

Palestine Red Crescent Society

Emergency Master Plan (EMP)

First Quarter Report



Reporting Period: 1st January – 31st March 2025



This report summarizes the key achievements of the Palestine Red Crescent Society's (PRCS) Emergency Master Plan (EMP) for the first quarter of 2025 (1 January – 31 March), including activities carried out during the ceasefire period in Gaza. It highlights the main achievements and progress of PRCS's operational response in Gaza and its preparedness and response efforts in the West Bank, under the broader framework of the Emergency Master Plan (EMP), launched in early 2025 to build on the Emergency Appeal of late 2023.

Overview:

During the first quarter of 2025, PRCS continued to lead its response under the EMP, maintaining critical humanitarian, medical, and psychosocial services across the Gaza Strip and the West Bank.

The quarter included the ceasefire period in Gaza, which allowed PRCS teams to intensify operations, access previously restricted areas, and restore essential health services, including the rehabilitation of hospitals and EMS centers.

In the West Bank, PRCS focused on preparedness and coordination efforts through its hospitals, ambulance network, mobile clinics, and community-based programs, ensuring service continuity amid persistent movement restrictions and protection concerns. The situation in the northern governorates has been deteriorating, as the IOF escalated its operations in the camps

General Challenges:

PRCS operations were carried out under severe constraints in both operational contexts. In Gaza, extensive damage to infrastructure, shortages of fuel and medical supplies, and the continuous targeting of health facilities created significant barriers to access and safety.

In the West Bank, ongoing settler violence, access denials, and logistical delays hindered rapid response and stock replenishment.

Despite these challenges, PRCS maintained continuous service delivery, strengthened coordination mechanisms, and upheld its humanitarian commitment to providing lifesaving and community-based assistance across the OPT.

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**Key Highlights:**

1. Health	
1.1. Emergency Medical Services (EMS)	
Gaza Strip	West Bank
- Maintained emergency response capacity with an average of 29 ambulances operating 24/7, ensuring lifesaving, transport across Gaza. - Supported cross-border medical evacuations through 2 ambulances deployed to Rafah Crossing during the ceasefire. - Restored emergency services by reopening and rehabilitating 5 EMS centers (Rafah, Gaza, Khan Younis, Deir al-Balah, Jabalia), during the ceasefire period.	2 new first aid posts in Tammun and Jen Safout were established as part of improving access/ promoting community resilience in cases of any emergency in those areas. - Upgraded ambulance fleet capacity with 24 new ambulances under procurement. - Enhanced responder (EMTs and First responders) protection by distributing bullet-proof vests and reserving additional units for volunteers in case of emergencies. - Strengthened responder skills through Mass Casualty Management and Basic Life Support (ToT) training courses. - Improved logistics with a centralized stock-management system for warehouses now in place.
1.2. Hospitals	
Gaza Strip	West Bank
- Rehabilitated and reopened Al-Quds Hospital, restoring clinics, ER, ICU, operating rooms, and laboratories. - Sustained essential care at Al-Amal Hospital, treating 4,000–5,000 patients monthly. - Expanded emergency capacity with Al-Saraya Field Hospital relocated to Gaza functioning as the only field hospital in the governorate and operating 66 beds with 70+ medical staff.	- Boosted emergency and inpatient capacity across Al-Bireh, Jerusalem, Halhoul, and Hebron Hospitals. - Assessment and planning for infrastructure and capacity improvement across PRCS hospitals.

For more reports, pictures, and information, click [here](#).



1.3. Clinics and Medical Points	
Gaza Strip	West Bank
- Ensured healthcare access through 20 medical points and 5 clinics, serving communities as more restrictions were imposed. - Activated vaccination services across 5 clinics to address the national service gap. - Delivered large-scale health coverage, benefiting over 25% of Gaza's population through: - Around 500,000 consultations, 50,000 vaccinations, 20,000 maternity cases, and 200,000+ reached via health awareness efforts.	- Expanded outreach to marginalized communities with 3 mobile clinics and 2 mobile medical teams, delivering preventive, curative, and awareness care to marginalized and Bedouin populations. - Promoted community resilience via the Community-Based First Aid (CBFA) Program, maintaining 83 first aid points, 65 fully active, and serving 37,582 people (15,755 males / 21,827 females). - Strengthened community awareness program through regular first-aid education and public-health awareness.
1.4. MHPSS	
Gaza Strip	West Bank
- Delivered Psychological First Aid to 24,000+ individuals across Gaza. - Provided structured psychosocial support to around 960 children and caregivers. - Engaged 4,200+ children and youth in recreational and resilience-building activities through the <i>Dream Bus</i>. - Supported 246 PRCS staff and families through therapeutic sessions and group support "Self-Care program"	- Delivered Psychological First Aid and group interventions to around 9,100 individuals across the West Bank. - Supported children and families under stress through 8,700 PSS kits and 2,000+ beneficiaries reached via structured activities. - Organized 9 community open days, engaging 1,910+ participants to promote social connection and resilience. - Provided stress-management sessions for 50 EMS staff and volunteers in high-risk areas, under the "Self-Care" program.



2. Disaster Risk Management	
2.1. Relief and Risk Reduction	
Gaza Strip	West Bank
- Expanded humanitarian reach by distributing 141,080 food items and 64,120+ non-food items. - Enabled large-scale partner logistics, supporting 1,091 trucks of in-kind assistance delivered to UNRWA, WFP, MoSD, and local organizations. - Backed bread production through truckloads of flour, salt, and sugar supplied to WFP and local bakeries. - Enhanced safety awareness via 1,540 ERW campaigns, reaching 83,110+ people across Gaza. - Expanded warehousing capacity by leasing 3 new warehouses (with a total of 2,500 m² area) and partially rehabilitating Al-Amal and other PRCS warehouses. - Improved community access and safety with 3 electricity-charging points for displaced families and solar street-lighting installed around Khan Younis, Deir al-Balah, and Gaza HQs. - Strengthened team readiness through refresher and specialized training for 80 staff and volunteers.	- Strengthened national emergency coordination through the restructuring of Disaster Management (DM) teams and integration of DRR and Preparedness Committees into Emergency Response Units (ERUs) working jointly with EMS. - Delivered essential relief assistance by distributing 19,320 food parcels across West Bank governorates—particularly in the north—in response to military escalations and economic hardship. - Mobilized and trained over 640 new DM and DRR volunteers across 9 vulnerable communities, building first-responder and preparedness capacity. - Promoted environmental awareness through campaigns in 6 communities, reaching 225 children and elderly women with sessions on environmental risks and green-response awareness. - Supported emergency logistics with the procurement of 8 ERU-standard 4x4 Land Cruisers, improving access to isolated areas. - Expanded warehousing capacity by securing two rent-free facilities provided as charitable support — 400 m² in Tubas and 120 m² in Dura — to accommodate the growing stock of relief items and optimize storage management. - Dispatched relief stocks to Gaza during the ceasefire to meet acute needs while maintaining balanced stock levels in West Bank warehouses.

For more reports, pictures, and information, click [here](#).



2.2. Shelter	
Gaza Strip	West Bank
- Secured safe shelter locations by completing land assessments and leasing sites for 9 IDP camps, all managed by PRCS. - Distributed 8,290 family tents across Rafah, Khan Younis, Deir al-Balah, Gaza City, and North Gaza, providing immediate shelter for displaced families. - Improved living conditions through installation of electrical systems, generators, and solar units in camps and operational sites. - Delivered emergency repair support by providing sealing-off and repair toolkits to families in damaged shelters, mainly in Khan Younis. - Maintained coordination with UNRWA, WFP, ICRC, IFRC, MoSD, municipalities, and community organizations to ensure coherent shelter management	- Assessed and secured shelter needs across northern governorates, coordinating with the Shelter Cluster, OCHA, and local authorities. - Distributed emergency shelter materials—including pillows, mattresses, and blankets—to vulnerable families in Tulkarem, Jenin, and Tubas.
2.3. WASH	
Gaza Strip	West Bank
- Provided safe water access with 1.3 million liters trucked to IDP camps and installation of two desalination plants. - Distributed essential hygiene supplies: over 58,000 hygiene kits and 8,600 dignity kits to displaced families. - Upgraded sanitation facilities through construction, repair, and maintenance of 294 emergency sanitation units, plus hand-washing stations in 8 camps. - Promoted hygiene awareness among 40,000+ beneficiaries through community campaigns on safe water handling. - Managed solid waste by distributing 100 waste containers and 15,000 waste bags across IDP camps.	- Delivered life-saving WASH support through the distribution of 3,400 liters of clean water and 470 hygiene kits in affected communities during the ongoing escalation in the Northern governorates. - Upgraded infrastructure and preparedness by advancing the Access to Health 6 project; enhancing facilities in Al-Bireh, Hebron, Halhoul, and Jerusalem hospitals.



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| <ul style="list-style-type: none">• Deployed 100+ trained staff and volunteers to implement and monitor WASH services, maintaining coordination with UN agencies, INGOs, and municipalities. | |
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3. Community Resilience	
Gaza Strip	West Bank
- Enhanced community health awareness by reaching 47,190 displaced individuals through the e-CBHFA program, delivering essential education on hygiene, first aid, reproductive health, and disease prevention. - Provided personalized follow-up and monitoring to 20,340 beneficiaries, including injured people, patients with chronic illnesses, persons with disabilities, and pregnant women, through mobile teams. - Delivered all community-based interventions through a dedicated network of 286 trained volunteers, who remained active in frontline emergency response and daily field outreach. - Strengthened community preparedness through four first-aid training sessions in Khan Younis, benefiting 81 participants. - Extended health and social support to an additional 9,487 individuals via field activities led by community volunteers. - Improved health education materials under the e-CBHFA framework, introducing interactive, low-resource tools and topics such as personal hygiene, respiratory infections, diabetes management, and first aid.	- Sustained community-based operations across 96 geographic areas, led by 1,820 Community Action Committee (CAC) members. - Delivered localized health and first aid services to over 24,637 individuals, ensuring equitable access to essential community-based support. - Strengthened community preparedness through 4 First Aid training sessions benefiting 90 community volunteers. - Enhanced local emergency response capacity by distributing First Aid kits to community teams, equipping them for rapid intervention in crises. - Advanced workforce development through specialized trainings in epidemic preparedness (EPIC), home care, and sexual and reproductive health in emergencies. - Empowered branches and sub-branches through 83 active community first aid posts, including 40 newly established—to take a leading role in serving local communities. - Promoted inclusive education and awareness, adapting materials and campaigns to engage all genders and age groups, with a focus on disability inclusion, reproductive health, and psychosocial well-being. - Reinforced PRCS's role as a community anchor, building long-term resilience through participatory planning, coordination with local authorities, and sustained field engagement.



4. Rehabilitation	
Gaza Strip	West Bank
• Ensured continuity of rehabilitative care under crisis conditions, delivering physiotherapy, speech, and occupational therapy to 1,046 beneficiaries through rehabilitation centers and mobile visits to shelters. • Expanded outreach to displaced populations, with 594 individuals receiving therapy services in shelters and 141 patients treated in day centers. • Supported inclusion and psychosocial well-being by engaging 180 children with disabilities in recreational activities and providing specialized education to 86 children with hearing and speech impairments. • Advanced service capacity by operating two rehabilitation centers in Khan Younis and the Central Area, equipping a maintenance workshop, and initiating a third center in Jabaliya. • Promoted disability inclusion and awareness, reaching 126 individuals with sessions on living with disabilities during emergencies and community-based inclusion. • Strengthened coordination and referrals through the Disability Referral Network, ensuring cross-agency support for people with disabilities and war-injured individuals. • Built staff capacity through specialized training on health safety, injury prevention, report writing, sign language, and musculoskeletal conditions. • Introduced digital tools (tablets and computers) to improve monitoring, case management, and service delivery. • Launched vocational training initiatives to promote self-reliance and independence among persons with disabilities.	• Delivered essential rehabilitative care through PRCS day centers, providing over 6,600 specialized therapy sessions — including 4,274 physiotherapy, 266 occupational therapy, and 2,142 speech and hearing therapy sessions — along with home visits for individuals unable to access centers. • Empowered persons with disabilities by distributing 176 assistive devices — 112 physical and 64 hearing — improving independence, accessibility, and daily mobility. • Enhanced community inclusion and awareness through campaigns reaching 1,180 individuals, promoting the rights of persons with disabilities and inclusive social practices. • Strengthened family and home support via 1,721 home-based rehabilitation services, fostering adaptation, acceptance, and improved quality of life. • Launched early-detection initiatives to identify disabilities at initial stages and ensure timely referral to specialized services. • Advanced protection and coordination efforts, drafting disability-protection protocols, preparing specialized staff trainings, and initiating collaboration with the Youth & Volunteers Department. • Maintained a rights-based, inclusive approach, advocating for equitable access to services and community participation despite systemic and funding constraints.

For more reports, pictures, and information, click [here](#).



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| <ul style="list-style-type: none">• Conducted field needs assessments in IDP shelters to identify the injured and those requiring assistive devices, ensuring data-driven service planning.• Reinforced inclusive communication by training staff in sign language and accessible communication, strengthening PRCS's commitment to dignity and equality in service delivery. | |
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Aid Distribution, Gaza



WASH Services, Gaza



PRCS Response in Tulkarem



PRCS Teams Evacuating Children and Elderly in Nur Shams Camp, Tulkarem