the emergency programme of the PRCS. Particularly in relation to monitoring and supervising the Primary Health Care programme as well as possibly increasing the capacity and response of the PRCS.

### **Activities:**

An Emergency operational plan was developed. The PRCS Disaster Management Co-ordination Unit (DMCU) has conducted many activities including: preparing a personnel directory of available staff and volunteers, maintaining lists showing stock levels and position, creating maps of the locations of the medical/backpacks kits, EMS stations, PHC clinics, hospitals and sub-warehouses, rapid damage assessment system, preparing supplies contracts and relief request format.

The establishment and building up of a medical Emergency Response Unit (ERU) field hospital has continued. The PRCS has worked with the Norwegian Red Cross, Federation, Spanish Red Cross, American Red Cross and German Red Cross in training personnel to become part of the International Medical ERU and IRT systems. PRCS envisions both a regional and national role; initially supporting ERU deployments by experienced national societies, and possibly a long-term vision to set up a regional referral ERU, and smaller advanced medical mobile posts.

The PRCS DMCU has conducted several simulation drills to instill the disaster services concepts among the Society's volunteers, like training in erecting tents, relief operations, and others. Furthermore, the PRCS tested its readiness for a possible emergency situation in a simulation drill conducted to activate the Emergency Operations Centre (EOC) in the PRCS headquarters. More than 50 employees and volunteers joined that drill together with staff from the Federation, ICRC, PNS, UNRWA and other organizations.

PRCS views volunteer training as their highest priority, as a strong volunteer network is the basis for achieving proper mobilization and deployment in response to emergency situations. The community based training is considered the introductory phase to train volunteers for specialized fields that comprise PRCS disaster services. Therefore, the DMCU has run more than ten training courses with over 200 participants.

### **Upgrading of PHC centres:**

Oxygen concentrators were introduced to PHC centres to reduce dependency on Oxygen Cylinders (where filling and refilling can be very difficult due to mobility restrictions).

### **Expansion of Emergency services:**

Since the start of conflict the Norwegian Red Cross has been providing the PRCS with 21 ambulances. Some of the ambulances were provided within the period of this emergency appeal, resulting in an increase in the number of ambulances from 86 to 97.

The PRCS increased the number of Emergency Medical Technicians from 240 to 260; Established Emergency Focal Points in 19 areas, which are operated by trained volunteers (in co-operation with CARE International); and, renovated several emergency stations, in order to accommodate more staff and stocks This expansion was accompanied by improvements to the communication system.

During 2002, the PRCS's EMS department responded to 107,855 cases.

**Rapid Damage Assessment (RDA):**

In June/July 2002, PRCS Disaster Services completed the pilot of the Rapid Damage Assessment (RDA) surveillance tool. The system is now active and tracks key health services, health status and environmental indicators. It is designed to trigger a response within 24-48 hours providing urgently needed medical care (both trauma and/or clinical care) to isolated villages and towns. Information from centres and the Rapid Damage Assessment survey is transmitted to the PRCS Disaster Management and Coordination Unit (DMCU). Depending on the severity of crisis, the PRCS Disaster Management Group (DMG) is convened to set priorities, allocate resources, and monitor the response. The DMG is composed of senior managers /representatives from the following PRCS departments or units: PHC, EMS, Administration, DMCU, Social Services, Volunteers, Engineering, MIS and other technical input as needed. The group does not necessarily need to meet in person as consultations can be held over the phone, etc. An emergency operations room was recently established in Nablus, which will further enhance operational response efficiency for the northern part of the West Bank. A similar room is planned to be established in Hebron over the next two to three months

The Medical Hotline project was established as part of the PHC department including recruitment of volunteers, distribution of Physician's Emergency and reproductive health kits, and public awareness campaign.

**Expansion of Mental Health Care programme with the integrated approach:**

With the growing need and increased demand for services in light of the continued conflict in the region, PRCS has recognised the need to integrate psycho-social services into its disaster response activities.

The following projects were expanded/developed during the past year:

- The nationwide project providing support services to the PRCS EMS, Volunteers and Families began in 2001 and has continued since. This project is carried out in cooperation with German Red Cross and the ICRC, and is funded by ECHO.
- The Psycho-social Project for Children in the Hebron area has brought messages of child well being to children, parents and teachers. 'Manafez', PRCS Youth Violence Prevention Programme has continued its services and programmes in Bethlehem and Khan Younis, reaching out to youth discussing violence issues, offering skill building opportunities as well as counseling support. This programme is in cooperation with Map Canada.
- A Child Well-being Programme was established in the Gaza Strip, and is operating out of the PRCS branches in Khan Younis and Gaza City. Its activities include child-theater, clubs and cinema.
- The cooperation between PRCS and the Danish Red Cross on a three and a half year project based on the Children Affected by Armed Conflict (CABAC) was started in early 2003. The model is offering after-school workshops and summer camps for children in two schools in the area of Tubas village. This project with technical support from the Danish Red Cross will gradually be handed over to PRCS, and will hopefully be expanded to other villages based on the experiences from Tubas.

**International Humanitarian Law (IHL) Unit**

The PRCS has established an International Humanitarian Law Unit with the intent to promote awareness of IHL principles and documentation of IHL violations related to PRCS core functions. This programme has been established in co-operation with the Danish Representative Office and the Danish Red Cross.

**Water and Sanitation**

PRCS has built up stock to enable rapid response to water shortages for hospitals, limited numbers of isolated households, as well as for displaced population (capacity up to 5,000 individuals). The supplies include water testing equipment, bladders, pumps, tap stands, jerry cans, chlorinating tablets,

and various fittings. Recently ground water reservoirs have been established in some PRCS health facilities in coordination with Oxfam GB, as a back up system to maintain the continuity of services and to improve water storage level. Moreover, the Medical ERU have been equipped with Water Bladders, Electrical pumps, fittings and Gasoline pumps

### **National Society Capacity Building**

Due to the impact of recent events on the PRCS, the Red Cross/Red Crescent Movement and most of the other providers of humanitarian services in the West Bank and Gaza Strip, even the Ministry of Health was prevented from delivering services according to their responsibility and plans, but instead forced to step in and try to fill the gaps left behind. When assessing the situation, the PRCS have had to consider its possibility to respond to needs, and its capacity to deliver services even outside its normal scope of activities.

### **Red Cross and Red Crescent Movement - Fundamental Principles and Priorities**

#### **Activities:**

Public awareness campaigns in the forms of televised advertisements were conducted to increase awareness about first aid, coping with bombardments, making home and work places safer, information about the Medical Hotline, and chemical and biological warfare.

#### **Promoting awareness to International Humanitarian Law/Principles:**

Twelve IHL training courses were carried out during the year attended by 477 participants: 54 volunteers, 266 non-PRCS, and 157 PRCS staff.

Dissemination sessions on IHL principles were also carried out for several targeted groups like 141 children in a summer camp at the Total Communication Centre for Teaching and Rehabilitation of the Deaf, 21 students at the Emergency Educational Center (EEC), and 60 Jerusalem Summer Camp Students.

340 volunteers were trained in conflict intervention, rapid damage assessment, EMS backup and ERU backup. The Movement's principles, the emblem, PRCS goals and activities, basic IHL principles and communication skills, such as group dynamics, planning, and leadership skills were also topics at the training.

Six Youth Committee Coordinators were trained in communication skills and dissemination during the reporting period as part of the overall dissemination and communication-training schedule for PRCS volunteers.

### **Relief distribution of Food and Basic Non-Food Items**

While the PRCS is following its strategy not to be involved in food distribution, which is taken care of by the ICRC, UN agencies and the local authorities to the extent possible, the PRCS has been involved in the distribution of non-food items. From its warehouses and stocks around the West Bank and Gaza Strip the Society has been distributing kitchen sets, clothes, heaters etc. to families affected by the house demolition programme in areas like Jenin, Hebron, Khan Younis and Rafah.

### **Shelter**

Shelter was provided by the PRCS branches in Rafah, Khan Younis, Hebron and Jenin to assist families who had lost their homes during the conflict and/or as a consequence of house demolition.

## **Assessment and Lessons Learned**

Thanks to the positive response to this emergency appeal by the Red Cross and Red Crescent Movement, through the Federation or on a bilateral basis, as well as substantial support from the ICRC, the PRCS has been able to overcome enormous obstacles and extreme conditions and sustain its vital humanitarian programmes. In times when the activities of most other providers of humanitarian services have come to an almost standstill or even collapsed, the PRCS, with its own human resources and support from its Red Cross/Red Crescent partners has become the main actor in the field of humanitarian intervention.

*For further details please contact: Evgeni Parfenov, Phone: 41 22 730 4325; Fax: 41 22 733 03 95; email: [evgeni.parfenov@ifrc.org](mailto:evgeni.parfenov@ifrc.org)*

*All International Federation Operations seek to adhere to the Code of Conduct and are committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable. The procurement for this operation was carried out in full compliance and conformity with the Federation's standard for international and local procurement.*

*For support to or for further information concerning Federation operations in this or other countries, please access the Federation website at <http://www.ifrc.org>.*

*This operation sought to administer to the immediate requirements of the victims of this disaster. Subsequent operations to promote sustainable development or long-term capacity building will require additional support, and these programmes are outlined on the Federation's website.*

**Project Summary Financial Statement by Appeal**

All Donors.  
All CODA transaction types.

Project	Opening	INCOME					EXPENDITURE								Closing	
		Voluntary Contributions.		Transfers	Other Income	Total Income	Supplies	Capital Transport	PS Personnel	General Expenditure	Transfers Provisions	Total Expenditure				
		Selected Donors	Others													
<b>Appeal: 13/02 - PALESTINE RED CRESCENT SOCIETY: RECOVERY PROGRAMME</b>																
<i>Transactions recorded during the period January of 2002 through May of 2003 for project(s) relating to 13/02 - PALESTINE RED CRESCENT SOCIETY: RECOVERY PROGRAMME</i>																
<b>MENA (Middle East &amp; North Africa)</b>																
<i>MENA Middle East</i>																
<b>MENA Palestine</b>																
PPS504 - Palestine - 2002 Relief Special	0	740,108	0	192,046	0	932,155	0	0	2,227	53,579	16,210	2,760	848,444	0	923,223	8,932
<b>MENA Palestine</b>	0	740,108	0	192,046	0	932,155	0	0	2,227	53,579	16,210	2,760	848,444	0	923,223	8,932
<i>MENA Middle East</i>	0	740,108	0	192,046	0	932,155	0	0	2,227	53,579	16,210	2,760	848,444	0	923,223	8,932
<b>MENA (Middle East &amp; North Africa)</b>	0	740,108	0	192,046	0	932,155	0	0	2,227	53,579	16,210	2,760	848,444	0	923,223	8,932
<b>13/02 - PALESTINE RED CRESCENT SOCIETY: RECOVERY PROGRAMME</b>	0	740,108	0	192,046	0	932,155	0	0	2,227	53,579	16,210	2,760	848,444	0	923,223	8,932
<b>Grand Totals</b>	0	740,108	0	192,046	0	932,155	0	0	2,227	53,579	16,210	2,760	848,444	0	923,223	8,932

---- end of report ----

# Palestine Red Crescent Society

ANNEX 1

APPEAL No. 13/2002

## PLEDGES RECEIVED

04.07.2003

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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### CASH

REQUESTED IN APPEAL CHF ----->					1'873'000	TOTAL COVERAGE 39.6%	
AMERICAN - PRIVATE DONOR		70	USD	95	11.04.03		
IRANIAN - RC		50'000	USD	80'585	19.05.2002	DISASTER PREPAREDNESS & FIRST AID	
JAPANESE - RC		38'000	USD	56'012	14.08.2002		
MALAYSIAN - PRIVATE DONOR				13'332	31.07.2002		
MONACO - RC		15'000	EUR	21'941	06.05.2002	RECOVERY PROGRAMME	
NORWEGIAN - GOVT/RC		1'700'000	NOK	342'043	18.11.2002	PRCRS RECOVERY PROGRAMME	
PRIVATE DONORS ON LINE				4'011	13.05.2002		
SWEDISH - GOVT		1'000'000	SEK	158'100	30.05.2002		
SWISS PRIVATE DONOR		45'000	EUR	65'984	23.04.2002		
SUB/TOTAL RECEIVED IN CASH				742'103	CHF		39.6%

### KIND AND SERVICES (INCLUDING PERSONNEL)

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
SUB/TOTAL RECEIVED IN KIND/SERVICES				0	CHF	0.0%

### ADDITIONAL TO APPEAL BUDGET

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
SUB/TOTAL RECEIVED				0	CHF	