

Annual Report **2025** —

A n n u a l R e p o r t

2025

Thanks & Appreciation



The President of the Palestine Red Crescent Society and the Executive Office extend their thanks and appreciation to His Excellency President Mahmoud Abbas, President of the State of Palestine, Chairman of the Palestine Liberation Organization, and Honorary President of the Palestine Red Crescent Society for his continuous support and generous patronage of the Society's achievements and its humanitarian mission in the homeland and diaspora, especially in Lebanon and Syria. We are pleased to present this annual book that includes the Society's achievements during the year 2025.

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Vision & Mission

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

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

PRCS Values

- Humanity:** Serving humanity, safeguarding dignity, and respecting rights.
- Empowerment and Resilience:** Building synergies between individuals and communities to promote sustainable solutions.
- Integrity:** Promoting transparency and upholding moral values in relationship with local communities.
- Partnership:** Working with the government and other partners according to PRCS principles and in line with its Statutes.
- Creativity:** Drawing on our history and inspiration from addressing sustainable needs and social questions to unleash inherent wellbeing, health, dignity in a changing world.
- Leadership and Entrepreneurship:** Striving to excel in upholding rights and defending communities and identifying the root causes of vulnerabilities.

Principles

- Humanity

Impartiality

Neutrality
- Independence

Voluntary Service

Unity
- Universality

Board Of Directors Members

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

The elected members of the Executive Office:

Dr. Younis AlKhatib - President

- Marwan Jilani - First Vice President
 - Dr. Najat AlAstal - Executive Office Secretary
 - Thafer Alqam
 - Jamal Tmaizi
 - Dr. Haider Al Qadra
 - Mohammad AlQubaj
 - Khalil Al Shakhsheer
 - Dr. Nabil Al Shawa
 - Said AlKhatib
- Dr. Tarek AlJabari - Second Vice President
 - Dr. Mohammad Rezeq - Treasurer
 - Dr. Atef Ibrahim
 - Dr. Ibrahim Ghannam
 - Dr. Sufian Baseet
 - Abeer Irsheed
 - Janet Barhoum
 - Hilal Toufaha
 - Dr. Mohammad Hamoud



Foreword from the President of Palestine Red Crescent Society

In moments of major transformation, humanitarian action is not measured solely by the volume of services it delivers, but by its ability to endure when options narrow, and to preserve its humanity in the most complex environments. The year 2025 tested this capacity in one of the most sensitive phases, as challenges intensified and crises overlapped, imposing a reality that requires clarity of vision and steadfastness of principle.

Within this context, Palestine Red Crescent Society (PRCS) continues its journey, grounded in a deep humanitarian legacy and expertise accumulated over many years of fieldwork, during which PRCS has represented a model of values-based humanitarian action, rooted in commitment to the human being wherever they may be. This continuity was not the result of a spur-of-the-moment decision, but rather the result of a gradual institutional build-up that strengthened preparedness, consolidated a culture of response, and deepened the relationship with the communities we serve.

This year constituted a genuine testing ground for PRCS's ability to adapt, not only at the operational level, but also in the manner in which it managed complex challenges that affected all aspects of work. Within this framework, our medical and humanitarian staff and volunteers continued to carry out their roles, driven by a profound sense of responsibility and an unwavering commitment despite the severity of conditions, while the objective remained unchanged:

reaching the human being at their moment of need. PRCS's presence throughout this year extended across all its areas of operation, inside the homeland in the Gaza Strip and the West Bank, including Jerusalem, and outside the homeland in Lebanon, Syria, and Egypt. It continued to deliver humanitarian services in diverse environments that differ in their circumstances, yet converge in the scale and complexity of needs. The significance of this role is reflected in the breadth of interventions implemented by PRCS, which were not limited to the provision of health and relief services, but extended to encompass multiple dimensions of humanitarian support. This reflects a comprehensive understanding of the nature of needs and affirms that effective response cannot be separated from the context in which it arises.

In parallel, PRCS continued working to develop its institutional capacities, recognizing that the sustainability of humanitarian action is closely linked to the strength of its organizational structure, the efficiency of its resources, and its flexibility in responding to change. This included strengthening work systems, developing human resources, and expanding areas of cooperation with partners, contributing to enhanced performance efficiency and improved service quality. PRCS also accorded special importance to strengthening its presence within the international humanitarian framework, through effective partnerships and efforts in humanitarian

advocacy and diplomacy, enabling the amplification of the voices of those affected, shedding light on their needs, and calling for respect for humanitarian principles and the protection of humanitarian workers.

Amid this journey, the ongoing sacrifices made by PRCS's staff and volunteers cannot be overlooked, as some lost their lives while performing their humanitarian duty. Remembering them is not merely an act of tribute, but an affirmation that this journey has been, and continues to be, built upon values of giving and sacrifice, and that its continuation is an extension of what they have offered.

In this regard, I extend my appreciation to all staff and volunteers of PRCS who have demonstrated commitment and the ability to work under the most difficult circumstances. I also express my gratitude to our partners and supporters, whose contributions constituted a fundamental pillar in enabling PRCS to continue fulfilling its mission.

PRCS will remain, as it has always been, a present and effective humanitarian institution, working for the human being, striving to protect life and preserve dignity, grounded in firm principles and renewed expertise, and continuously developing its capacities in line with the scale of challenges and the evolving nature of needs.



Dr. Younis AlKhatib

PRCS President

Introduction

In a year characterized by accelerating transformations and the expansion of humanitarian needs, the Palestinian people found themselves facing one of the most complex phases in their contemporary history. The repercussions of the war on the Gaza Strip intersected with escalating tensions and restrictions in the West Bank, including Jerusalem, forming an extremely fragile humanitarian environment that directly affected the lives of residents and their level of access to basic services.

Within this changing context, challenges were no longer limited to the scale of need alone, but extended to the very nature of the response itself, amid mobility constraints, restricted access, and overlapping crises. This reality necessitated the adoption of more flexible approaches capable of adapting to a rapidly evolving environment.

Within this equation, Palestine Red Crescent Society (PRCS) continued to fulfill its humanitarian role, grounded in its core principles and institutional expertise. Its medical and humanitarian staff and volunteers operated in complex field environments, striving to ensure service continuity and mitigate the severity of needs through interventions spanning various humanitarian, health, and community sectors.

These efforts were clearly manifested across PRCS's areas of operation within occupied Palestine, where conditions in the Gaza Strip imposed an exceptional response model amid escalating needs and increasingly complex access challenges. Meanwhile, challenges persisted in the West Bank, including Jerusalem, within a context that differed in nature yet was no less sensitive in terms of restrictions on movement and access to services.

PRCS's presence was not confined to within the homeland, but extended to its areas of operation in the diaspora, where it continued providing health and social services in Lebanon, Syria, and Egypt, within environments that differ in their conditions but share similar needs and challenges facing communities. In parallel with these field efforts, youth and volunteers emerged as a core element in supporting the response and strengthening community presence, serving as a genuine driving force for humanitarian action and contributing to the expansion of interventions and outreach to the most vulnerable groups. Humanitarian advocacy, diplomacy, and international relations efforts also constituted a complementary axis to fieldwork, through partnership-building, activation of communication tools, and strengthening PRCS's presence in international forums. These efforts contributed to shedding light on the humanitarian reality and advancing protection for humanitarian action and respect for its principles. Alongside this, PRCS continued working to develop its institutional structure by strengthening its administrative, financial, and operational systems, and investing in the development of its human resources. This enhanced performance efficiency, reinforced the foundations of good governance, and supported the sustainability of humanitarian action under varying conditions.

Through this integrated trajectory, this Yearbook takes shape as a comprehensive reflection of PRCS's experience during 2025. It captures the intersection between context and response, highlights the scale of efforts exerted, and presents a holistic picture of the humanitarian action carried out by PRCS in an exceptionally complex environment, embodying its continued commitment to protecting human life, preserving dignity, and strengthening community resilience.



PRCS In Numbers

PRCS Resources

The Palestine Red Crescent Society relies on an integrated system of human resources, facilities, and services to perform its duties, which can be categorized into three main areas:

Current Resources and Facilities (as of year-end 2025)

35
Health Centers



4,259
Employees



38
Emergency Medical Centers



34
Branches and Sub-branches



5,273
General Assembly Members



17
Hospitals



20
Warehouses



188
Ambulance Vehicles



38
Rehabilitation Centers & Units



17,000
Volunteers



9,164 Registered in PRCS data base

359
Medics



167
Community & Volunteer Committees



PRCS Services & Programs Beneficiaries in the Homeland and Diaspora

Indirect Beneficiaries
10,325,853



Direct Beneficiaries
8,604,877

Distribution of Beneficiaries by Sector

Mental Health
401,046



Emergency Medical Services
759,122



Clinics
1,246,728



Hospitals
1,380,197



Disaster Risk Management
3,995,985



Youth & Volunteer Programs
89,776



Rehabilitation & Capacity Development
65,943



Community Work
666,080



Total Beneficiaries
8,604,877

(Services may be provided to the same individual multiple times.)

Southern Governorates Gaza Strip

Maximum Response

The year 2025 in the Gaza Strip was not merely a temporal extension of accumulated humanitarian events, but rather represented a sharp turning point in the nature of the crisis and its complexities. The intensity of operations intersected with the expansion of humanitarian needs within an environment characterized by continuous volatility and a rapidly shrinking capacity to access basic services.

With this transformation, challenges were no longer limited to the scale of need alone, but extended to the very ability to respond, amid restrictions on movement, widespread deterioration of infrastructure, and the gradual collapse of vital service systems.

This reality was directly reflected across various sectors, beginning with the health sector, which faced unprecedented pressure; passing through the relief sector, which was affected by restrictions on supply chains; and extending to water, sanitation, and shelter services, whose capacity to meet even minimum needs declined—particularly in light of repeated waves of displacement. Within this context, the need emerged for a humanitarian response that goes beyond traditional models and is grounded in a high degree of flexibility and adaptability to a continuously changing reality.

Based on this, Palestine Red Crescent Society (PRCS) continued to carry out its humanitarian role, drawing on accumulated institutional experience and adopting a flexible operational approach that balances immediate response to needs with the preservation of service continuity within a complex operational environment. This required reshaping work mechanisms, strengthening preparedness, and activating local resources, including the volunteer network, to ensure access to the most affected groups.



Occupied Palestine

General Context

The first phase of the year, particularly during the first quarter, was characterized by the announcement of a ceasefire that lasted for 42 days. This created a limited humanitarian window that enabled PRCS to bring in assistance and access areas that had previously been isolated. This temporary margin contributed to improving response levels during that period, as the scope of interventions was expanded and coverage was enhanced in the most affected areas.

However, this progress did not last. The collapse of the first ceasefire was followed by an unprecedented tightening of the blockade imposed on the Gaza Strip, with border crossings remaining almost completely closed from March to August. This led to a sharp decline in the flow of humanitarian assistance and the gradual depletion of essential medical, relief, and food supplies. As the situation persisted, the Gaza Strip entered a critical phase that culminated in the declaration of famine in September, according to the Integrated Food Security Phase Classification (IPC).

In an attempt to mitigate the severity of the crisis, a new ceasefire was announced on 9 October. However, this phase was characterized by a different nature, as it did not translate on the ground into a tangible improvement in the humanitarian operating environment. Restrictions imposed on supply chains persisted, and the entry of many vital items of equipment, including radiology devices and ambulance spare parts, was prevented, alongside the continuation of challenges related to meeting seasonal needs and early recovery requirements.

In light of these conditions, PRCS found itself facing a reality that necessitated reconsideration of the traditional response model, as reliance on centralized service delivery patterns was no longer feasible. Accordingly, a decentralized model was adopted, based on distributing resources and strengthening the role of local communities in the response.

This model relied on activating the network of qualified volunteers in the fields of Emergency Medical Services (EMS), psychosocial support, and health awareness, alongside expanding the operation of field hospitals and activating new medical points in displacement sites, while closing others in line with field developments. This approach contributed to ensuring the continuity of service provision despite challenges related to movement and access.

Health Sector



At the heart of this complex humanitarian landscape, the health sector emerged as the frontline defense against the immediate consequences of the crisis. It came under unprecedented strain due to the continuous influx of casualties, declining operational capacity across health facilities, and restrictions on the movement of medical teams and supplies. Amid these conditions, PRCS continued to deliver its health services within a highly complex operating environment marked by interconnected challenges that extended beyond technical and operational constraints to threaten the very continuity of service delivery.

This response included the provision of around-the-clock EMS, alongside primary and secondary health-care, as well as the operation of fixed and field hospitals, ensuring continuity of life-saving healthcare for affected populations.

1. Emergency Medical Services (EMS)

EMS remained a cornerstone of the health response, with PRCS teams operating under highly complex field conditions. Through the Central Operations and the Central Dispatch Rooms, PRCS teams responded to emergency calls from affected communities while maintaining high levels of operational readiness across the Gaza Strip. This heightened state of preparedness extended beyond technical readiness to include strengthened coordination with relevant stakeholders, ensuring timely and effective responses to emergency cases. In a parallel context, PRCS, in collaboration with the World Health Organization (WHO), facilitated medical evacuation operations for patients requiring continued treatment outside the Gaza Strip.

Patients were received at Al-Mawasi Field Hospital in Khan Younis, where they were provided with the necessary medical care and psychosocial support before being transported by PRCS ambulances to Karm Abu Salem Crossing for onward transfer to treatment facilities abroad. A total of 1,470 patients and accompanying persons benefited from these operations, which constituted one of the most complex interventions from both logistical and humanitarian perspectives.



Number of Beneficiaries of EMS in the Gaza Strip 76,021



Incoming calls to the Central Dispatch Room 599,746

1.1 EMS Stations

As part of efforts to strengthen the emergency care response, the six EMS stations distributed across the Gaza Strip served as a critical component in the provision of urgent emergency care to the injured. They played a vital role in easing the burden on hospitals, particularly in internally displaced persons (IDPs) centers and densely populated areas that experienced a continuous influx of emergency cases.

1.2 Community First Aid Points

As ambulance access to many areas became increasingly constrained by damaged infrastructure and movement restrictions, the importance of community first aid points became evident. PRCS continued to operate these points as one of the key components of a community-based health response model. They provided first aid services, health consultations, and follow-up care for individuals with chronic conditions, including patients living with non-communicable diseases, pregnant women, and persons with disabilities, while also referring critical cases to higher levels of care.

These points were operated by trained volunteers and first responders, contributing to the enhancement of community preparedness, particularly during the critical early hours of emergencies, when time is a decisive factor in saving lives.



2. Primary Healthcare (PHC)

In response to the rapidly deteriorating humanitarian situation, PRCS expanded its primary healthcare services through the establishment of 36 medical points and clinics across various areas of the Gaza Strip since the onset of the war. These facilities provided general medicine services, pediatric and women’s health services, and pharmaceutical care, as well as child vaccination campaigns conducted in coordination with partner organizations.

Although a significant number of these points became non-operational due to repeated targeting and evacuation orders, PRCS sustained continuity of services by redeploying medical teams and maintaining a minimum level of health coverage in populated areas.

Number of active medical points (end of 2025): 16 points
Number of beneficiaries in 2025: 853,804



3. Secondary Healthcare (Hospitals)

At the secondary healthcare level, PRCS continued the provision of services through its two fixed hospitals, Al-Amal Hospital in Khan Younis and Al-Quds Hospital in Gaza, alongside the operation of several field hospitals established in response to large-scale waves of displacement and increasing needs.

During the ceasefire period in the first quarter of the year, Al Kuwaiti Hospital was relocated from Rafah and operated under the name Al-Saraya Field Hospital, providing essential medical services to the wounded and displaced. PRCS also operated Al-Mawasi Field Hospital in response to population displacement towards the southern Gaza Strip, with an operational capacity of 56 beds. The hospital included specialized and surgical departments, as well as an intensive care unit developed using local resources.

PRCS adopted an integrated health network model linking EMS points, medical points, field hospitals, and fixed hospitals to ensure the continuity of healthcare delivery across different levels of intervention, despite significant operational challenges.

The total number of services provided across PRCS hospitals in 2025 reached 1,201,520, benefiting 739,354 beneficiaries, distributed as follows:

- **Al-Amal Hospital**
Number of services provided 472,749 total beneficiaries 380,250
Number of surgical operations 6,572 ophthalmic surgeries 2,008
Number of CT scan services beneficiaries 5,677
- **Al-Quds Hospital**
Number of services provided 226,477 total number of beneficiaries 100,878
Number of surgical operations 3,860 Number of cardiac catheterization procedures 266
- **Al-Saraya Field Hospital**
Number of services provided 258,346 total number of beneficiaries 108,418
Number of surgical operations 4,899
- **Al-Mawasi Field Hospital**
Number of services provided 217,827 total number of beneficiaries 130,338
Number of surgical operations 2,800
- **PRCS Rehabilitation Field Hospital** (opened on 02 December 2025)
Number of services provided 6,913 Total number of beneficiaries 1,666
- **Al-Quds Field Hospital** (forced out of service on 15/02/2025)
Number of services provided 11,237 Total number of beneficiaries 7,632
Number of surgical operations 166
- **Kuwaiti Field Hospital** (forced out of service on 06/02/2025)
Number of services provided 7,971 Total number of beneficiaries 5,919
Number of surgical operations 189

4. Mental Health and Psychosocial Support (MHPSS)

In light of the profound psychological impact resulting from the ongoing war, repeated displacement, and the loss of safety, PRCS placed increased emphasis on the provision of Mental Health and Psychosocial Support (MHPSS) services. Interventions were delivered in highly vulnerable settings characterized by overcrowding, limited privacy, and restricted access to specialized mental health services.

These interventions included individual and group psychosocial support sessions, recreational and stress-relief activities, and the provision of Psychological First Aid (PFA) in IDPs centers, as well as in hospitals, and clinics. Services targeted children, women, older persons, persons with disabilities, as well as caregivers of the injured. In support of children, PRCS implemented the “Dreams Bus” program, which provided safe and temporary spaces designed to help alleviate the psychological effects of the conflict and strengthened children’s coping capacities within displacement sites.

Beneficiaries of Psychological First Aid (PFA)
281,167 Beneficiaries

Beneficiaries of the “Dreams Bus” Services
6,897 Beneficiaries





Relief Sector

In parallel with efforts in the health sector, the relief sector emerged throughout 2025 as one of the key pillars of the humanitarian response. However, relief operations were neither stable nor consistent; instead, they were characterized by significant fluctuations driven by the evolving operational context, particularly the continued blockade, the closure of border crossings, and restrictions on the entry of humanitarian assistance. These constraints directly affected PRCS's ability to sustain uninterrupted relief interventions, resulting in response activities that were intermittent rather than continuous, depending on the availability of supplies and the feasibility of their entry into the Gaza Strip.

Against this backdrop, PRCS was driven to adopt a flexible approach to managing its relief response, grounded in the reprioritization of interventions based on the most urgent needs and the strategic use of available humanitarian windows to implement large-scale activities, particularly during limited ceasefire periods. Conversely, during other periods, distribution capacity declined sharply, at times reducing operations to minimal levels and creating additional challenges for both planning and implementation.

1. Relief Services

During periods when the entry of humanitarian assistance was permitted, PRCS focused its efforts on rapid response to the basic needs of displaced and affected families, particularly in light of the rapidly deteriorating living, health, and environmental conditions in IDPs centers. Relief interventions included the distribution of food parcels and ready-to-eat meals, the provision of safe drinking water, and the distribution of hygiene kits and dignity kits for women to mitigate health risks and support minimum standards of dignified living.

3,640,759 Beneficiaries of Relief Sector in the Gaza Strip

(Services may be provided to the same individual multiple times)



Food Parcels Distributed

360,036

Beneficiaries
1,166,495



Hygiene Items Distributed

74,588

Beneficiaries
663,883



Relief Items Distributed

120,706

Beneficiaries
410,234

2. Water and Sanitation

In the water and sanitation sector, PRCS's interventions during 2025 faced accumulating operational challenges, including severe fuel shortage, damage to water and sanitation infrastructure, and difficult access to many affected areas. This directly impacted the scope and continuity of service delivery, particularly in light of the steadily increasing number of displaced persons.

Despite these challenges, PRCS continued to implement vital interventions to secure the minimum level of water and sanitation services. These included the provision of safe drinking water, the establishment and support of water and sanitation facilities where possible, as well as the implementation of environmental health awareness activities and prevention of health risks in IDPs centers.



Distribution of
6,485,000 L
of clean water

718,250 Beneficiaries
of drinking water services



Construction of over **723** sanitary latrines
since the beginning of the war

683 latrines in operation, serving
196,775 beneficiaries



3. Shelter

In the context of repeated waves of displacement driven by the security situation and evacuation orders, the need for temporary shelter solutions ensuring a minimum level of humanitarian protection became increasingly critical. In response, PRCS, in cooperation with local communities, established and supported 31 IDP centers for displaced persons.

As the situation continued to deteriorate, a large number of these centers went became non-operational, while only seven remained operational by the end of the year within the available resources. One of these centers was designated for persons with disabilities, in recognition of their specific needs and to ensure access to essential services, given the limited availability of alternatives.



4. Awareness on the Risks of Explosive Remnants of War (ERW)

As part of its efforts to reduce risks associated with explosive remnants of war (ERW), PRCS teams, in partnership with the International Committee of the Red Cross (ICRC), conducted a series of awareness sessions on ERW risks. These sessions targeted residents in affected areas and IDPs centers, with the aim of promoting preventive behaviors and reducing injuries caused by handling war remnants in unstable living conditions.



5. Humanitarian Aid

In terms of aid management, PRCS received approximately 2,230 humanitarian aid truckloads throughout 2025. A portion of this aid was distributed directly by PRCS, while the remainder was delivered to partner organizations within the humanitarian coordination framework. With the collapse of the ceasefire in early March, border crossings were almost completely closed, resulting in a near-total halt to the entry of humanitarian aid and triggering a severe shortage of essential supplies, which ultimately culminated in the declaration of famine in September. Following the announcement of the ceasefire in November, PRCS received only 478 truckloads of aid, a figure that remained significantly below the scale of needs and reflected the extent of the restrictions imposed.

Community Work

PRCS teams, supported by volunteer committees, continued to implement health awareness and education interventions in displacement sites, IDPs centers, hospitals, and PRCS-run clinics, as well as facilities managed by partner organizations. These interventions aimed to reduce health risks and promote preventive behaviors in the most vulnerable environments.

These interventions included awareness sessions on personal hygiene, reproductive health, safe waste management, and the rational use of water and cleaning supplies, as well as awareness on communicable disease prevention and the importance of adhering to catch-up vaccination campaigns. These interventions were particularly critical in the context of overcrowding and limited basic services in IDP centers.





Rehabilitation and Capacity Development

1. Rehabilitation Services

PRCS strengthened medical rehabilitation services in the Gaza Strip through the Rehabilitation Center at Al-Amal Hospital, where specialized teams dealt with complex injuries, including limb amputations, spinal cord injuries, post-operative cases, and functional impairments resulting from injuries and the harsh conditions of displacement.

PRCS adopted an integrated Community-Based Rehabilitation (CBR) approach, encompassing services delivered through day rehabilitation centers, community-based interventions, and mobile teams to reach individuals unable to access rehabilitation facilities. A total of four rehabilitation centers were operating during daytime hours. However, security conditions forced the centers in Rafah and North Gaza to cease operations, while those in the central Area and Khan Younis continued to provide services within their available capacity.

PRCS also deployed mobile rehabilitation teams across IDPs centers, providing physiotherapy and functional rehabilitation services at beneficiaries' locations, in addition to raising awareness on home-based exercises and prevention of medical complications.

In addition, sign language training programs were implemented for volunteers and parents to strengthen support for persons with disabilities and help ensure the continuity of rehabilitation services despite ongoing operational constraints.

3,982 Beneficiaries of day rehabilitation center services

13,741 Beneficiaries of community-based programs



2. Capacity Development College

The Capacity Development College continued to play a strategic role in supporting and preserving access to higher education in the southern governorates by providing a safe alternative learning environment and hosting nine higher education institutions within its facilities. These institutions included: Palestine University, Al Aqsa University, Al Azhar University, the Islamic University, the University College of Science and Technology, Gaza University, Palestine Technical College, Al Quds University, and the University College of Applied Sciences. This hosting arrangement was undertaken within the framework of strengthening academic partnerships and responding to the emergency needs arising from the unprecedented circumstances in the Gaza Strip.

It contributed to ensuring the continuity of the educational process and mitigating academic disruption. The College also placed particular emphasis on coordinating and supervising practical training programs and internship placements for students in both health-related disciplines—medicine, pharmacy, nursing, physiotherapy, and medical laboratory sciences—and non-health disciplines, including engineering, management information systems, medical secretarial studies, secretarial studies, psychological counselling, and therapeutic development. These training programs were implemented across various PRCS facilities through well-defined organizational mechanisms designed to maximize students' academic and practical learning experiences and enhance their preparedness for effective entry into the labor market.

During the 2024–2025 academic year, a total of **248** students enrolled in various educational and training programs, reflecting strong demand for the College's programs and its growing role in supporting the education sector and responding to its needs. Due to challenges arising from the forced evacuation of the Al-Amal neighborhood on 05/06/2025, the Capacity Development College temporarily suspended its operations before resuming activities at its Deir Al-Balah branch in the central area and later fully restoring operations on 05/10/2025. These steps reflect the College's resilience and ability to adapt to rapidly evolving circumstances, as well as its commitment to ensuring the continuity of educational services despite exceptional challenges.





Preparedness and Readiness

Within an operational environment characterized by continuous volatility and multiple sources of risk, PRCS placed particular emphasis in 2025 on strengthening institutional preparedness as a key pillar for ensuring rapid and effective response under all circumstances. This direction manifested in the adoption of a proactive approach focused on the development of emergency plans and the continuous updating of response scenarios, in line with the evolving and rapidly changing nature of the risks. In this framework, PRCS worked to enhance the level of operational coordination with local and international partners, ensuring role complementarity and improved response efficiency, alongside close monitoring of the entry of humanitarian assistance through crossings under prevailing restrictions. Efforts also included managing relief stockpiles through organized mechanisms that balance immediate readiness requirements with the sustainability of operational processes, ensuring the timely availability of resources.

These efforts were not limited to logistical aspects alone but extended to the prioritization of resources and assistance based on clear humanitarian needs identified through periodic field assessments and updated needs data. This contributed to enhancing response efficiency and ensuring that support reached the most affected groups within the appropriate timeframe.

At the capacity-building level, PRCS implemented a series of specialized trainings for staff and volunteers in emergency response and information management, with a focus on strengthening cross-sectoral integration, supporting the work of emergency committees, and developing follow-up and coordination mechanisms among all response components. A total of **400** participants took part in these trainings, which directly contributed to strengthening institutional preparedness and enhancing PRCS's ability to deliver more effective humanitarian interventions in an extremely complex context.



Highlights and Challenges

Amid this interconnected reality, several highlights emerged, reflecting PRCS's ability to adapt and deliver quality responses to the increasing needs. Foremost among these was the establishment and operation of the Field Medical Rehabilitation Hospital within Al-Amal Complex, which commenced operations at the beginning of December 2025, with an operational capacity of **72** beds and a total area of approximately **3,000** square meters. The operation of this hospital came a direct response to the growing demand for specialized medical rehabilitation services, particularly for cases resulting from complex injuries, including amputations and musculoskeletal injuries. This contributed to alleviating pressure on other health facilities, while simultaneously ensuring the continuity of long-term rehabilitation care for patients requiring sustained follow-up.



Conversely, PRCS encountered significant operational challenges in maintaining health services in the Gaza Strip throughout 2025, most notably after evacuation orders were issued for the Al-Amal neighborhood in Khan Younis in early June. The area, which hosts the Al-Amal City Complex, including Al-Amal Hospital, was designated as part of what was termed a “red zone.”

As a result, the movement of patients and staff became subject to prior coordination procedures, placing considerable operational pressure on workflow and significantly limiting the ability to provide services in a timely and appropriate manner.

In addition, Al-Amal Complex was subjected to direct targeting, including shelling of the eighth floor of the administrative building and shrapnel landing near the hospital entrance due to intensive shelling in surrounding areas. Despite the severity of these developments, services were not suspended, as medical teams continued to carry out their duties without interruption—clearly demonstrating their humanitarian commitment and ability to sustain service delivery under the harshest conditions.



In light of the above, PRCS's response in the Gaza Strip during 2025 reflects an advanced model of humanitarian action in highly complex environments. Efforts extended beyond meeting emergency needs to maintaining the continuity of essential services and strengthening communities' capacity to adapt to and withstand recurrent crises.

This response was grounded in a balanced combination of institutional preparedness, operational flexibility, and investment in local capacities, alongside strengthened coordination with partners, contributing to improved intervention efficiency and ensuring that assistance reached the most vulnerable groups.

The experience also demonstrated that the ability to adapt to evolving field dynamics is a decisive factor in sustaining humanitarian action, particularly in unstable contexts.

As challenges persist, the need remains to enhance humanitarian access, ensure the flow of aid, and maintain essential services in line with humanitarian principles, contributing to the protection of human dignity and the strengthening of resilience among affected communities. In such contexts, humanitarian action remains an ongoing necessity for preserving life and safeguarding dignity.

Northern Governorates

West Bank, including Occupied Jerusalem

Resilience and Access

General Context

In the West Bank, including Jerusalem, the humanitarian reality is not shaped by a single isolated event, but rather by the cumulative impact of daily developments that continuously reshape the conditions and course of life. In 2025, this reality unfolded as a dynamic environment where geography intersected with restrictions, and access opportunities fluctuated in response to developments on the ground, creating a persistent state of instability and unpredictability.

Humanitarian needs in this context were not detached from their surroundings but were directly shaped by the nature and complexities of the setting. Closures, the proliferation of checkpoints, and escalations in certain areas affected residents' ability to access basic services and reshaped humanitarian intervention priorities. In response, PRCS moved to recalibrate its tools, not only by expanding the scope of intervention, but by strengthening its presence within communities and adopting more flexible approaches that allow responsiveness to a changing reality that cannot be addressed through a fixed model. This direction was reflected in the integration and convergence of services, whereby health services were no longer separate from community action, nor psychosocial support programs detached from rehabilitation efforts. Instead, an integrated system took shape that addresses the human being within their full context. Through this framework, interventions in the West Bank were shaped by humanitarian response to the repercussions of the Israeli occupation, as well as strengthening the general environment through risk-reduction programs aimed at adapting to emerging emergencies. PRCS also enhanced its operational preparedness and readiness to ensure the continuity in delivering humanitarian services and interventions in both emergency and routine contexts, foremost among them its health facilities, particularly hospitals, as PRCS worked to develop infrastructure in a manner that ensures improved quality of services provided.



1. Humanitarian Response

to the Repercussions of the Israeli Occupation

Amid the rapid transformations witnessed in the West Bank during 2025, humanitarian response emerged as one of the most prominent intervention pathways in addressing an increasingly complex operational reality, characterized by structural deterioration in the security and economic environment. This, in turn, directly affected residents' lives and their ability to access basic services.

Challenges were not limited to the escalation of settler attacks. Northern West Bank governorates, particularly Jenin, Tulkarm, and Tubas, also witnessed a growing pattern of large-scale military operations, accompanied by systematic destruction of infrastructure, as well as waves of forced displacement affecting approximately 40,000 residents from the camps of Jenin, Tulkarm, and Nur Shams.

In response, PRCS adopted a decentralized response model based on strengthening its presence within local communities and activating a network of qualified volunteers in the fields of EMS and psychosocial support. It also operated community-based EMS points in isolated areas, with the aim of overcoming movement and access restrictions and ensuring continuity of services in an environment characterized by repeated closures and escalating field challenges.

Based on this approach, the humanitarian response comprised an integrated package of health, relief, and community interventions aimed at mitigating the severity of the crisis and strengthening communities' resilience.

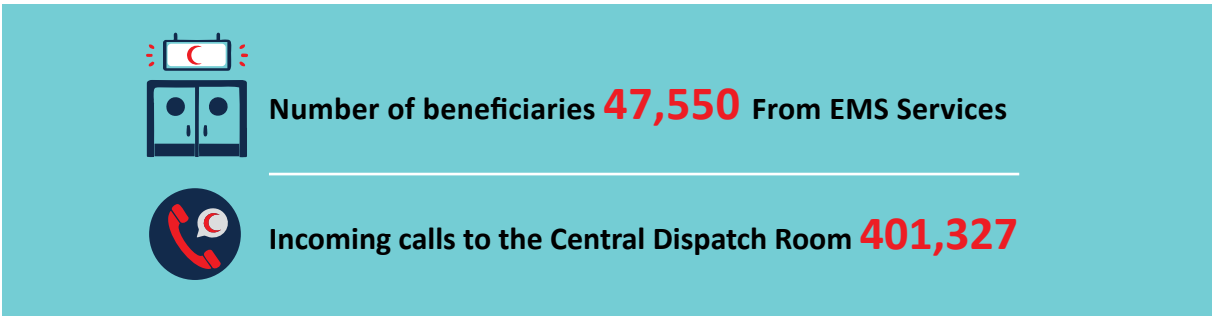


Health Sector



1. Emergency Medical Services (EMS):

PRCS teams responded to citizens' calls through the Central Operations Room and the Central Dispatch Room, carrying out thousands of emergency interventions, including the provision of first aid, management of injuries, and evacuation of critical medical cases, despite security challenges and limited access to many areas.



1.1 Medical Points: As an extension of these efforts, PRCS strengthened access to health services through the establishment of new medical points in Tammun and Jinsafut, with the aim of ensuring the continuity of essential healthcare provision in areas affected by closures and military incursions.



1.2 Community- Based First Aid Points: At the community-based response level, PRCS continued to develop the community-based first aid model as one of the key pillars of a community-led health response. The number of community first aid points increased to 83, distributed across all governorates, serving as the first line of response within local communities.



2. Mental health and psychosocial support (MHPSS):

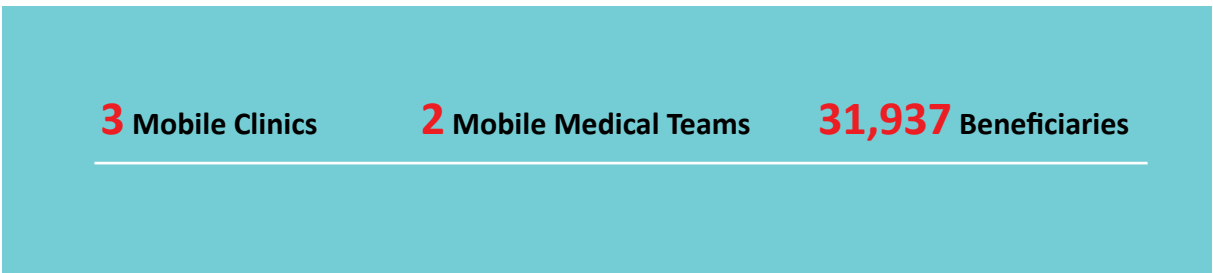
The response also included providing psychological support for frontline staff and volunteers, in recognition of their exposure to extreme psychological stress due to the loss of colleagues and their direct exposure to conflict conditions.



3. Mobile Clinics and Medical Teams:

To address movement restrictions, PRCS intensified the deployment of mobile medical clinics in the Northern and Central Jordan Valley, Tubas, and southern Dura in Hebron Governorate, as well as in Bedouin communities in the Ramallah and Jerusalem governorates located outside the separation wall, with the aim of ensuring regular access to essential health services in underserved areas.

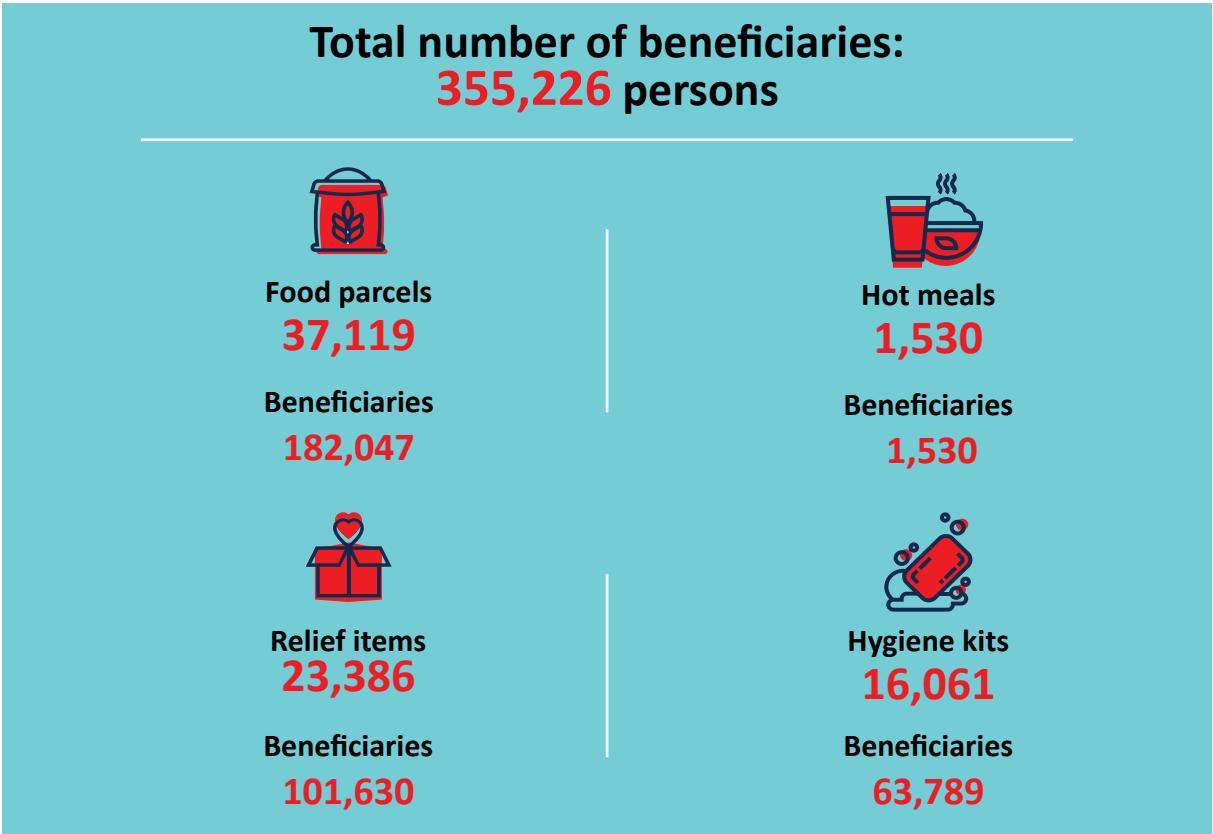
These interventions targeted children, women, and older persons through routine medical examinations, health follow-up, and awareness sessions on chronic diseases, as well as maternal and child health. In parallel, mobile medical teams were deployed to reach areas affected by repeated raids and closures, particularly Jenin Camp.



Relief Sector



1. Relief Services: Interventions included the distribution of food parcels and ready-to-eat meals, hygiene kits, and dignity kits for women, aimed at reducing health risks and ensuring minimum conditions for dignified living among affected households.



2. Evacuation in Emergency Situations:

PRCS played a pivotal role in emergency evacuation operations, particularly in camps in the northern West Bank, where coordinated evacuation efforts were carried out in cooperation with relevant stakeholders.



3. Cash Program:

PRCS launched a pilot cash assistance program targeting displaced families in the northern West Bank, particularly in Tulkarem governorate, including displaced families from Tulkarem and Nur Shams camps.



2. Enhancing Community and Institutional Preparedness

In parallel with responding to field challenges linked to the security reality, PRCS placed increased emphasis on strengthening community and institutional preparedness to confront natural disasters and epidemics through adopting a preventive approach based on risk reduction, addressing structural vulnerabilities, and mitigating the impact of crises before they occur.

• At the Community Level:

PRCS implemented a series of preventive interventions and community projects across several West Bank governorates, aimed at developing supportive infrastructure, rehabilitation vital facilities, and strengthening the sustainability of basic services, thereby achieving a balance between emergency response and long-term efforts to build community resilience.

Nablus Governorate: Interventions included the implementation of a number of vital projects, where a solar energy system was installed in Qaryut village with a production capacity of 30 kW, which enhanced service continuity. A main road in Asira Al Qibliya was rehabilitated to improve road safety, in addition to installing a main water pump in Deir al Hatab village serving more than **3,500** people, and constructing a steel water tank in Beit Dajan, enhancing the sustainability of water supply for residents.

Qalqilya Governorate: Interventions focused on improving the community environment and basic services, where Jayyous kindergarten was rehabilitated to provide a safe and suitable environment for children, in addition to constructing rainwater drainage channels on Schools Street in Azzun to reduce the risks of water accumulation during the winter season.

Jenin Governorate: Interventions focused on strengthening safe community spaces through the construction of a community playground in Umm Dar area, and rehabilitation of a public park in At Tayba town, including the construction of a retaining wall to protect it, contributing to the provision of a safe and supportive environment for the local community.

Jericho Governorate: PRCS worked to strengthen service infrastructure by installing solar powered lighting units in Al Auja, in addition to rehabilitating public parks and creating safe waiting areas, improving residents' daily quality of life and enhancing safety in public spaces.

Hebron Governorate: Interventions included strengthening safety systems and community preparedness through the provision of **150** fire extinguishers for the Old City, creating safe waiting areas in Bab Al Zawiya to protect students and residents. It also included developing safety systems within PRCS's warehouses by equipping them with fire extinguishers and surveillance systems, enhancing operational readiness and contributing to the protection of relief stock during emergencies.

These interventions reflect PRCS's commitment toward adopting a comprehensive approach that is not limited to immediate response, but extends to investment in risk reduction and strengthening community infrastructure, contributing to the building of more resilient communities in the face of growing challenges. Maintaining the continuity of these interventions would not have been possible without strengthening institutional and field preparedness, which constituted a core direction within PRCS's work throughout the year.



• At the Institutional Level:

PRCS continued to enhance its institutional and operational preparedness to ensure a rapid, coordinated, and effective response capable of addressing diverse potential scenarios. The year 2025 represented a turning point in strengthening preparedness, as PRCS adopted an integrated approach based on anticipatory planning, capacity development, and enhanced readiness, shifting from traditional response mechanisms towards a more flexible and sustainable model. The efforts carried out included:

Organizing Emergency Operations Management: PRCS strengthened and systematized its emergency operations management mechanisms by clearly defining roles and responsibilities across departments and branches through standardized operating procedures. Internal coordination during crises was enhanced, and a comprehensive emergency plan was developed, outlining operational pathways across likely scenarios to support timely decision-making and ensure clear command structures during emergencies.

Stock Management and Administrative Systems Development: Emergency stockpiles were reorganized and equipped with pre-positioned relief kits stored in PRCS warehouses, in accordance with clear mechanisms ensuring immediate readiness. A systematic monitoring system linked to PRCS's ERP system was also developed to enhance transparency and efficiency in resource management.

In the same context, strategic warehouses were established, upgraded, and rehabilitated in several branches, alongside strengthening the technical and logistical readiness of existing warehouses in line with needs assessments and priorities, thereby contributing to improved inventory management and reduced response time during emergencies.

Staff and Volunteers Capacity Building: Recognizing human resources as the cornerstone of an effective response, PRCS invested in integrated training programs ranging from foundational courses such as first aid and disaster risk management to advanced training including the First Responder Program, psychological first aid (PFA), trauma management, and self-care.

Number of training beneficiaries: **796** benefited from **30** training courses

Furthermore, PRCS organized a specialized 10-day training camp on disaster risk management. The camp focused on key areas, including the establishment and operation of displacement camps, management of emergency sectors, strengthening coordination in joint operational environments, rapid needs assessments, and addressing the needs of vulnerable groups. It also covered medical triage and the operation of advanced medical posts, in addition to unexpected field simulation exercises designed to test and enhance immediate readiness and response capacity.

Strengthening Emergency Medical Services (EMS): PRCS expanded its ambulance capacity with the procurement of **23** ambulances (including two four-wheel-drive units), **12** of which have already been received and are being equipped. Eight quad bikes were also acquired to reach difficult terrain. Additionally, two mobile medical units were deployed in Salfit and Tulkarm, alongside three mobile water tanks to support response efforts in areas with limited access to water or experiencing water shortages.

Enhancing Health Facilities Preparedness: Throughout 2025, PRCS undertook direct interventions to strengthen the preparedness of its hospitals across the West Bank, enhancing service continuity and emergency response capacity. These included:

- A 50-cubic-meter water tank was installed at Halhoul Hospital to strengthen water storage capacity.
- At Al-Bireh Hospital, washrooms were upgraded, the sterilization unit was relocated and equipped, and the Emergency Department was expanded.
- At Hebron Hospital, fire suppression systems were standardized, several critical departments were rehabilitated, and service facilities were improved.

Coordination and Following-Up: PRCS reinforced continuous communication and coordination channels with official, national, and international partners to help ensure unified efforts and complementary of roles during emergencies, thereby enabling operational continuity amid volatile security conditions.

In parallel, PRCS continued to deliver its regular services through its health and community-based programs.



3. Health and Community Based Services

3.1 Health Services:

PRCS continued to support the public health system through the provision of a comprehensive range of services, spanning emergency medical services (EMS), primary and specialized healthcare, in addition to community health, rehabilitation, and psychosocial support services.

3.1.1 Emergency Medical Services -EMS (Pre-Hospital Care):

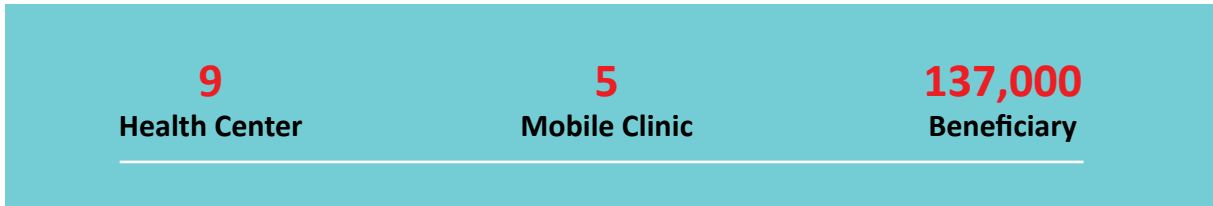
EMS constituted the first line of defense within the healthcare system, with PRCS maintaining rapid response to emergencies through its Central Dispatch Room via the toll-free number (101). In addition, PRCS actively contributed to the coverage of community and religious events, ensuring the necessary medical support for participants.

PRCS also enhanced community awareness in first aid through implementation of workshops, training courses, sports event coverage, and awareness campaigns aimed at empowering individuals and strengthening community preparedness.



3.1.2 Clinics and Health Centers:

PRCS continued to provide preventive and curative services through a network of 14 health centers and clinics across various governorates in the West Bank. Services included reproductive health, maternal and child care, follow-up of chronic and communicable diseases, public health, emergency care, and school health services, in addition to early detection services, family planning, and care for high-risk pregnancies.



3.1.3 Secondary Healthcare Services (Hospitals)

PRCS continued providing services through its hospitals in the West Bank, which represent a core pillar in delivering secondary and tertiary care, including advanced diagnostics, long term treatment, rehabilitation care, emergency services, and intensive care. The year 2025 witnessed a clear focus on developing PRCS’s four hospitals in the West Bank through infrastructure upgrades, provision of modern medical equipment, and improving departmental efficiency, enhancing their capacity to respond to patient needs and elevating the quality of healthcare services.

• Al Bireh Hospital

During 2025, Al Bireh Hospital, underwent a qualitative transformation in infrastructure and healthcare services as part of a comprehensive development plan aimed at improving the quality of medical care and expanding the range of services provided.



The most prominent development achievements included the opening of the hospital’s new building at the beginning of 2025, which houses outpatient clinics, surgical and internal medicine departments, the operating floor, in addition to the main reception area that includes the pharmacy and laboratory. This was accompanied by equipping the laboratory and integrating it with vital systems, as well as creating additional medication storage spaces in accordance with public safety standards.

The Emergency Department underwent expansion and renovation with support from the Netherlands Red Cross, which included the addition of 11 beds and the establishment of a fully equipped resuscitation room for critical cases and traffic accidents, alongside strengthening medical and nursing staff.

Outpatient clinics were equipped with modern facilities and spacious waiting areas, in addition to the activation of inpatient wards, where the Surgical Department includes 15 beds distributed across 7 rooms, and the Internal Medicine Department includes 12 beds distributed across 6 rooms, with the necessary equipment and supporting services provided.

In the field of intensive care, a three-bed Intensive Care Unit (ICU) with the latest medical devices was established. As for the operating floor, it includes 3 operating rooms, two for major surgeries and one for minor surgeries, in addition to preparation and recovery rooms equipped with four beds.

With regard to medical diagnostics, the Radiology Department was developed and equipped with CT scan and X ray devices, in addition to the opening of an endoscopy unit using the latest technologies, which enhanced accurate diagnostic capabilities and improved the efficiency of medical services provided.



• Jerusalem Hospital

PRCS Hospital in Jerusalem continued throughout 2025 to implement a series of developmental interventions aimed at elevating the quality of health services and expanding their scope, in response to the growing needs of residents of Jerusalem, and to strengthening its role as a primary provider of specialized health services in the city. The hospital focused on consolidating its position as an advanced center for maternity services and gynecological surgery, alongside developing neonatal care services, including intensive care for premature infants. This was achieved through updating medical equipment and enhancing the efficiency of healthcare staff, ensuring the provision of integrated care in line with the highest medical standards.



In parallel, the hospital worked to enhance its readiness in the field of EMS, ensuring rapid response to critical cases, particularly in light of the challenges faced by the city. Efforts also included improving the efficiency of operational departments and developing the medical work environment, contributing to improved quality of healthcare and ensuring its continuity for the most vulnerable groups. Collectively, these interventions reflect the hospital’s commitment to its vital role in Jerusalem and its ongoing pursuit of service development in line with growing health needs and aiming at enhancing the quality of the services provided.

• **Hebron Hospital**

During 2025, PRCS Hebron Specialized Hospital implemented a package of qualitative developments that strengthened its position as an advanced medical institution. This was achieved through attracting specialized medical competencies, expanding infrastructure, and developing therapeutic and specialized services.



At the level of outpatient clinics, the hospital hosts an integrated network of specialized clinics equipped with the latest technologies, covering a wide spectrum of services, including pediatrics in its various subspecialties, specialized surgery, internal medicine, endocrinology, and vascular medicine, thereby enhancing the comprehensiveness of services provided. The hospital achieved a qualitative milestone by obtaining accreditation from the Palestinian Medical Council for residency programs in several specialties, including pediatrics, obstetrics and gynecology, anesthesia, radiology, and orthopedics, strengthening its role as a training and educational center alongside its therapeutic role. The hospital also distinguished itself in scientific research through the publication of more than **12** peer reviewed studies addressing maternal and child health, specialized surgeries, and healthcare quality improvement, reflecting its commitment to continuous scientific advancement.

Within the specialized medical context, medical teams successfully diagnosed and managed rare cases, including an osteochondral bone tumor, congenital insensitivity to pain due to a genetic mutation, early diagnosis of Takayasu disease, and the management of a high-risk placenta accreta case while preserving the uterus—achievements reflecting a high level of advanced medical competence.

On the humanitarian level, the hospital continued implementing qualitative medical initiatives, most notably performing 96 free cochlear implant surgeries during 2025, bringing the cumulative total to **380** surgeries since 2020, an achievement reflecting the hospital’s integrated humanitarian dimension. At the partnership level, the hospital expanded its international cooperation through the implementation of joint projects with several Red Cross and Red Crescent societies, signing a partnership with Boston Hospital, strengthening collaboration with local universities, and signing more than **10** charitable endowments to support future expansion plans.



• **Halhul Hospital**

During 2025, PRCS Hospital in Halhul implemented a series of developmental interventions aimed at enhancing infrastructure efficiency and modernizing medical equipment, contributing to improved quality of healthcare services and better responsiveness to local community needs.



These efforts included equipping the intensive care unit in accordance with the latest standards and upgrading the oxygen station to ensure uninterrupted vital medical supply within the hospital. The Emergency Department also witnessed notable development through the provision of modern medical devices, alongside expanding surgical operations and introducing specialized interventions in cooperation with specialist physicians, enhancing the hospital’s capacity to deliver advanced surgical services. With regard to operating rooms, they were equipped with a range of modern devices, including ultrasound equipment, laparoscopic systems, medical monitoring devices, and radiology systems, increasing the accuracy and efficiency of surgical procedures.

From a community perspective, the hospital continued implementing health initiatives that included free medical days, provision of medications for patients in need, and organizing awareness workshops and first aid courses, contributing to enhanced health awareness and improved community readiness to deal with emergencies.

Within supported development projects, interventions included strengthening hospital infrastructure through equipping a water well and developing the external garden area, contributing to improved general environment and patient comfort. In parallel with health services, the need emerged to expand the scope of work to include the community dimension, as a core element in ensuring response sustainability.

3.2 Community- Based Services

Community services constituted one of the key pillars of PRCS’s work in 2025, reflecting its investment in local communities as essential partners and supporters of its work through the adoption of a holistic approach aimed at empowering individuals and strengthening their resilience in the face of increasingly complex crises and challenges.

In this context, PRCS relied on its extensive network of branches and volunteer committees operating in more than **100** locations across the West Bank. These committees played a central role in implementing a wide range of programs and sustaining close engagement with communities, enabling a deeper understanding of actual needs and supporting timely, efficient, and effective responses.



3.2.1 Community Work Services

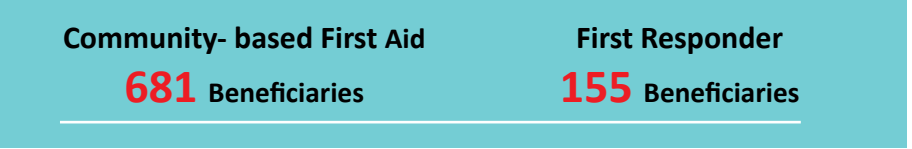
PRCS implemented a range of community health programs covering reproductive health, chronic disease management, public health in emergencies, and school health. These interventions also included medical outreach days and the distribution of free medicines, helping to address challenges associated with rising unemployment and limited access to healthcare services in some areas.

To ensure the effectiveness of these interventions, PRCS strengthened and supervised community work committees, while building the capacities of staff and volunteers who serve as the primary link between PRCS and local communities. These committees and volunteers serve as the link between PRCS and local communities in identifying needs, developing action plans, implementing programs, and coordinating with local partners.

PRCS also equipped community committees with the necessary resources, including medical kits, blood pressure and blood glucose monitoring devices, and health education materials. In addition, specialized training was provided on community health approaches.

PRCS delivered these interventions through the following programs:

- **Community-Based First Aid:** PRCS implemented specialized First Aid and First Responder training programs aimed at strengthening community members’ capacity to provide immediate assistance and respond effectively during emergencies.



- **Community Campaigns and Awareness:** PRCS implemented a broad package of community campaigns and activities aimed at raising the level of health awareness and promoting sound health practices at both the individual and community levels. These efforts included organizing awareness events aligned with global observances such as International Women’s Day, World Diabetes Day, and Breast Cancer Awareness Month (Pink October). PRCS also gave special attention to children and young age groups through the implementation of interactive awareness and educational programs, including the organization of summer camps under the title “The Little Paramedic”, which focused on health education and the development of life skills within a safe environment. **48** summer camps were implemented, with participation from approximately **3,500** boys and girls.



3.2.2 Mental Health and Psychosocial Support (MHPSS)

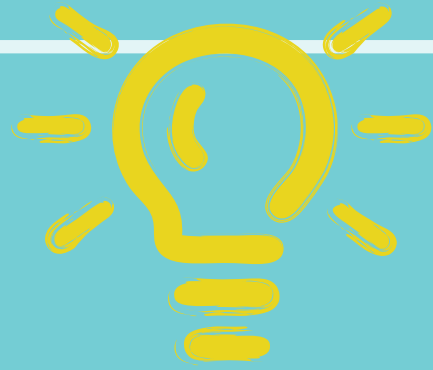
PRCS continued to activate its MHPSS teams across most governorates of the West Bank, adopting an integrated approach targeting multiple groups, including children, women, older persons, and persons with disabilities, as well as caregivers and field workers. These interventions were delivered through a comprehensive package of preventive and supportive, programs designed to reflect the cultural and social context and respond to the actual needs of the target groups.

Programs implemented by the MHPSS teams:

	PSS for Children Affected by Armed Conflict (CABAC)	The program aims to provide safe spaces for children, enabling them to freely express their feelings and opinions, strengthen values of trust and tolerance, and support their relationships with both school and family.
	PSS for Children (Child Corners)	The program focuses on creating a safe environment where children can express themselves and experience childhood free from the effects of violence they may be exposed to or witness in their daily lives.
	PSS for Caregivers (Love Bridge)	The program aims to reduce the psychological burden on caregivers, including parents, educators, teachers, and family members.
	PSS for the Elderly (Storytelling)	The program aims to support the elderly in coping with life changes associated with ageing, including functional changes, retirement, and the loss of loved ones.
	Integration of Mental Health Services into Public Health Program	This program aims to strengthen the integration of mental health services within public health services, contributing to the reduction of stigma, discrimination, and social exclusion faced by persons with psychological or social disorders.
	Supportive Supervisory Program for MHPSS Providers (Self Care Program)	This program focuses on providing supportive supervision for MHPSS providers, with the aim of strengthening self-care and psychological readiness, and reducing professional burnout.
	Psychological Treatment, Counselling and Referral Program	The program provides individual counselling for people requiring specialized one-to-one support. In 2025, 169 beneficiaries received individual counselling through 232 sessions, while the team delivered 347 consultations.

61,814 Beneficiaries of MHPSS.





Highlight

Throughout 2025, PRCS implemented specialized mental health-focused summer camps for volunteers and adolescents across various age groups, aimed at enhancing psychological preparedness, developing coping skills, and strengthening psychosocial resilience in response growing pressures and challenges.

The annual Mental Health Department camp was implemented with the participation of **73** male and female volunteers from across the governorates in the West Bank. The camp focused on promoting mental health, self-care, as well as strengthening the psychological and professional readiness of volunteers working in the field.

In addition, Peer-to-Peer Psychological First Aid camp was conducted with the participation of **102** adolescents (aged 15–16). The camp aimed to build adolescents' skills in psychological first aid through experience sharing across different regions, training in communication skills, and enhancing their awareness of PRCS's role and its humanitarian services.

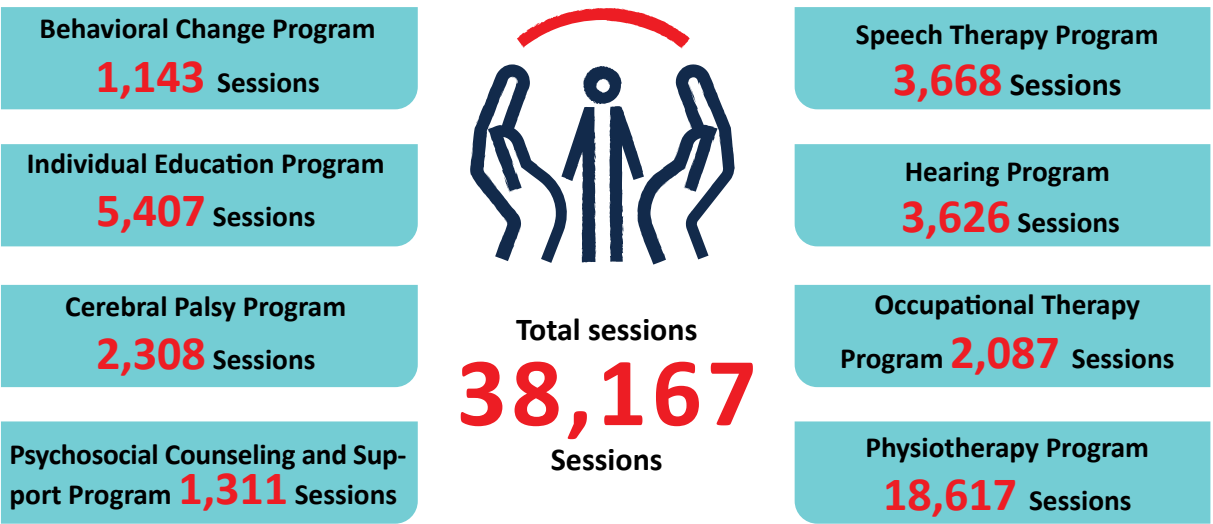
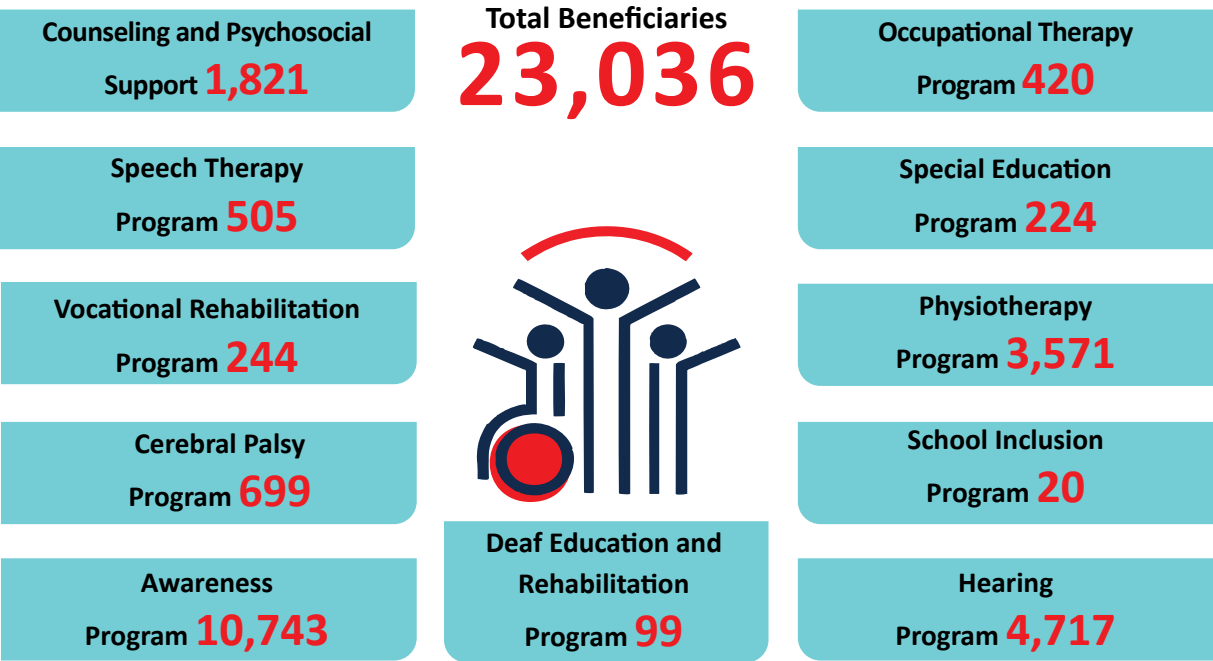
In the same context, PRCS reached **415** staff members and volunteers through the **"Psychological Break"** initiative, which included **12** self care groups various governorates of the West Bank. Participants were introduced to tools and techniques that strengthen psychological resilience and reduce levels of stress and fatigue resulting from work pressures.



3.2.3 Rehabilitation Services and Capacity Building

During 2025, PRCS further developed and expanded its rehabilitation services as a core component of support for vulnerable groups, particularly persons with disabilities, adopting an integrated approach aimed at promoting independent living and enhancing their active inclusion in local communities. These services included a range of motor, hearing, and intellectual disabilities through specialized programs combining physical and psychosocial rehabilitation, skills development, and support for families and surrounding communities, thereby improving individuals’ coping capacities and enhancing their quality of life. These services are delivered through a network of 35 rehabilitation centers and units distributed across the West Bank governorates, offering comprehensive and specialized services.

• Rehabilitation Centers



• Community Based Rehabilitation:

This approach focuses on delivering services to persons with disabilities in their homes and local communities, working directly with families, thereby enhancing individual independence and supporting their inclusion in society.

During 2025, PRCS teams implemented several high-quality programs and services, most notably:

• **Early Detection Campaigns for Disability:** Campaigns were conducted in remote and marginalized areas, focusing on children aged 0–8 years. The campaigns aimed to expedite therapeutic and rehabilitation interventions and improve long-term health outcomes.



• **Distribution of Assistive Hearing and Mobility Devices:** Provision of assistive devices to persons with disabilities to enhance their ability to perform daily activities.



• **Home Enrichment Program:** PRCS implemented the Home Enrichment Program in eight governorates; Salfeet, Tubas, Jordan Valley, Tulkarem, Qalqilya, Saeer, and North West of Jerusalem targeting children with severe intellectual disabilities. The program focused on developing motor and language skills, as well as strengthening self-care abilities and social interaction, through specialized individual sessions, community inclusion activities, and intensive home visits.



• **Outreach Rehabilitation Program:** The program aims to reach persons with disabilities in remote areas far from PRCS centers through specialized mobile teams providing physiotherapy, occupational therapy, speech therapy, hearing assessments, and psychosocial support, as well as the distribution of assistive devices. The program is currently implemented in Salfeet to facilitate the access to rehabilitation services in local communities.

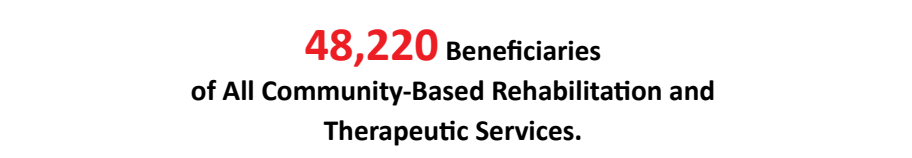


• **Awareness, Extracurricular, and Inclusion Activities:** PRCS conducted awareness campaigns in schools and universities, alongside the organization of sports, recreational, and community-based activities, which contributed to strengthening social inclusion, raising community awareness of the rights of persons with disabilities, and addressing negative stereotypes.



• **Community- Based Trainings and Capacity Building:** PRCS conducted a range of specialized training sessions, including programs for parents of students enrolled in PRCS schools for the education and rehabilitation of deaf persons, aimed at enabling them to support their children’s learning in line with the adopted curriculum. Three sign language training courses were also conducted in PRCS schools for the education and rehabilitation of deaf persons, targeting volunteers, university students, and service providers. In addition, PRCS provided sign language interpretation services during workshops, conferences, meetings, and other various activities organized by PRCS or in collaboration with partner institutions.

At the international level, PRCS took part in several specialized events, including the EROC Conference for otorhinolaryngology (ENT) doctors and hearing specialists held in Dubai from 16–18 January 2025, and the World Physiotherapy Congress held in Tokyo, Japan, from 29–31 May 2025. PRCS also participated in the 2025 Winter Special Olympics Games in Turin, Italy, reflecting its strong presence in both professional and athletic presence at the regional and international levels.



Highlights



• The Global Reference Centre on Inclusion of Persons with Disabilities

PRCS has begun preparatory steps to establish a Global Reference Centre on Disability Inclusion for the International Federation of Red Cross and Red Crescent Societies (IFRC), to be hosted by PRCS in cooperation with the IFRC and supporting National Societies, including those of Finland, Australia, Canada, and Kenya.

The Center aims to strengthen inclusive humanitarian action for persons with disabilities across the IFRC network, in alignment with the IFRC Strategy 2030, the Renewal Agenda, and the Protection, Gender, and Inclusion (PGI) Policy, in addition to supporting national leadership, building the capacities of National Societies, and ensuring meaningful inclusion and empowerment of persons with disabilities in all humanitarian responses.

• Proposal for the Establishment of a Prosthetics Factory

PRCS developed a proposal to establish a prosthetics factory to meet the needs of persons with mobility impairments, particularly individuals who have undergone amputations as a result of the war in Gaza.

The project aims to provide high-quality prosthetic limbs in line with international standards, improving service delivery and enhancing the quality of life of persons with disabilities.

It is expected to be implemented in partnership with “Doctors for Palestine”, as part of a broader effort to strengthen national capacities and ensure the sustainability of prosthetic manufacturing services.

Alongside these initiatives, PRCS has strengthened its knowledge base through a series of studies and evaluations aimed at improving service quality and informing future programming.

These efforts included an assessment of the degree of inclusiveness of PRCS programs, services, and policies for persons with disabilities, a study on the national status of prosthetic services, and an evaluation of the special education program in centers for persons with intellectual disabilities.

Key Challenges at the Level of Northern Governorates:

During 2025, PRCS faced a set of compounded challenges that directly affected the course of its work, particularly at the level of field response, within an environment characterized by increasing complexities at both the external and internal levels.

At the External Level: Restrictions imposed on movement and access continued to constitute one of the most prominent obstacles to the implementation of humanitarian activities. The widespread presence of military checkpoints and gates restricted PRCS crews’ movement and hindered access to targeted areas, which was reflected in response speed and efficiency.

PRCS crews also faced additional challenges represented by repeated attacks on personnel and property by Israeli occupation forces, which posed a direct threat to the safety of the crews and imposed ongoing pressure on the continuity of field operations.

At the Internal Level: Increasing operational challenges emerged due to the expansion in the scope of services provided, particularly in areas suffering from weak or absent basic governmental services. This doubled the burden on operational teams and increased pressure on operational and administrative systems. The field reality also revealed continued disparities in the capacities of PRCS’s branches and divisions in terms of capabilities, preparedness, and resources. This was reflected in the level of internal coordination and, to varying degrees, affected the efficiency and continuity of service delivery in some areas. It also necessitated additional efforts to strengthen institutional cohesion and unify performance standards across the organization.



The experience of operating in the West Bank, including Jerusalem, during 2025 reflects a distinct model of humanitarian response, one that is not defined solely by the scale of interventions, but by the ability to sustain operations within a rapidly evolving context that presents daily challenges related to access and implementation. It demonstrated that the effectiveness of humanitarian action is measured not only by the speed of response, but also by the ability of institutions to maintain a sustained field presence and adapt their tools in ways that ensure continued access to the most vulnerable groups. Furthermore, this experience underscores that investing in communities and strengthening their role is no longer merely a supportive component; rather, it has become a fundamental pillar for sustaining humanitarian action, particularly in environments marked by restrictions and instability.

Within this context, PRCS’s presence, grounded in institutional work built on accumulated expertise, enables it to continuously develop its response and maintain service quality despite all challenges.



The Diaspora

Syria

Recovery and Empowerment

In Syria, PRCS continues to perform its humanitarian role toward the Palestinian population residing in refugee camps, estimated at approximately **438,000** refugees, through the provision of health, social, and educational services that respond to the growing needs of Palestinian communities there. PRCS also seeks to enhance the quality of its services through its network of health centers, clinics, and hospitals, alongside investment in community and volunteer work, and the strengthening of youth participation and empowerment as one of the key pillars of continuity and cohesion within Palestinian camps and communities.

General Context

The overall reality in Syria during 2025 was characterized by accumulated complexities imposed by the repercussions of the prolonged war and its deep impacts on Palestinian refugee camps. The process of residents' return to some camps, most notably Al Yarmouk Camp, continued at a slow pace due to the absence of basic infrastructure, the persistence of legal challenges related to housing and property rights, and the extent of destruction affecting large parts of these camps during the years of conflict. At the economic level, the sharp deterioration in living conditions continued as a result of international sanctions and rising inflation rates, which directly affected the prices of food and essential commodities. These increases placed a heavy burden on Palestinian families and pushed a large segment below the poverty line, amid limited employment opportunities, declining purchasing power, and increasing reliance on humanitarian assistance to meet basic needs.

At the social level, the prolonged years of conflict left deep impacts on the Palestinian social structure in Syria, as many families were forced to live in unstable environments or temporary shelters, while other communities suffered from dispersion and the loss of social ties, alongside escalating psychological and livelihood pressures, particularly among children, women, the elderly, and the most vulnerable groups.

In light of these overlapping challenges, PRCS continued its efforts to preserve humanitarian services and develop its interventions in response to the evolving needs of Palestinian refugees in Syria, through programs that combine healthcare, community action, psychosocial support, and support for gradual recovery pathways within Palestinian camps and communities.

1. Health and Medical Services

During 2025, Health and medical services constituted one of the most prominent axes of PRCS's interventions in Syria, as it continued providing healthcare services to Palestinian refugees through an integrated system that included EMS, primary healthcare, and curative and hospital services. This ensured continued access to healthcare within refugee Palestinian camps and communities, despite challenges related to economic conditions and the weakness of health infrastructure in several areas.

1.1 Emergency Medical Services (EMS)

EMS Department continued providing services to residents through trained teams and equipped ambulances, with the aim of ensuring rapid access to emergency cases and delivering urgent medical care at incident sites or transporting patients and injured individuals to specialized medical centers and hospitals.

6 Ambulances	8 Drivers	21 EMTs
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These services contributed to delivering effective responses to emergency cases and addressing urgent health needs in a timely manner, despite challenges related to field conditions and increasing pressure on the health sector, thereby reducing health risks and increasing opportunities for access to emergency medical care.

690 cases were reached during 2025

1.2 Primary Healthcare (Clinics)

PRCS provided comprehensive primary healthcare services through its network of health centers and clinics distributed across Palestinian refugee camps. These services included maternal and child healthcare, preventive and curative medicine, dentistry, in addition to several other medical specialties that respond to the health needs of Palestinian communities in Syria. These centers focused on continuously updating services and developing operational capacity, contributing to improving the quality of healthcare provided and expanding access to basic services, particularly for the most vulnerable groups, in light of the difficult economic and humanitarian conditions prevailing in Palestinian refugee camps.

11 Health Centre	189,171 Beneficiaries
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1.3 Secondary Healthcare Services (Hospitals)

PRCS continued to provide curative and inpatient healthcare services to Palestinian refugees in the Syrian camps through Yafa Hospital in Damascus and Bisan Hospital in Homs. Together, these hospitals remain key providers of secondary and specialized healthcare services for Palestinian refugee across the country. The services provided covered a wide range of medical specialties, including obstetrics and gynecology, general surgery, dentistry, laboratory services, intensive care, pediatrics, and neonatal care, alongside other specialized healthcare services. Together, these services ensure access to comprehensive healthcare that responds to the diverse health needs of Palestinian refugees. As part of its ongoing efforts to strengthen healthcare services, PRCS implemented a series of expansions and upgrades in 2025 that contributed to improving the quality of care provided. These included relocating larger premises following the loss of some centers due to changes in lease arrangements, as well as upgrading clinics and community centers with modern equipment and technologies. These improvements helped expand service coverage, reduce waiting times, and enhance the overall patient experience, particularly for the most vulnerable groups. In addition, the installation of solar energy systems helped ensure uninterrupted service delivery and strengthened the operational readiness of health facilities, particularly during emergencies and power outages, helping to ensure the continuity and reliability of healthcare services under all circumstances.

2 Hospitals	80 Beds	98,772 Beneficiaries
320,087 Provided Services		



2. Response and Preparedness

2.1 Response

Throughout 2025, PRCS continued its humanitarian interventions in the Syria, as a continuation of the response efforts launched following the earthquake that struck Syrian territory in February 2023, with a focus on meeting basic needs and supporting gradual community recovery pathways, alongside maintaining EMS and responding to urgent humanitarian needs within Palestinian camps and communities.

These interventions included the provision of psychosocial support services to affected individuals and families, aimed at mitigating psychological impacts and enhancing the ability to cope with increasing pressures, in addition to implementing community action programs that focused on reactivating local initiatives, supporting community cohesion, and improving living conditions within affected communities.

525 Beneficiaries of Psychosocial Support Services (MHPSS)

6,162 Beneficiaries of Community

In response to events witnessed in Al Suwayda' Governorate and the resulting waves of displacement and urgent humanitarian needs, PRCS in Syria, in cooperation with the Syrian Arab Red Crescent, participated in the implementation of urgent relief interventions within IDPs centers.

The response included the distribution of **350** clothing kits for children and adolescents, **1,000** food parcels to support food security for affected families, the distribution of **100** dignity kits for women, and **30** water filters to improve hygiene and public health conditions within IDPs centers, contributing to ensuring minimum standards of dignified living for the most vulnerable groups



2.2 Preparedness

PRCS strengthened its efforts in Syria to raise the level of community and institutional preparedness to confront various emergencies, through the implementation of specialized trainings for volunteers in the fields of first aid, disaster management, and advanced EMS services.

These trainings aimed to develop volunteers' capacity for rapid and effective intervention and to form a network of qualified cadres capable of delivering medical and relief support efficiently during crises and emergency conditions, thereby enhancing communities' ability to manage risks and respond to urgent humanitarian needs.

170 volunteers benefited from the trainings implemented.

In parallel with human capacity building efforts, PRCS worked to enhance institutional preparedness by conducting a comprehensive assessment of sanitation networks and health installations in its medical centers and hospitals. This assessment focused on identifying weaknesses and improvement opportunities, and evaluating the efficiency and resilience of this infrastructure to potential environmental and humanitarian challenges, ensuring service continuity under all conditions.



3. Community Work Programs

Within the framework of its humanitarian and community role, PRCS implemented a wide range of programs aimed at supporting public health, community awareness, social protection, and economic empowerment. These programs targeted all age groups, in response to the growing needs of the Palestinian community in Syria.

These interventions included organizing health and community campaigns that created opportunities to raise awareness of health and social issues and mobilize community support around them. These campaigns included awareness activities related to early detection of breast cancer, combating gender based violence, as well as awareness campaigns addressing chronic diseases and public health. They also included activities linked to global occasions, such as World First Aid Week, International Day of Sign Languages, and World Mental Health Day. PRCS also implemented health, legal, and psychosocial awareness sessions addressing topics such as chronic diseases, reproductive health, maternal care, school health, legal rights, cyberbullying, mental health, healthy relationships, addiction, and coping with psychological stress and trauma. These efforts contributed to increasing knowledge levels and strengthening individuals' ability to deal with various challenges. In addition, PRCS provided educational support programs and organized literacy sessions that also targeted children who had dropped out of school. Activities further included mental arithmetic activities, protection programs, interactive puppet theatre performances for children, vocational training programs, and labor market skills development. Community-based initiatives further encompassed visits to older persons, support for centers serving persons with disabilities, implementation of environmental and summer activities for children, and the establishment of women's clubs, thereby promoting community participation and supporting those most in need.

Beneficiaries from Community- Based
Interventions **84,347** Persons



4. Psychosocial Support (MHPSS) Programs

Within the framework of efforts to support the mental health of Palestinian refugees in Syria, PRCS implemented specialized interventions targeting various age groups. These interventions aimed to strengthen psychological resilience, improve the ability to cope with daily stressors and challenges, and support psychological and social stability within Palestinian communities.

Psychological resilience programs and purposeful educational activities targeted children within the (10–13 years) age group, focusing on developing problem solving skills, improving social relationships, and strengthening children's integration within their community environments.

The life skills program targeted adolescents within the (14–18 years) age group, as well as youth up to the age of 45 years, focusing on self awareness development, decision making skills, and teamwork, thereby supporting their ability to manage different life challenges.

PRCS also developed specialized programs for parents and caregivers aimed at supporting self care, improving positive parenting skills, and enhancing the ability to manage psychological distress. These interventions had a positive impact on family and social environments. In parallel, PRCS's teams provided individual psychosocial support sessions and specialized counseling services that contributed to strengthening positive emotions and alleviating psychological distress among beneficiaries. The outcomes of these interventions demonstrated noticeable improvement in beneficiaries' ability to cope with daily pressures and psychological challenges, contributing to the creation of a more stable and secure psychological and social environment.

Beneficiaries of MHPSS **3,975**



Key Challenges Facing PRCS's Interventions in Syria

PRCS in the Syria faces a range of challenges that affect its capacity to expand interventions and continue delivering humanitarian services, in light of the ongoing repercussions of years of prolonged war and its far-reaching humanitarian and economic impacts.

Among the most significant challenges are the widespread destruction of infrastructure and the presence of areas that remain contaminated by land-mines and explosive remnants of war. These conditions constrain the provision of services in some affected areas, particularly in Yarmouk Camp, and impede efforts to rehabilitate facilities and fully restore community activity. PRCS also faces increasing challenges related to the decline in humanitarian funding, which directly affects the scale of interventions and services that can be implemented, despite the continued increase in humanitarian needs, particularly among the most vulnerable and marginalized groups. In addition, restrictions on cash withdrawals and banking transactions present further challenges to the procurement of equipment and supplies, leading to delays in the implementation of certain activities and projects against planned timelines.

PRCS also faced logistical and administrative challenges resulting from the loss of several centers due to changes in legislation affecting contracts and long-standing rental agreements. This required PRCS to reallocate part of its funding towards the purchase and rehabilitation of new centers, while also addressing the deterioration of infrastructure in some facilities damaged during years of conflict. As a result, some centers continue to operate from temporary premises with limited capacity.



The experience of operating in Syria throughout 2025 reflects a distinct nature of humanitarian action, where response is no longer limited solely to the provision of basic services, but is increasingly linked to preserving community bonds and supporting the ability of individuals and families to rebuild their daily lives within an environment still burdened by the impacts of war and successive economic and social changes.

This experience highlighted the importance of community-based work, attentiveness to changing needs, and developing interventions that combine healthcare, psychosocial support, and community action, contributing to strengthening social cohesion and enhancing feelings of safety and stability within Palestinian refugee camps.

These efforts also affirm that investing in people, empowering youth and volunteers, and supporting community initiatives constitute a fundamental element in building an environment more capable of recovery and adaptation to continuous change, particularly in communities that have endured prolonged displacement, marginalization, and instability.

In light of the ongoing challenges in Syria, PRCS continues to develop its programs and expand its interventions in a manner that preserves its humanitarian presence within Palestinian camps and strengthens its role as an institution contributing to the protection of human dignity and the support of long term community recovery pathways.



Lebanon

Specialized and Qualitative Services

General Context

Throughout 2025, Lebanon witnessed the continued deterioration of its economic and political situation, which was directly reflected in the humanitarian and living conditions of the population, including Palestinian refugees residing in the camps. The prolonged economic crisis, accompanied by rising inflation rates and declining purchasing power, led to increasing levels of poverty and food insecurity, as well as a growing need for health, psychosocial, and social services, particularly among the most vulnerable groups.

At the same time, the financial challenges facing the United Nations Relief and Works Agency for Palestine Refugees (UNRWA) contributed to reductions in the scope of several of its services and programs, including healthcare and social support. This resulted in widening gaps in meeting the basic needs of Palestinian refugees and increased pressure on humanitarian organizations operating within Palestinian camps, foremost among them PRCS in Lebanon, which continued to expand its interventions to maintain access to essential services for the most vulnerable groups.

The humanitarian situation was further exacerbated by security tensions and attacks associated with the escalation of conflicts in the region, as the repercussions of the war were increasingly felt within Lebanon, particularly in fragile areas and Palestinian camps. This led to growing demand for EMS, primary healthcare, and PSS, especially among children, women, and older persons.

Within this complex context, PRCS in Lebanon continued to fulfill its humanitarian role through a system of specialized health and community services, relying on its network of hospitals, clinics, and medical and community personnel, with the aim of maintaining service continuity and mitigating the impact of successive crises on Palestinian refugees residing in the camps across Lebanon.

1. Primary and Secondary Health-care Services

Specialized healthcare services constituted one of the most prominent pillars of PRCS’s work in Lebanon during 2025. PRCS continued providing healthcare services to Palestinian refugees through an integrated network of clinics and hospitals affiliated with it, ensuring the provision of basic and specialized healthcare within Palestinian camps and communities, amid economic challenges and increasing pressure on the healthcare sector in Lebanon.

1.1 Primary Healthcare (Clinics)

PRCS provided healthcare services through five outpatient clinics affiliated with its hospitals and distributed within Palestinian camps. Services covered a range of specialties, including internal medicine, pediatrics, gynecology, urology, in addition to several other medical specialties responding to the healthcare needs of Palestinian refugees.

These clinics contributed to reducing pressure on hospitals and facilitating access for patients to primary healthcare services within Palestinian camps and communities, ensuring the provision of medical care in a closer and more responsive manner to the daily needs of the Palestinian community in Lebanon.

5	66,753	132,297
Clinics	Beneficiaries	Provided Services



1.2 Secondary Healthcare (Hospitals)

PRCS’s five hospitals in Lebanon (Al-Hamshari, Safad, Haifa, Al Nasra, and Balsam) continued to provide healthcare services to both registered and non-registered Palestinian refugees, as well as to low-income Lebanese citizens and some foreign nationals. These hospitals remain a cornerstone of healthcare delivery in their respective areas and serve as a key provider of specialized medical services for Palestinian camps and communities.

The hospitals deliver secondary and tertiary healthcare services, including dialysis, across a broad range of medical specialties. These include internal medicine, cardiology, intensive care, general surgery, obstetrics and gynecology, pediatrics, orthopedic surgery, ophthalmology, dermatology, and neurology, in addition to emergency services, outpatient clinics, radiology, and laboratory services. Throughout 2025, PRCS hospitals in Lebanon undertook a comprehensive set of institutional and clinical upgrades, including the modernization of Outpatient, Emergency, and Intensive Care Departments; the expansion of dialysis services; and the establishment of supporting infrastructure, such as pharmaceutical storage facilities. These interventions contributed to improving the efficiency of healthcare delivery and enhancing the quality of medical services provided to patients. Furthermore, PRCS’s Lebanon Branch strengthened its institutional capacity through the restructuring of the Central Scientific Committee and its subcommittees, the development of a continuous professional education and training plan, and the implementation of specialized training programs in collaboration with expert partners. These efforts contributed to enhancing the competencies of medical personnel and improving the overall quality of healthcare services.

5 Hospitals	249 Beds	78,099 Beneficiaries
189,084 Provided Services		



2. Response and Preparedness

2.1 Response

During 2025, Lebanon witnessed rapid security developments in several areas surrounding Palestinian camps, which were directly reflected in the humanitarian and living conditions of Palestinian refugees and contributed to increased demand for health and relief services within Palestinian camps and communities.

In response, PRCS implemented a series of humanitarian and health interventions that included supporting primary healthcare services in its affiliated facilities, providing medicines and medical supplies, and the strengthening of the capacity of PRCS-affiliated hospitals to respond to growing healthcare needs, ensuring the continuity of essential services for the most affected groups.

PRCS also continued providing EMS and urgent medical interventions, supporting the capacity of healthcare facilities to manage emergency cases and pressures resulting from developments in the field situation, and contributing to maintaining the stability of healthcare services within Palestinian camps.

2.2 Preparedness

PRCS in Lebanon continued raising its field and institutional preparedness levels in anticipation of any potential deterioration in humanitarian conditions, particularly within Palestinian camps, communities, and the most vulnerable areas.

Within this context, approved emergency plans were activated, and hospital and health center readiness were enhanced through supporting emergency departments and securing additional stocks of medicines and medical consumables, ensuring the continuity of healthcare service delivery in line with developments in the field situation.

The readiness of EMS for rapid emergency response was also strengthened, and medical referral mechanisms were updated to ensure immediate handling of critical injuries and reduce response time, enhancing the ability of medical teams to deal with various emergency scenarios.

In parallel, PRCS intensified coordination with the Lebanese Red Cross, popular committees, official authorities, and humanitarian partners, with the aim of unifying efforts and integrating roles, and ensuring the delivery of health and relief services to the most affected groups within Palestinian camps, reflecting an approach based on coordination and joint response.

3. Community Services and Psycho-social Support (MHPSS)

3.1 Community Services

In Lebanon, PRCS provided a comprehensive package of community and health services aimed at strengthening public health, raising social awareness, and supporting the most vulnerable groups within Palestinian refugee camps and communities. These services included training social workers and volunteers on community center operations, case management, beneficiary mobilization, and child and women’s protection, thereby strengthening staff capacity to respond effectively to the diverse needs within Palestinian refugee camps.

The interventions also included coordination with a range of local and national institutions, including UNRWA, Al Najdeh Association, the Women’s Charity Association, Naba’a Association, and the Child Protection Network, to ensure the effective delivery of community services and strengthen coordination among actors working in the humanitarian and social sectors.

Approximately **4,132** beneficiaries benefited from these programs, which helped strengthen health and social awareness, promote community participation, and improve protection mechanisms for the most vulnerable groups.

44,018 Beneficiaries of Community Programs



3.2 Psychosocial Support (MHPSS)

PRCS in Lebanon was keen to develop the skills and capacities of staff, volunteers, and participants involved in delivering MHPSS and community services through the implementation of specialized training programs in the field of MHPSS.

These trainings targeted specialists, social workers, and volunteers, contributing to enhanced professional preparedness and improved quality of MHPSS services provided to refugee communities, particularly in light of increasing psychological and social pressures within Palestinian camps.

PRCS also continued to provide MHPSS services to various groups, contributing to psychological and social stability, mitigating the psychosocial impacts associated with difficult economic and humanitarian conditions, and enhancing the ability of individuals and families to cope with daily pressures.

1,066 Beneficiaries of MHPSS



Key Challenges Facing PRCS's Interventions in Lebanon

PRCS operations in Lebanon during 2025 faced increasing challenges due to the continuous rise in demand for health, psychosocial, and social services, in contrast with limited available resources. The economic crisis and rising inflation also contributed to increased operational costs, including the prices of medicines, medical supplies, fuel, and essential services, placing additional pressure on PRCS's ability to respond to growing needs within Palestinian camps. With declining purchasing power and rising poverty levels, Palestinian refugees' reliance on free or subsidized services increased, particularly within Palestinian camps and communities, placing additional pressure on PRCS's healthcare facilities and community services. PRCS also continued to operate in an unstable security environment, which posed additional challenges to ensuring service continuity and safe access for the most vulnerable groups, particularly in light of rapidly evolving security developments in some areas surrounding Palestinian camps.



The experience of operating in Lebanon during 2025 highlights the importance of a health and humanitarian system capable of delivering stable and specialized services within Palestinian camps and communities, in an environment characterized by rapidly changing economic, social, and security conditions. This experience demonstrated that maintaining healthcare provision extends beyond the delivery of treatment and medical services; it also encompasses the protection of patients' dignity, the strengthening of their sense of safety, and the assurance of access to reliable health and humanitarian services within their communities. These efforts further underscore the importance of investing in medical and community personnel, developing healthcare facilities, and strengthening local and humanitarian partnerships, thereby contributing to a more effective and responsive system capable of addressing the growing needs of Palestinian refugees in Lebanon.

In light of the continued challenges facing Lebanon, PRCS continues to develop its health and community services in a way that sustains its presence within Palestinian camps and reinforces its role as a specialized humanitarian institution committed to supporting the Palestinian community and upholding its right to access dignified and safe healthcare.

Palestine Hospital in Cairo



General Context

PRCS hospital in Cairo, Palestine Hospital, serves as a key supporting healthcare station for Palestinians residing in Egypt, as well as those arriving from the Gaza Strip for medical treatment or as a result of forced displacement and the ongoing blockade following the Israeli war on the Gaza Strip. These developments prompted Palestine Hospital to provide treatment and follow-up care within a safe and stable environment for patients and their families.



Health Services and Their Development

The hospital provides emergency services, outpatient clinics, and dental services, including surgical and cosmetic dentistry, in addition to surgical operations, intensive care, and neonatal care units. It also includes an endoscopy unit, a dialysis unit, physiotherapy services, laboratories, diagnostic radiology services, and a cardiac catheterization center. In addition, the hospital offers geriatric care, non-surgical management of spinal pain, general and clinical pharmacy services, as well as inpatient departments across a range of specialties.

During 2025, as part of its humanitarian response, the hospital received an increasing number of Palestinian patients arriving from the Gaza Strip. It provided diagnostic, treatment, and follow-up services, helping to ensure continuity of care for patients requiring specialized medical interventions. Within the framework of ongoing efforts to improve the quality of health services, a comprehensive renovation and rehabilitation plan was implemented. The plan focused on upgrading infrastructure, enhancing the quality of medical services, and strengthening administrative performance, as well as expanding bed capacity. It also included the provision of modern medical equipment and the full renovation of one of the hospital's floors, contributing to improved readiness and response capacity to meet growing healthcare needs.

Challenges:

During 2025, the hospital faced challenges related to rising costs of medical equipment and services, fluctuations in exchange rates, and increasing pressure on its departments due to the growing number of patients and cases referred from the Gaza Strip. This was reflected in the scale of operational requirements and the continuity of service provision at the required level of efficiency. Despite these challenges, Palestine Hospital in Cairo embodies an extension of the medical role carried out by PRCS outside the homeland, through the provision of specialized treatment services for Palestinians amid escalating humanitarian conditions.

Voluntary Services

Youth and volunteers constitute one of the most prominent features of PRCS's community presence. Throughout the years of PRCS's work, volunteer service has been associated with a humanitarian role that goes beyond traditional support for programs and activities, becoming an active and integral part of humanitarian response, community action, and strengthening the ability of local communities to remain resilient and cohesive under all circumstances.

Through a wide network of volunteers across the West Bank, including Jerusalem, the Gaza Strip, and the diaspora in Syria, Lebanon, and Egypt, youth continued to play a key role in reaching local communities, participating in the implementation of humanitarian initiatives, and supporting health and relief services. They also contributed to awareness campaigns, community activities, and psychosocial support (MHPSS) programs, reflecting the spirit of giving, belonging, and social responsibility that underpins PRCS's humanitarian mission.

Volunteer work also constituted an effective space for enhancing youth participation across various fields of humanitarian and community action, and for developing their capacities and leadership skills. This contributed to building a young generation capable of initiative, response, and assuming community responsibility under different humanitarian contexts and conditions.

Volunteer Network in Figures

As of the end of 2025, the total number of volunteers officially registered with PRCS reached **9,164** male and female volunteers, distributed across PRCS’s areas of operation as follows:

6,944 volunteers in the West Bank, including Jerusalem.	469 volunteers in Syria.
1,500 volunteers in the Gaza Strip	251 volunteers in Lebanon
Total number of volunteers 9,164	

In the West Bank and Gaza Strip, specialized volunteers contributed to supporting various humanitarian and community-based programs implemented by PRCS.

Program	Total Volunteers
Youth and Volunteer	2,554
EMS	1,697
Community Work	1,914
MHPSS	241
Disaster Risk Management	1,021
Rehabilitation	280
Total	7,707

In total, **7,707** specialized volunteers were engaged in program-based activities across the West Bank and Gaza Strip.

Youth Empowerment and Capacity Building

Within the framework of investing in youth potential and developing volunteer capacities, PRCS organized a youth camp at its headquarters in the city of Al Bireh, with the participation of **54** male and female volunteers from various branches. The camp focused on developing life and professional skills, strengthening the spirit of initiative and teamwork, in addition to implementing field based volunteer activities that contributed to consolidating the values of giving, belonging, and social responsibility among participants. A number of volunteers also participated in international youth camps in Denmark and Spain, providing them with opportunities to exchange experiences and learn about best practices in the fields of volunteer and youth work. These experiences contributed to developing their leadership and organizational skills and enhancing their community participation at both the local and international levels. As part of PRCS’s efforts to enhance volunteer readiness and strengthen their preparedness, **25** specialized training courses in various fields of first aid and emergency response were conducted in the West Bank during 2025.

These courses covered injury management, bleeding control, and cardiopulmonary resuscitation (CPR), with the participation of **518** male and female volunteers, contributing to strengthening their competencies and enhancing their ability to respond rapidly and save lives during emergencies. In the diaspora, PRCS continued to implement training programs and capacity-building activities for young volunteers in Syria and Lebanon. These programs focused on developing leadership and life skills, alongside enhancing competencies in psychosocial support, health and community awareness, and the management of youth activities and initiatives.

This has contributed to improving community readiness and reinforcing volunteers’ ability to respond to the needs of Palestinian refugees in camps. A total of **326** volunteers in Syria and **34** volunteers in Lebanon benefited from these specialized training programs, reflecting PRCS’s continued commitment to strengthening youth and volunteer capacities and enhancing their role within the communities it serves across its different areas of operation.



Initiatives and Volunteer Activities

Volunteers implemented a wide range of community initiatives and activities aimed at supporting the most vulnerable groups and strengthening a culture of solidarity and volunteerism across Palestinian communities. As part of its volunteer programs during the holy month of Ramadan in the West Bank, **2,066** male and female volunteers participated in implementing humanitarian and community-based initiatives that benefited **82,160** individuals. These activities focused on supporting vulnerable families and households, while reinforcing values of solidarity and humanitarian engagement among youth and volunteers.

In addition, PRCS implemented **44** olive-picking volunteer campaigns in marginalized and high-risk areas, engaging **615** volunteers in support of **177** farmers. These campaigns contributed to strengthening farmers' resilience while fostering a stronger sense of belonging, collective action, and social responsibility among youth. To promote a culture of volunteering and expand youth participation, PRCS marked International Volunteer Day by organizing a series of outreach and awareness activities, including university open days introducing PRCS's mission, programs, and mechanisms for engaging in volunteer work. Overall, **1,698** volunteers, alongside **6,435** students and community members across the West Bank, participated in these activities. This engagement strengthened PRCS's presence in universities and local communities and encouraged greater youth participation in humanitarian and voluntary action.

The Role of Volunteers in Humanitarian Response and Resilience Strengthening

PRCS Volunteers continued to play a vital humanitarian role in the Gaza Strip through supporting emergency relief interventions, assisting in the distribution of humanitarian assistance, and providing first aid and primary health-care services. They also contributed to PSS activities targeting the most affected populations, particularly in IDP centers and high-risk areas. In addition, volunteers participated in health and community awareness campaigns and implemented initiatives aimed at strengthening local resilience and social cohesion amid the complex humanitarian conditions in the Gaza Strip. These efforts reflect the critical role of youth and volunteers in supporting communities during protracted crises and emergencies. In the diaspora, in Syria and Lebanon, volunteers served as the closest connecting link to local communities through their contributions to awareness and health activities, PSS sessions, and the organization of educational and recreational events for children and youth. They also supported community initiatives, livelihood programs, and youth and women empowerment activities, enhancing community cohesion and strengthening the ability of local communities to adapt to growing challenges. The presence of volunteers across PRCS's areas of operation in the diaspora reflects PRCS's continued commitment to serving community and promoting the values of volunteerism, giving, and humanitarian action, while recognizing youth as active partners in humanitarian response and community development.





Highlight

As part of efforts to strengthen the regional presence of Palestinian youth within the International Red Cross and Red Crescent Movement, PRCS achieved a significant institutional milestone with the election of one of its volunteers, Midan Al Sabar, to the Board of the **MENA Youth Network**, following the completion of the nomination process and the holding of official elections.

This achievement reflects regional confidence in PRCS's leadership role in youth empowerment. It also strengthens PRCS's presence in regional decision-making platforms, expanding opportunities for the exchange of expertise, the transfer of best practices, and contributions to the development of youth-related policies and initiatives within the Movement.



Challenges

During 2025, youth and volunteer programs faced a range of challenges related to the humanitarian, economic, and security conditions prevailing across PRCS's areas of operation. These challenges affected volunteers' ability, in some areas, to move freely, access communities, and implement activities on a regular basis, particularly in areas affected by emergencies and protracted crises. Psychosocial pressures resulting from fieldwork and response to humanitarian emergencies also posed additional challenges for volunteers, particularly in the Gaza Strip and other fragile settings. This required intensified efforts to provide psychosocial support and promote self-care practices in order to maintain volunteers' readiness and their ability to continue delivering humanitarian assistance.

In addition, there remains an ongoing need to expand specialized training and capacity-building programs, as well as to provide additional resources to support youth and volunteer initiatives, ensuring the sustainability of youth participation and strengthening volunteers' capacity to respond to growing humanitarian and community needs.



The experience of voluntary work at PRCS during 2025 reveals the pivotal role played by youth and volunteers in supporting humanitarian response and strengthening PRCS's community presence across all its areas of operation. Volunteerism is no longer limited to supporting the implementation of activities and programs, but has become an effective space for community participation, initiative building, and strengthening communities' ability to remain cohesive and adapt in the face of escalating crises and challenges. This experience highlighted the importance of investing in youth potential, developing volunteer capacities, and opening space for their participation across various fields of humanitarian and community work, strengthening the spirit of initiative, belonging, and social responsibility among younger generations.

These efforts also reaffirm that youth and volunteers constitute a true extension of the humanitarian mission upon which PRCS is founded, and a fundamental factor in sustaining its community and humanitarian presence within Palestine and across the diaspora.

Today, youth and volunteers continue to represent one of the principal pillars of humanitarian action within PRCS, as a dynamic community force contributing to protecting people and promoting the values of solidarity and giving within Palestine and across the diaspora.



International Cooperation and Advocacy

Within a context where challenges extend beyond the boundaries of fieldwork, and where humanitarian, legal, and political dimensions increasingly intersect, support and advocacy emerge as a natural extension of PRCS's role, not as a complementary activity, but as a parallel pathway aimed at protecting humanitarian action and enhancing its impact and sustainability.

Service delivery alone is no longer sufficient in an environment where staff and facilities are subject to targeting and where safe operational space continues to shrink. It has become essential to complement field response with structured efforts focused on communicating realities, documenting violations, and influencing decision-making circles, thereby contributing to the protection of humanitarian principles and ensuring respect for them.

Building on this direction, PRCS has developed an advanced presence in the fields of international partnerships, humanitarian diplomacy, media, and communication, while also employing International Humanitarian Law (IHL) as a guiding framework for the protection of civilians and humanitarian workers. This approach is grounded in solid field experience and an increasing capacity to amplify its voice at regional and international levels.

This approach is characterized by the integration of multiple instruments of influence, where diplomatic efforts intersect with media outreach, advocacy is strengthened through partnerships, and legal documentation complements international presence, forming a coherent system aimed at defending humanitarian rights, protecting them, and ensuring the continuity of work within a highly complex environment.

Through this role, PRCS no longer limits itself to responding to needs but actively contributes to shaping humanitarian discourse, defending its principles, and consolidating its presence in the face of escalating challenges.

1. Violations against PRCS and Humanitarian Teams

Amid extremely dangerous security conditions, PRCS teams continued to carry out their humanitarian duties despite direct and repeated threats and attacks targeting its personnel and health facilities. These attacks constituted grave violations of International Humanitarian Law (IHL), as ambulances and health facilities were directly targeted, thereby hindering response and relief operations and depriving the wounded of timely access to necessary care.

Despite PRCS's adherence to humanitarian operating protocols and the display of internationally recognized medical emblems, these violations continue to escalate, leading to increased risks and further shrinking of safe humanitarian space.

The severity of this reality was tragically demonstrated in the massacre that took place in the Tel Al Sultan area in Rafah in March 2025, which represent one of the most serious incidents targeting humanitarian personnel while they were carrying out their humanitarian duties.

The Tel al-Sultan Massacre Against Humanitarian Teams

On 23 March 2025, humanitarian teams operating in the Tal Al Sultan area of Rafah were subjected to a series of attacks by Israeli occupation forces while carrying out their duties to rescue the wounded, in what constitutes one of the most serious incidents targeting humanitarian workers in the Gaza Strip. The incident began when live fire was opened on PRCS ambulance en route to respond to emergency calls to evacuate injured persons, resulting in injuries among its team. In response, additional ambulances and civil defense teams were dispatched to provide support.

Despite the clear visibility of humanitarian emblems on the vehicles and the use of emergency sirens, a convoy of ambulances and rescue vehicles was subjected to intense and direct gunfire over a prolonged period. Field evidence and communication recordings indicate that the shooting continued for more than two hours, effectively obstructing evacuation operations and preventing humanitarian teams from safely reaching or assisting the wounded. A video later recovered from the mobile phone of martyr medic Refaat Radwan documented the final moments of the team as they attempted to save lives, showing that they were continuously fired upon despite their clearly identified humanitarian status.

These attacks resulted in the killing of 15 humanitarian workers, including eight members of PRCS, namely: Mustafa Khafaja, Ezzedine Shaath, Saleh Maamar, Refaat Radwan, Mohammed Bahloul, Ashraf Abu Labdeh, Mohammed Al Heila, and Raed Al Sharif, in addition to six Civil Defense personnel and one United Nations staff member.

For nearly one week, rescue teams were denied access to the incident site. When access was eventually granted for a limited period, the retrieval of the bodies took place under deeply disturbing circumstances. The victims were found buried in a mass grave, placed inside mesh bags, in a manner that constitutes a grave violation of human dignity. It was also confirmed that the ambulances and rescue vehicles had been completely destroyed and buried beneath the ground, indicating deliberate efforts to disable them and obscure the incident.

Preliminary forensic reports revealed that the victims sustained multiple gunshot wounds to the upper parts of their bodies, further reinforcing indications of direct and intentional targeting.

In the same context, the Forensic Architecture Institute (based at Goldsmiths, University of London), in cooperation with independent research entities, conducted a comprehensive investigation based on visual evidence analysis, video recordings, field testimonies, and data provided by PRCS.

The investigation concluded that there was a consistent pattern of deliberate targeting, with evidence indicating that several humanitarian workers were shot after surviving the initial attack, suggesting close range fire. The report also documented the extensive use of force, noting that more than 1,000 rounds of ammunition were fired at the humanitarian workers. It further confirmed the intentional destruction of vehicles, the burial of bodies at or near the site, and indicators of attempts to conceal evidence.

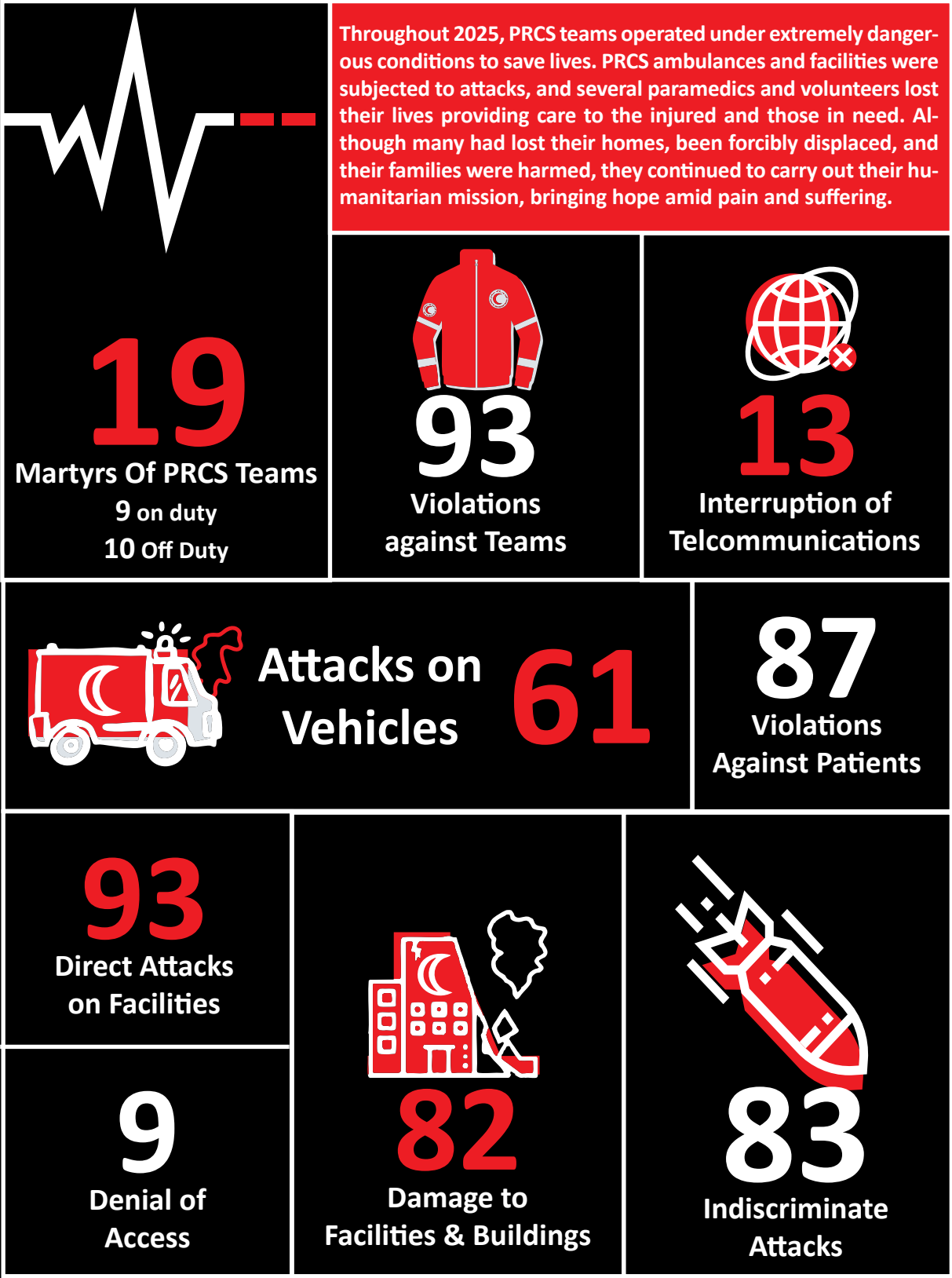
This incident starkly reflects the extreme vulnerability under which humanitarian workers operate, particularly in high risk and volatile environments. The victims were engaged exclusively in life saving activities and were easily identifiable as humanitarian personnel, rendering their targeting a grave violation of IHL.

PRCS affirms that honoring the memory of its fallen staff requires serious efforts to achieve justice, ensure accountability, and prevent impunity. PRCS calls for the prosecution of all those responsible for this crime, in order to uphold justice for the victims, protect humanitarian teams, and safeguard the fundamental principles upon which humanitarian action is founded worldwide.



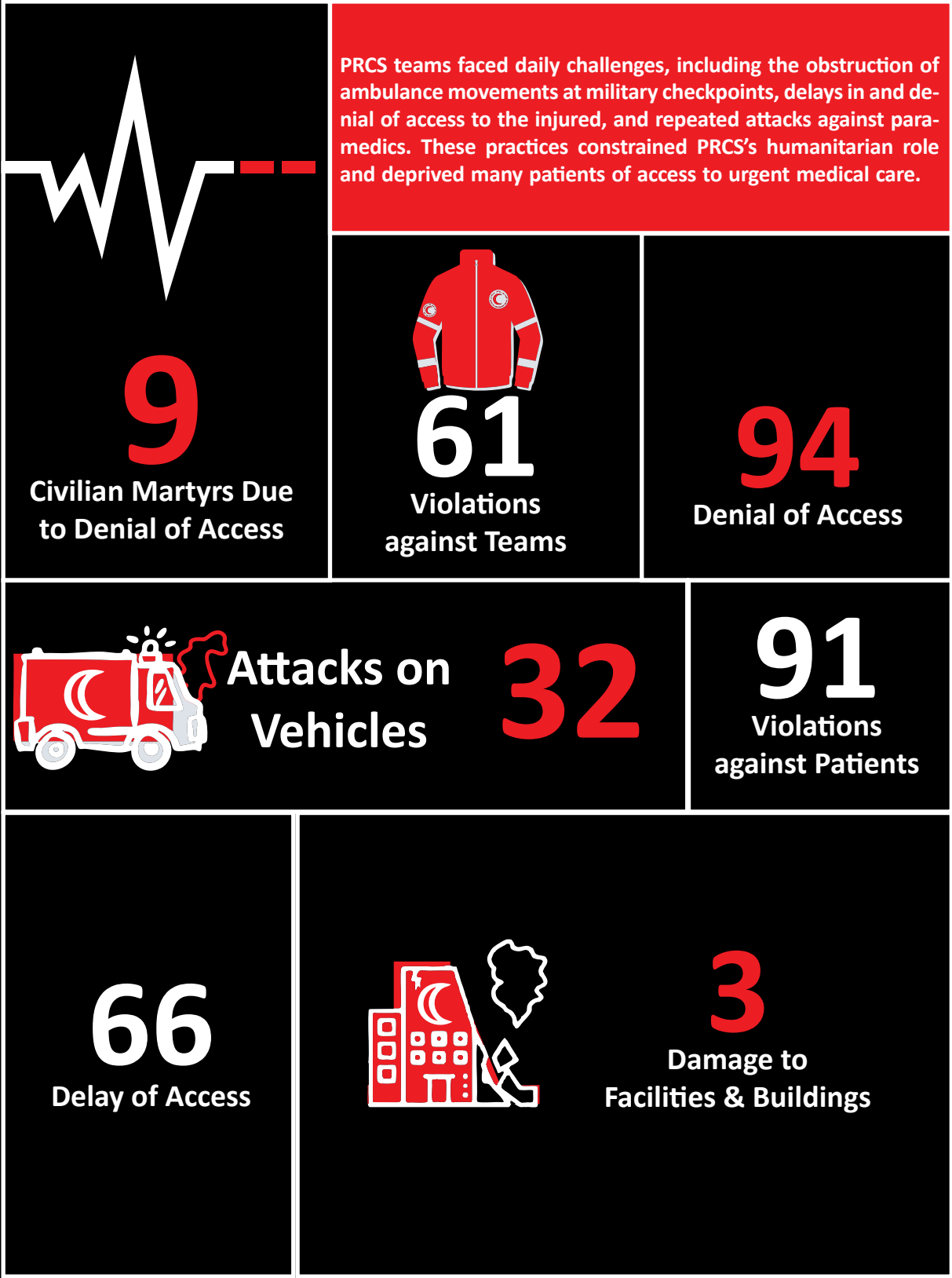


GAZA STRIP





WEST BANK



Martyrs Of

Humanitay

We honor the memory of our martyrs from the Palestine Red Crescent Society, who sacrificed their lives while carrying out their humanitarian duty and serving others.

2023-2025



2. International Humanitarian Law (IHL) and Strengthening Protection and International Accountability

In parallel, PRCS continued to promote International Humanitarian Law (IHL) as a fundamental framework for the protection of civilians and medical and humanitarian personnel, and to ensure respect for the principles and obligations enshrined in the Geneva Conventions amid the ongoing conflict.

PRCS also intensified its efforts to monitor and document grave violations against its teams, ambulances and medical and health services (EMS) facilities, which were repeatedly and systematically targeted, thereby supporting international accountability efforts and contributing to the protection of the organization's humanitarian mission.

Furthermore, PRCS strengthened its presence in regional and international forums through the issuance of official data and positions, coordination with relevant national and international institutions, and active engagement in international platforms dedicated to the protection of humanitarian action. These efforts contributed to expanding international advocacy and further consolidating PRCS's position as a credible source of legal evidence and accurate field-based information.

Key IHL Achievements in 2025

- **Standardizing Legal Documentation Methodologies:** through the collection of testimonies from field teams and their translation, verification, and drafting in accordance with internationally recognized legal standards. This contributed to ensuring that documentation could serve as credible supporting evidence in accountability processes before relevant international bodies. PRCS also continued to follow up on compensation and insurance claims for the families of the martyrs from its working staff.

- **Enhancing Coordination with ICRC:** PRCS maintained regular coordination meetings with the ICRC and Protection Officers in the West Bank, including Jerusalem, to follow up on documented violations, coordinate field visits, and strengthen collaboration during religious occasions and humanitarian emergencies. These efforts led to the development of an updated internal coordination mechanism within PRCS, ensuring a more effective response to emergency conditions.

- **Consolidation of International Advocacy and Regional Participation:** PRCS participated in the IFRC's Urban Warfare Working Group meetings. It also carried out official missions in partnership with the British Red Cross in London, and participated in the IHL Conference in Dubai. In addition, PRCS held meetings with Irish government officials to present the humanitarian situations.

- **Documenting Grave Violations and Supporting Accountability Processes:** In collaboration with field experts and the Forensic Engineering Institute in the United Kingdom, an analytical report was prepared in line with internationally recognized forensic evidentiary standards to reconstruct the events of the Tel al-Sultan massacre. The findings of the report were submitted to the relevant legal authorities in support of international accountability efforts.

- **Enhancing Awareness of IHL Principles and the Protection of the Emblem:** PRCS conducted a series of specialized workshops and training sessions benefiting approximately **300** participants. In addition, **17** awareness workshops were held across the West Bank and one in Gaza. Furthermore, **40** awareness sessions were conducted in 23 schools, targeting more than **3,100** male and female students.

Key Challenges in the Application of IHL

The limited adherence of some international actors to IHL, and the resulting weakness of accountability mechanisms for violations committed against humanitarian personnel and facilities.

The continuous targeting of PRCS medical teams and facilities, in direct violation of IHL, continues to expose staff to significant risk and restrict access to populations in need of assistance.



3. Humanitarian Diplomacy Strengthening PRCS Presence and International Influence

In an unprecedented humanitarian environment marked by complex challenges, PRCS continues to employ IHL as a guiding framework to protect humanitarian action and uphold human dignity, by strengthening professional documentation, expanding international advocacy, and deepening collaboration with global partners to ensure respect for protection norms and accountability.

Within its efforts to strengthen its global presence and mobilize humanitarian support, PRCS leadership, headed by President Dr. Younis Al-Khatib, undertook a series of high-level international missions aimed at consolidating strategic relationships and advancing international advocacy. These included:

- Official visits to several sister National Societies in Europe, including the British Red Cross, the Canadian Red Cross, and the Norwegian Red Cross, where meetings were held with donor institutions and senior diplomatic representatives.
- A visit to the United Nations Headquarters in New York, where meetings were held with representatives of UN Security Council member states. PRCS also delivered an official statement during a Security Council session on the humanitarian situation in the Gaza Strip, calling for an independent UN investigation.
- A visit to Geneva, at the invitation of the International Federation of Red Cross and Red Crescent Societies (IFRC), which included meetings with representatives of states and UN agencies, as well as a high-level international press conference that generated approximately 605 media reports across international media outlets.
- A visit to the Belgian capital, Brussels, where meetings were held with European Union institutions and European ambassadors, aimed at strengthening political and humanitarian advocacy.
- Participating in a regional conference in Spain on humanitarian crises in the Mediterranean region.

4. Media and Public Relations

PRCS has strengthened its institutional presence and enhanced its standing as one of the leading national humanitarian organizations through expanding its network of relationships and partnerships with various local, regional, and institutional entities, and by developing its institutional communication system in a way that supports its humanitarian mission and reinforces its ability to mobilize support, influence, and respond.

Media and digital communication have served as strategic tools for conveying PRCS's humanitarian message, highlighting the needs of affected communities and the challenges faced by frontline staff and volunteers. Media efforts have also played a central role in supporting humanitarian advocacy and documenting violations, thereby strengthening international humanitarian law principles. In parallel, they have accompanied field responses and covered humanitarian interventions across different areas, particularly in the Gaza Strip and Tulkarm Governorate.

This integrated media response has contributed to reinforcing PRCS's position as a trusted source of humanitarian information and as an influential voice in conveying the suffering of those affected and advocating for their rights and humanitarian needs. This is reflected in the continuous growth and tangible improvement of digital engagement and reach indicators over the past three years (2023-2025), demonstrating the wider dissemination of its humanitarian message and the expansion of its impact at both the national and international levels.



International Cooperation and Partnerships

During 2025 PRCS continued to expand its strategic partnership network at the local and international levels, within the framework of responding to the escalating humanitarian and operational challenges faced by the Palestinian territories. These partnerships included components of the International Red Cross and Red Crescent Movement, national and governmental institutions, donor agencies, and UN organizations.

In this context, coordination continued with the International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC), and a number of participating National Societies, in support of humanitarian response programmes, social services, and community interventions, contributing to strengthening PRCS's preparedness and response capacity.

On the national level, PRCS also strengthened its cooperation with official bodies ministries, including the Ministry of Health, Ministry of Social Development, and Ministry of Education, in addition to the Ministry of Interior and the Ministry of Foreign Affairs and the national commition for the Implementation of the International Humanitarian Law. PRCS also expanded its

partnerships with the Palestinian universities through academic partnerships that aim to enhance the national capacities in the humanitarian field.

These efforts resulted in the signing of approximately 90 agreements and memoranda of understanding with governmental institutions, local and international organizations, in support of health, relief, and humanitarian programmes.

In addition, PRCS organized more than 32 official and humanitarian events and activities that contributed to highlighting its humanitarian mission and strengthening its institutional presence. PRCS also received 72 visits from local and international representatives of humanitarian organizations, donor agencies, diplomatic missions, and official institutions.

These visits provided an opportunity to gain first-hand insight into the reality of the humanitarian field and the challenges facing Palestinian communities, and contributed to expanding areas of cooperation and building more effective strategic partnerships. PRCS maintained a comprehensive partnership network covering various fields, including health services, emergency and disaster management, hospitals and ambulance services, as well as relief and shelter programmes, and the development of disaster risk management systems, enabling it to preserve its operational readiness and continue performing its humanitarian mission in light of ongoing challenges.



Humanitarian Partnership Meeting

"Trust .. Local .. Action.."

As part of efforts to consolidate this approach, PRCS convened the Humanitarian Partnership Meeting at its headquarters in Al-Bireh in November under the theme "Trust and Local Action." The meeting brought together more than **20** delegations from partner National Societies, alongside representatives from ICRC, IFRC, and the wider international humanitarian community. Several delegations also participated virtually.

The meeting was held against the backdrop of an unprecedented humanitarian catastrophe in the Gaza Strip and the continued deterioration of the humanitarian situation in the West Bank, including Jerusalem. In his opening remarks, the President of PRCS reaffirmed the Society's commitment to fulfilling its humanitarian mandate despite the risks, underscoring the importance of protecting civilians and humanitarian workers and ensuring respect for the rules of IHL. The meeting also featured a series of dialogue sessions that provided a comprehensive overview of the humanitarian landscape in Palestine from the perspective of the Movement and humanitarian organizations. In addition, a closed session was held to discuss a shared vision and plan for the next phase, with a focus on humanitarian diplomacy, resource mobilization, and strengthening field coordination in response to growing humanitarian needs.

The meeting concluded with a closing session dedicated to formulating practical recommendations to support current and future humanitarian response efforts, particularly in the Gaza Strip. These recommendations aimed to enhance the efficiency of resource allocation, ensure complementarity of interventions, and reinforce the essential role of national humanitarian actors in leading local response efforts, in line with global commitments to strengthening locally led humanitarian action.

On the sidelines of the meeting, PRCS organized field visits to the cities of Nablus and Hebron, providing participating delegations with firsthand insight into the humanitarian situation and the efforts of field teams. These visits contributed to deepening the shared understanding of existing challenges and strengthening international commitment to supporting the humanitarian response.

Collectively, these partnerships and international endeavors have strengthened PRCS's ability to sustain its response to protracted crises and expand the scope of humanitarian services. They constitute a fundamental pillar that enabled PRCS to maintain operational continuity in a complex operating environment and enhance its capacity to deliver a multi-sectoral response throughout 2025.

In light of this, PRCS continues to invest in its international partnerships and promote a trust-based, locally led approach. This will further enhance PRCS's readiness to respond to future crises, support the sustainability of its interventions, and ensure that resources are effectively directed towards the most vulnerable populations.





PRCS's trajectory in the field of support and advocacy during 2025 reflects a qualitative shift in its role, as its presence extended beyond field response to include influencing the surrounding humanitarian environment and working to protect and sustain it.

This experience demonstrated that humanitarian action in complex contexts cannot be complete without an integrated advocacy system capable of accurately conveying reality, defending principles, and influencing policies, thereby ensuring the protection of humanitarian workers and safeguarding the dignity of affected populations.

The importance of building trust based and complementary partnerships, developing effective media tools, and strengthening diplomatic presence also emerged as essential elements in expanding impact and ensuring the continuity of humanitarian action amid escalating challenges.

Despite the complexities surrounding this pathway, PRCS continues to consolidate its role as a humanitarian actor capable of combining fieldwork with strategic influence, grounded in its experience, network of relationships, and commitment to humanitarian principles.

Within this framework, advocacy is no longer a supportive option, but has become a fundamental pillar for ensuring that humanitarian action remains effective and capable of continuity.



Institutionalization and Governance

PRCS was keen to strengthen its institutional preparedness and ensure the continuity of its humanitarian services in accordance with the highest standards of efficiency and quality. Guided by its vision toward institutional excellence, it adopted a comprehensive strategic pathway aimed at consolidating governance principles, improving administrative performance, and developing its organizational and financial structures across all components. This included harmonizing structures and integrating them within a unified administrative system encompassing all branches and areas of operation, both in the homeland and across the diaspora.

This process was accompanied by efforts to strengthen human resource capacities as one of the most important pillars of PRCS's institutional and humanitarian work, thereby enhancing its ability to respond effectively to growing humanitarian, operational, and financial challenges.

1. Organizational and Administrative Development at PRCS Level:

During 2025, PRCS continued to develop its institutional framework to enhance its ability to respond to rapid humanitarian and operational changes and strengthen organizational readiness across its various areas of operation. In this regard, PRCS focused on strengthening its administrative structure and improving integration between central headquarters, branches, and other areas of operation through the standardization of operational systems and procedures and the updating of policies and regulations, thereby accelerating decision-making processes and improving institutional resource management. PRCS also worked on updating its administrative and financial systems by expanding digital transformation efforts, unifying data collection mechanisms, and automating several operational procedures. These measures positively impacted the efficiency of daily workflows and the quality of humanitarian and administrative services provided.

In parallel, PRCS placed special emphasis on strengthening the capacities of its staff and volunteers through the implementation of specialized and practical training programs covering EMS, PSS and administrative and digital skills, with the aim of enhancing staff readiness and their ability to deliver effective and sustainable services in a complex and evolving operational environment.

PRCS also continued to review and update its policies and operational manuals, working to simplify, digitize, and disseminate them electronically across its various areas of operation. This ensured easy access and standardized institutional implementation mechanisms. These efforts contributed to streamlining internal procedures, accelerating transactions, and strengthening institutional compliance and governance at all administrative levels.

Within the framework of supporting a **unified institutional direction**, PRCS worked to enhance **coordination and integration among its leadership in the West Bank, Gaza Strip, and the diaspora in Syria, Lebanon, and Egypt**, thereby **strengthening response flexibility and improving coordination effectiveness across its various areas of operation**. In addition, the Executive Office held seven regular meetings during 2025, serving as a leadership platform for monitoring the implementation of strategic priorities, reviewing institutional performance, and taking timely operational decisions. This contributed to improving the efficiency of monitoring and implementation processes and enhancing the continuity of institutional work under various circumstances.



2. Digital Transformation:

As part of implementing its Strategic Plan for 2023–2027, PRCS placed significant emphasis on digital transformation as one of the key pillars for strengthening institutional effectiveness and good governance as well as enhancing the quality of humanitarian and administrative services. Throughout 2025, PRCS made tangible progress in this area through the development and upgrading of its digital infrastructure at the General Directorate level, as well as across several branches and facilities in the homeland and the diaspora. This progress strengthened the readiness of technical systems, expanded the use of digital solutions, improved institutional efficiency, and supported data-driven decision-making.

Key Digital Transformation Achievements During 2025:

- Completion of the ERP system: Launching and effectively operationalizing the system with direct integration into the financial system, thereby enhancing project tracking accuracy and improving oversight and reporting efficiency.
- Expanding the ERP system within healthcare facilities: Implementing the system in Al-Bireh and Hebron hospitals, enabling their administrations to unify procurement, inventory, and financial processes within integrated workflows.
- Health Management Information System (HMIS): Deploying the system in Hebron and Al-Bireh hospitals and linking it to the ERP system, ensuring data flow, accurate reporting, and improved quality of healthcare services.
- Digital Warehouse Management: Extending the ERP system to EMS warehouses, and disaster risk management units, thereby enhancing inventory tracking accuracy and accelerating response to emergency needs.
- Upgrading the ODK Field Data Collection System: Enhancing its operational capacity to accommodate assessment tools and surveys across various programs, thereby supporting evidence-based analysis and decision-making.
- Centralized Database and Corporate Dashboards: Developing an integrated database supported by dashboards covering all PRCS programs, thereby improving data documentation and enabling the measurement of strategic performance indicators.
- IT Infrastructure Development: Upgrading hardware and increasing internet speeds to support the expansion of digital systems.

3. Human Resource Development

Driven by its belief that qualified human resources are a cornerstone for the success and sustainability of humanitarian interventions, PRCS continued throughout 2025 to invest in strengthening the capacities of its staff and volunteers through a range of training programs and professional engagements at both national and international levels. These efforts included participation in 17 specialized international trainings across various fields, most notably disaster management, mental health, rehabilitation, community work, and youth and volunteer empowerment. PRCS staff also took part in 23 remote training activities, including technical webinars and knowledge-sharing sessions, as well as 10 local trainings conducted in coordination with relevant entities, in addition to 9 international missions aimed at strengthening partnerships and exchanging expertise with National Societies and humanitarian partners.

In addition, PRCS implemented a wide range of internal training programs, both specialized and general, targeting all branches and operational areas. These programs benefited approximately 8,684 staff members and volunteers, distributed as follows:

West Bank 4,978	Gaza Strip 2,911
Lebanon 356	Syria 439



4. PRCS's Operational Planning for 2026:

Within the framework of consolidating a results-based planning approach and enhancing institutional performance efficiency, PRCS continued during 2025 to support its programs and departments in preparing operational plans for 2026, while simultaneously reviewing 2025 plans to assess performance and extract lessons learned. The plans were developed in accordance with the approved planning system and in coordination with the Central Finance Department, ensuring alignment between programs, available resources, and budgets. Furthermore, the planning process included a series of technical and coordination meetings to align operational plans with PRCS's Strategy for 2024–2027. In mid-January 2025, the Board of Directors approved the operational plans and budgets in their final form, establishing the executive framework governing PRCS's work in 2026. This enhanced clarity of institutional priorities and strengthening PRCS's ability to deliver an efficient, results-based humanitarian response.

5. Institutionalization of PGI and CEA

Based on PRCS's commitment to strengthening Community Engagement and Accountability (CEA), it continued during 2025 to integrate protection, gender, and inclusion (PGI) concepts into its institutional system through:

- Initiating the development of a unified community feedback system, enabling beneficiaries to express their views and feedback, thereby contributing to improved quality of interventions and stronger responsiveness to actual needs.
- Preparing a draft of the system's standard operating procedures in preparation for pilot implementation in the Salfit and Bethlehem branches, with gradual rollout across all branches and areas of operation.



6. Logistics Management and Operational Processes

PRCS continued to strengthen the efficiency of its logistics and operational systems in support of the continuous delivery of humanitarian and health services. These efforts were reflected in four key areas:

- Procurement: Ensuring the efficient provision of medical, relief, and operational supplies through the activation of emergency procurement procedures, the strengthening of strategic stockpiles, and the establishment of long-term supplier agreements.
- Warehouses: Linking warehouses electronically with the ERP system and operating an electronic delivery system to enhance transparency and accelerate response times, while maintaining strategic stocks of medicines, medical supplies, and relief items.
- Vehicle Fleet: Integrating the vehicle fleet into an electronic tracking system within the ERP system to strengthen operational oversight and enhance safety procedures.

70	188
Administrative Vehicles	Ambulance Vehicles

These efforts demonstrated that developing administrative and digital systems, strengthening results-based planning, investing in human resources, improving resource management efficiency, and diversifying funding sources constitute essential elements in ensuring the continuity of humanitarian and health services and enhancing the quality of institutional performance across all areas of PRCS's operations.

These pathways also affirm that institutionalization and governance are no longer confined solely to organizational aspects, but have become a central component of PRCS's capacity to sustain its humanitarian response and expand its community impact amid escalating challenges.

PRCS continues to develop its institutional, operational, and financial structures in a manner that reinforces integration, transparency, and sustainability, thereby strengthening its ability to fulfil its humanitarian mission efficiently and effectively across all contexts and operational areas.

7. PRCs's Central Finance:

As part of its ongoing efforts to strengthen institutional systems and advance the principles of good governance and financial transparency, PRCs places significant importance on the role of Central Finance (CF) as a key pillar in organizing, managing, and monitoring financial performance across all operational areas, including the West Bank, Gaza Strip, Lebanon, Syria, and Egypt. Central Finance also plays a central coordinating role in harmonizing financial policies and procedures, ensuring regulatory compliance, and enhancing the reliability, consistency, and integration of PRCs financial reporting.

During 2025, PRCs achieved a series of qualitative accomplishments that contributed to strengthening financial efficiency and further institutionalizing unified financial management across all operational areas. Key achievements include:

- **Supporting senior management in financial decision-making:** through the completion of the development process of the integrated financial analysis system (BI reporting), which enabled the generation of unified, accurate, and timely financial reports, thereby enhancing senior management's ability to make data-driven strategic decisions.
- **Follow-up and coordination with external auditing:** through overseeing external audit processes and ensuring the provision of accurate and transparent financial data and required supporting documentation, thereby enabling PRCs to issue its audited financial statements for 2025 in accordance with applicable standards.
- **Management of PRCs financial budgets:** through the supervision of the preparation and review of the 2026 annual budgets across all operational areas, in coordination with relevant financial departments and in alignment with approved financial frameworks and operational priorities. In addition, periodic financial reports were issued, thereby enhancing continuous monitoring and expenditure control throughout 2025.
- **Unification of Financial Policies and Procedures:** Through the implementation of unified financial policies across all operational areas, while accommodating local operational specificities. This also includes the standardization of the Chart of Accounts across several operational areas, representing a strategic step toward centralized financial data management and streamlined financial reporting.

The role of Central Finance embodies a strategic approach to strengthening financial discipline and consolidating institutional transparency within PRCs, supporting unified financial performance and enhancing the efficiency of financial management across the organization as a whole. It also enhances PRCs's capacity to manage resources sustainably and efficiently within a complex humanitarian and operational environment.

Within this framework, the financial indicators system was further developed to provide a comprehensive and accurate overview of all activities, revenues, and expenditures across PRCs's operational areas and levels. These indicators have strengthened financial monitoring and analysis, while also supporting planning and decision-making processes through the standardization of financial data and its integration with various programs and operational activities in all operational areas.

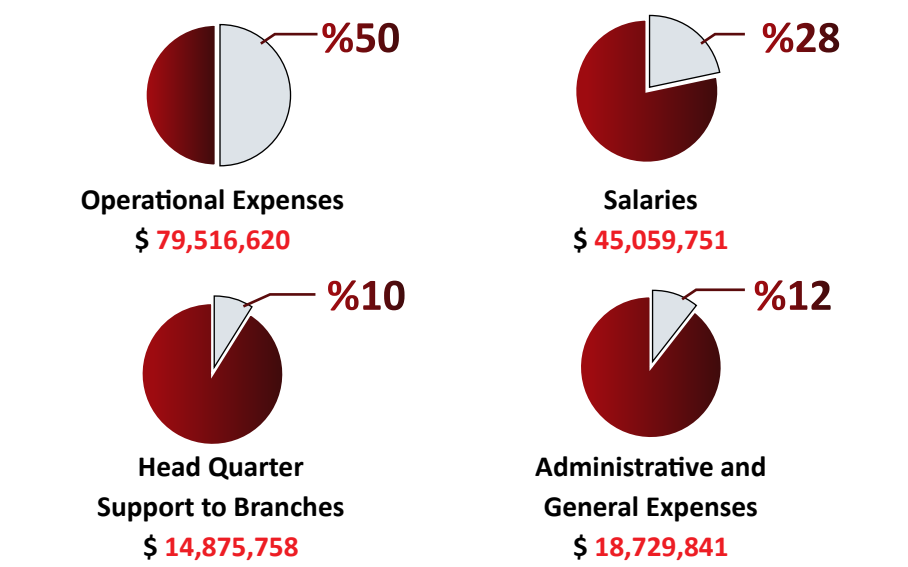
8. Financial Indicators

PRCs's financial indicators for 2025 reflect the broad scope of its humanitarian operations and interventions, particularly in light of the emergencies and crises experienced across the region. They also underscore PRCs's capacity and resilience in adapting to evolving circumstances and responding effectively and efficiently.



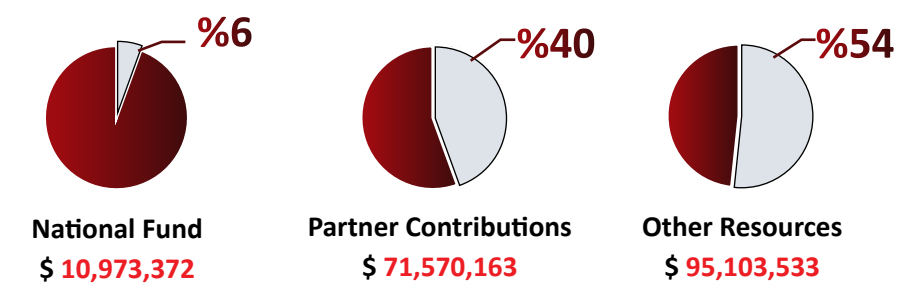
Expenditure Distribution:

PRCs's expenditures were allocated across multiple contexts, driven by escalating humanitarian needs, particularly in Gaza and the diaspora, as well as those dedicated to PRCs's development efforts aimed at improving the internal working environment and enhancing service quality. Expenditures included the following:



Revenues Distribution:

PRCs's revenue sources were diversified and included support from the National Fund, contributions from partners, as well as income generated through its services and projects. Revenue breakdown was as follows:



9. Funding Sources: Movement Partners and Non-Movement Partners

Movement Donors	Non-Movement Doners
Canadian RC	Accenture
Danish RC	Google Ireland
French RC	Islamska zajednica u Bosni i Hercegovini
German RC	The Walt Disney Company
ICRC	AVAAZ
IFRC	Deloitte
Italian RC	The Humanitarian Trust Fund for the People of Palestine- AAKRP
Kuwaiti RC	Clifford Chance London
The Netherlands RC	Bloomberg
Norwegian RC	ARCO
Qatari RC	Edward Charles Foundation
Spanish RC	Islamic Solidarity Fund – Organization of Islamic Cooperation (OIC)
Swedish RC	Deloitte - Canada
British RC	AMBASADA DRZAVE PALESTINE U CG-POMO
Japanese RC	S&P Global Foundation
American RC	Alquds Bank
Irish RC	Little Giving
Turkish RC	Tides
Icelandic RC	Palestinian Community in Greece
Bosnia RC	Online Donation
Swiss RC	Red A
Maldivian RC	IMDAD
Belgian RC	BAZNAS RI (Indonesia)
LAZISMU (Indonesia)	
Palestine AID	
Al Taawon Association	
Humanity And Inclusion	
In-kind donations received by PRCS	
Donations from the Egyptian People	Libya
The Egyptian Red Crescent	Tunisia
Gaza Destic Foundation	Algeria
China	Italy
Malaysia	Qatar
Maldives	France
Canada	South Africa
Turkey	The Moroccan Government
Russia	Jordan (Jordan Hashemite Charity Organization

Conclusion

This book reflects aspects of the humanitarian and institutional pathway through which Palestine Red Crescent Society (PRCS) continued to operate during 2025, within a highly complex humanitarian reality that imposed accelerating challenges across health, social, and humanitarian levels. PRCS’s areas of operation, both inside and outside the homeland, demonstrated the scale of responsibility placed upon it and the vital role it continues to play in protecting the Palestinian people and providing health, relief, and community services to the most vulnerable groups, despite exceptional conditions and mounting pressures.

These efforts also reveal the nature of humanitarian work implemented by PRCS as a comprehensive system combining emergency response, specialized health services, community work, psychosocial support, and youth and volunteer empowerment, alongside the development of institutional preparedness and operational capacity, enhancing service continuity and ensuring effective access to targeted communities.

PRCS’s humanitarian experience during this year highlighted the importance of maintaining continuity of health and community services in fragile environments, as well as the necessity of building more adaptive responses that remain closely aligned with the needs of local communities and groups most affected by crises.

At the same time, this trajectory confirms that humanitarian action is no longer measured solely by the scale of interventions and services delivered, but increasingly depends on building more prepared, flexible, and sustainable institutions capable of adapting to change, preserving service quality, and strengthening community trust under all circumstances.

As humanitarian challenges facing the Palestinian people persist, PRCS continues to operate based on its humanitarian mission and the principles of the International Red Cross and Red Crescent Movement, in order to protect the human being, strengthen community resilience, and consolidate its humanitarian, health, and community presence inside the homeland and across the diaspora.

