



PALESTINE RED CRESCENT SOCIETY

EMERGENCY MASTER PLAN



www.palestinercs.org

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Timeframe: 2025 – 2027

Gaza

 **USD 304,340,849**
 **5,551,810**
Services Provided**

West Bank*

 **USD 110,917,241**
 **3,409,728**
Services Provided

Lebanon

 **USD 9,000,000**
 **350,000**
Services Provided

Syria

 **USD 4,664,600**
 **1,295,000**
Services Provided

Egypt

 **USD 14,405,000**
 **500,000**
Services Provided



Introduction and Overview

The PRCS Emergency Master Plan presents an overview of PRCS overall emergency response interventions to the ongoing war on Gaza, as well as its plan to prepare for a transitional period focusing on the re-establishment of life-saving and protection services. The plan also presents its ongoing response to the escalation of violence in the West Bank as well as its preparedness and readiness to respond in case of an intensification of violence and conflict in the West Bank, including the potential intensification of the level, scope and impact of such escalation.

The scope of the Plan covers the whole of the occupied Palestinian territories (oPt), the utilization of PRCS' facilities and resources across the region to deal with the needs of the forcibly displaced people and medical evacuees in Egypt, as well as the impact of the conflict on the Palestinian refugees in Lebanon, and Syria to a lesser extent. The plan covers a period of three years, mainly to prepare and cover the transitional phase in Gaza, and enhance PRCS' response capacity in the West Bank, including East Jerusalem.

The Emergency Master Plan is the successor of the PRCS Emergency Appeal and is a tool to call on partners to support PRCS over the next three years with USD 443,327,690.

The Plan's priorities in Gaza are structured as per the following:

- **Emergency Response:** includes ongoing life-saving and protection interventions and service provision as part of the emergency response to the ongoing large-scale military operations in Gaza
- **Transitional:** includes priorities to re-establish PRCS services and capacities in specific priority areas, including health, shelter, WASH, relief, cash, assistance to people with disabilities and enhancing communities' resilience. This transitional phase will start partially during the ongoing response and become fully operational once a permanent suspension of hostilities is in place.

The Plan's priorities in the West Bank, including East Jerusalem, are structured as per the following:

- **Ongoing emergency response:** includes life-saving and protection interventions and service provision in response to the ongoing escalation of violence in the West Bank as well as the increased humanitarian needs of vulnerable communities.
- **Preparedness and readiness to enhance emergency response:** describes contingency plans implemented to enhance preparedness for a larger emergency response, in case of an intensification of violence and conflict in the West Bank.

* Includes East Jerusalem

** Services are reflected due to the fact that a beneficiary may receive multiple services across the sectors

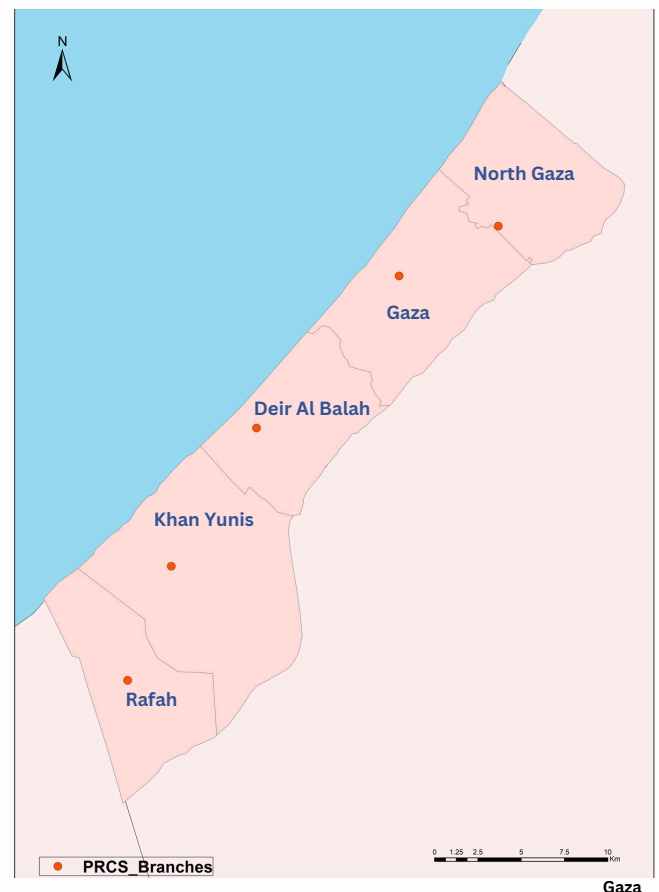


Situation Overview

Following more than a year since the start of the current escalation of hostilities and the war on Gaza, more than 2 million people who are trapped in Gaza under catastrophic humanitarian conditions continue to endure severe conditions of surviving amidst an unprecedented war on people, on civil infrastructure, on health and education, on housing and shelter, and as it seems on all survival conditions including humanitarian aid efforts and whatever survival mechanisms the desolate people of Gaza try to find. Furthermore, the situation in the West Bank is on the brink of imploding, as Israeli occupation authorities together with Israeli settlers unleashed a campaign of terror and violence against the Palestinian people in the West Bank. Palestinian cities and towns in the West Bank face an unprecedented level of settler violence backed by the Israeli authorities, a stringent campaign of forced displacement, house demolitions and movement restrictions, and military incursions into cities and refugee camps, resulting in vast destruction of homes and infrastructure, a large number of fatalities and injuries, as well as an indiscriminate arrest and detention of a huge number of Palestinians.

In Gaza, more than 42,000 Palestinians have been killed, the majority are women, children and the elderly. More than 100,000 have been injured, many with permanent disabilities requiring lifelong specialised care and rehabilitation. “More than 2 million Palestinians are without protection, food, water, sanitation, shelter, health care, education, electricity and fuel – the necessities to survive. Families have been forcibly displaced, time and time again, from one unsafe place to the next, with no way out. Women and girls’ dignity, safety, health and rights have been severely compromised. The risk of famine persists with all 2.1 million residents still in urgent need of food and livelihood assistance as humanitarian access remains restricted. Healthcare has been decimated. More than 500 attacks on health care have been recorded in Gaza.” (IASC Principals Statement, 2024).

PRCS, as a leading national humanitarian and health actor, has been at the forefront of responding to life-saving and humanitarian assistance since the beginning of the hostilities. PRCS was mandated by the President of the Palestinian Authority to receive and manage relief coming across Rafah, Egypt in collaboration with the Egyptian Red Crescent.



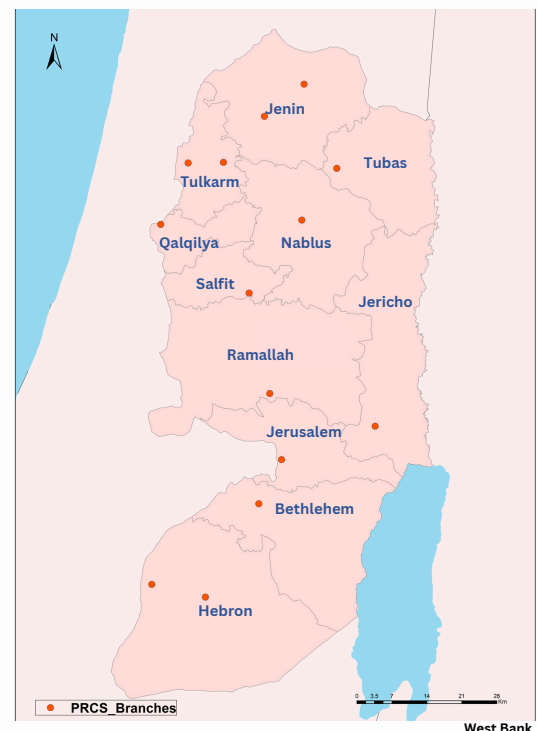
As of October 2024, PRCS capacity in Gaza includes Al-Amal hospital in Khan Younis with the re-establishment of operation rooms and specialized care, 17 Medical Points and Clinics in service across all parts of Gaza, 2 field hospitals, 17 PRCS-run shelter camps, and EMS service through 59 ambulances and 11 EMS centres and EMS points, as well as managing relief distribution.



Situation Overview

Furthermore, the ongoing exchanges of fire and escalation of hostilities across the Israeli-Lebanese border risks entangling the whole region into a wider war with many actors involved directly in the escalation of hostilities. The impact of such escalation on civilian populations, including Palestine refugees in Lebanon and Syria has become severe. As the number of fatalities and casualties increased as a result of the Israeli incursions and bombardment on many parts of Lebanon, the Lebanese hospitals and health system have become strained and unable to cope. In this context, PRCS hospitals and health facilities have received many cases and have declared a state of emergency to support not only Palestinian casualties but also Lebanese casualties and patients. PRCS in Lebanon runs 6 hospitals across the country, in addition to a number of health clinics and ambulances.

Since its establishment in 1968, the Palestine Red Crescent Society (PRCS) has been catering to the health and humanitarian needs of Palestinians and all those in need with the help of its 4,200 staff and 10,000 volunteers in the oPT (West Bank including occupied Jerusalem, and the Gaza Strip) as well as in Lebanon, Syria, Iraq and Egypt. As an independent and recognised National Society, PRCS has served communities in need for decades under a variety of changing political, social and economic circumstances throughout the oPT and diaspora. Alongside its everyday work as a National Society providing essential services and community-based programming, PRCS is at the forefront of emergency response in times of crisis – including current hostilities in the Gaza Strip and the rising attacks by settlers and increasing incursions and restrictions by Israeli forces in the West Bank. It plays a vital role in receiving and distributing relief, as well as delivering life-saving emergency medical services, primary healthcare, and mental health and psychosocial support.





Scenario Analysis

As the humanitarian situation continues to deteriorate and the expansion of the current conflict into Lebanon, as well as the growing risk of a regional war, this plan assumes three possible scenarios affecting the oPt

A. A prolonged war and continued escalation of conflict in Gaza, in parallel with the escalation of violence in the West Bank, including East Jerusalem. The impact of the continuation of the current hostilities and attacks on Gazan civilian infrastructure, residential areas and livelihoods will further deteriorate the humanitarian conditions and will put more pressure on humanitarian actors, including PRCS, to scale up its response operations in the whole of Gaza Strip and in all sectors and aspects of life. Furthermore, the current escalation in the West Bank, as in the case of the Northern West Bank where massive damage to the infrastructure, loss of homes, restriction of movement and the daily hardship caused by repeated Israeli military incursions and area closures will require PRCS to scale up its response operations and preparedness.

B. Expansion of the current conflict on both the Gaza and Lebanon fronts with the increasing risk of a regional war involving other actors. The situation across the Lebanese-Israeli border is already witnessing an extremely dangerous escalation with Israeli officials threatening to inflict on Lebanon similar destruction as in Gaza. Already more than one million people have been displaced from the southern regions and from Beirut. The pressure on the health sector is immense as the number of casualties grows and as many health facilities are damaged. The Lebanese authorities together with local and international humanitarian actors try to cope with the growing number of displaced people and their humanitarian needs. The southern regions of Lebanon are home to the majority of the Palestine refugees with the biggest camps being in Sidon and Tyre. PRCS facilities in the south as well as across Lebanon have activated emergency plans and mobilised staff and volunteers to assist with the needs of people, especially health needs. Unless a diplomatic solution is reached and an effective ceasefire is in place the humanitarian situation in Lebanon is going to be as catastrophic as the one in Gaza, with immense pressure on local authorities and humanitarian actors.

C. The most optimistic scenario is the success of diplomatic efforts to reach a comprehensive agreement for a cessation of hostilities across all fronts. Unfortunately, this is also the most unlikely scenario at the current time. If such a scenario materialises and an enduring ceasefire is established, and aid delivery is resumed with access to all parts of Gaza, PRCS and other humanitarian actors will need to deliver immediate lifesaving and basic needs to more than two million people in Gaza alone. PRCS will implement its transitional activities alongside its continued emergency response operations, as per the current Emergency Master Plan.



Needs Analysis

Over 1.9 million Palestinians in Gaza have been forcibly displaced, and over 70% of the housing units have been damaged or destroyed across the strip (UN, 2024). Health services in Gaza including pre-hospitalization, and primary and secondary care, have been severely damaged, due to targeted attacks on health facilities and healthcare workers, short supplies of medical stock and fuel. Health systems have been further depleted by an unprecedented level of traumatic injuries, epidemic outbreaks and other public health threats. Traumatic injuries include patients with extremity injuries, amputations, head and spinal cord injuries and burns; the WHO estimated that 25% of people injured are likely to have acute rehabilitation needs, while most rehabilitation services have been disrupted. Lack of access to healthcare is foreseen to exacerbate neonatal and maternal mortality, which is expected to triple should the situation further escalate (Johns Hopkins University, 2024). The suffering of the Palestinian people has exacerbated the pre-existing mental health crisis in Gaza, causing enduring mental health consequences that will necessitate a comprehensive MHPSS response.

Displacement and widespread destruction of infrastructures pushed the population into relying on unhealthy water sources and living in unsanitary conditions, coupled with sewage overflow and poor solid waste management. Critical sanitary conditions exacerbated the risk of epidemic outbreaks, with several reported cases of waterborne diseases, critical respiratory infections and severe skin conditions (WHO, 2024).

Alarms have been raised over the high risk of famine across Gaza, with almost the entire population facing Crisis levels of acute food insecurity (FAO, 2024). Indeed, supply chain restrictions have led the local market to lose its capacity to provide the basic needs for the population in Gaza Strip as no commercial trucks were allowed to enter Gaza Strip, in addition to the constant targeting of the infrastructure including the commercial warehouses, shops, factories, and bakeries. Social and food security are aggravated by multiple forced displacements, and catastrophic levels of hunger are expected should access to humanitarian aid continue to decline. The FAO satellite data analysis reveals the damage of over half of cropland in Gaza, hampering access to essential food items.

The West Bank, including East Jerusalem, has witnessed a critical escalation of settler violence against the occupied Palestinian population and their properties. Settler attacks have been characterized by heightened tensions, movement restrictions and a substantial rise in Palestinian casualties and injuries. The demolition of Palestinian-owned structures has led to displacement, loss of properties and livelihoods. Movement restrictions and the revocation of access permits have prevented Palestinian workers from entering Israel and East Jerusalem, causing widespread unemployment and an overall worsening of the economy in the West Bank, exacerbating the socio-economic vulnerabilities of Palestinian communities.

Moreover, the intensification of military assaults and increasing Israeli military incursions and attacks have caused heavy death tolls and injuries, increasing the need for emergency medical services, which are systematically obstructed. Medical personnel and ambulances are often targeted and prevented from accessing affected areas during military operations. Evacuation orders and the destruction of critical civilian infrastructure such as roads, energy and water grids caused displacement, leaving families in need of relief items, water and shelter assistance, as well as community and mental health support.



Risk Analysis

The table below outlines the high risks identified by PRCS

Risk	Situation	Mitigation
Security	Active fighting and targeting of PRCS personnel and assets in Gaza Strip and increased violence and attacks from Israeli Occupation Forces and settlers in the West Bank.	<ul style="list-style-type: none"> • Close coordination with ICRC, IFRC, OCHA, UN agencies and other partners to ensure safe movement of PRCS staff, delivery of assistance and protection of civilians. • Ensuring the development and implementation of emergency procedures, contingency planning and execution of security drills. Continuous area specific security assessments. • Appropriate protective equipment, training, and active and passive security measures
Wellbeing and stress for PRCS personnel	Intensive emotional strain due to loss of family members and uncertainty on safety, combined with high workload for PRCS personnel.	<ul style="list-style-type: none"> • Where possible, financial, and emotional support to employees, volunteers, and their families. • Appropriate work schedule rotations for staff and volunteers, and when possible, rotations with new staff and volunteers to provide longer breaks.
Health	Outbreak of diseases such as Hepatitis, diarrhea, acute respiratory infections and skin infections due to overcrowding, poor sanitary conditions and lack of clean water.	<ul style="list-style-type: none"> • Apply necessary health and hygiene practices, hygiene promotion and awareness campaigns. • Provision of safe drinking water (trucking water as required) and other WASH components. • Use of personal protective equipment and gear
Service delivery	<p>Difficulty in procuring products and services and delivering them into Gaza</p> <p>Tracking in-kind donations is facing difficulties due to inadequate information flow from point of origin to point of delivery in a timely manner.</p>	<ul style="list-style-type: none"> • PRCS does not have the levers to treat this risk. If the risk matures, implementation delays or cessation will result, affecting the wellbeing of people in need and exacerbating the risks to their lives and survival. • Continue coordination with ERC and JRCs to ensure in-kind donation is delivered to Gaza strip, and to receive regular, accurate and timely information on details of received shipments, storage status and delivery details. Dedicated PRCS staff on the ground in Gaza to handle and track data of humanitarian aid operations
Financial	<p>Cash liquidity challenges in Gaza.</p> <p>Absence of functioning markets for goods purchase inside Gaza.</p> <p>Difficulty of delivery of procured goods from the West Bank, thus limiting the utilization of funds.</p> <p>Absence of normal implementation of procedures and policies due to the acute emergency situation and destruction of offices and systems in Gaza.</p>	<ul style="list-style-type: none"> • Ensure cash liquidity in Gaza through agreements with Banks and other financial institutions. • Implementation of emergency financial procedures adopted by the Executive Board. • Finding appropriate and applicable mechanisms to disburse cash for those most in need • Commitment to timeframe using implementation plan, proper financial forecast and planning. Maintain good financial disbursement practices and adherence to policies addressing fraud and corruption



Sector 1: Health

1.1: Emergency Medical Services

Gaza Strip

 **300,000 Beneficiaries**

Overall Objective: Ambulance emergency services are maintained, and capacity restored and enhanced for continued emergency response

Emergency Response

- Maintain, rehabilitate and procure ambulances to ensure that a total number of 50 ambulances with ICU capacity are operative in the Gaza Strip, in addition to 4x4 ambulances and dead body ambulances
- Put measures in place for protection and documentation, namely RCRC emblems, protection nets and video-cameras
- Coordinate ambulance services through a total of 15 EMS points
- Ensure that all staff and volunteers are provided with bullet-proof vests, protective equipment and rest clothes with PRCS logo
- Procure medical equipment, medical supplies, disposables and medicines
- Mobilize medical evacuations through PRCS ambulances
- Ensure adequate capacity of staff and volunteers

Transitional

- Restore VHF system, through procurement of headsets, repeater units, antennas and central VHF radios.
- Set-up system for fuel management and build underground storage for fuel stock
- Set-up maintenance unit through a mobile truck with spare parts to re-equip ambulances on site of accident and pull-machine for ambulances in EMS centers
- Rehabilitate 5 EMS centers/stations and 4 sub-stations. Restore Central Dispatch 101
- Re-establish central dispatch station and 5 dispatch sub-stations, including 101 line, Jawwal line and WhatsApp line. Set up satellite phones and one phone for each sub-station for internal communication
- Restore Information Management System
- Organize retreat for staff/volunteers and their families; conduct trainings for staff and volunteers.
- Rehabilitate central warehouse and 5 sub-warehouses in EMS centers
- Enhance system for stock management and monitoring

West Bank

 **730,000 Beneficiaries**

Overall Objective: Ambulance services are provided and service capacity is restored

Emergency Response

- Maintain, rehabilitate and procure ambulances to ensure that a total number of 100 ambulances are operative in the West Bank and Jerusalem.
- Coordinate ambulance services through a total of 11 EMS stations and 21 sub-stations
- Prepare for medical evacuations from Gaza to the West Bank
- Ensure that all staff and volunteers are provided with bullet-proof vests and protective equipment
- Procure medical equipment, medical supplies, disposables and medicines
- Mobilize adequate capacity of staff and volunteers
- Provide care for staff and volunteers, including retreats

Preparedness

- Expand temporary EMS services through setting up additional sub-stations across the West Bank. Set-up sub-warehouses in each sub-station with reserves of fuel, supplies and equipment stocks
- Pre-stock fuel and Oxygen in EMS stations.
- Conduct training on rapid response and emergency drill, conduct specialised training
- Pre-position uniforms, protective equipment, medical equipment and supplies in sub-warehouses
- Install solar systems in EMS stations
- Set-up system for stock management and monitoring
- Prepare VHF system and contingency plan for communication

Key Indicators	Gaza Strip			West Bank		
	Y1	Y2	Y3	Y1	Y2	Y3
Number of people receiving EMS services	135,000	95,000	70,000	220,000	250,000	260,000
Number of ambulances in service	50	50	50	100	100	100
Number of new EMS stations and sub-stations	1	1	0	2	2	2
% of staff reporting protective equipment being provided	70%	75%	80%	70%	75%	80%
% of facilities having needed stock of essential supplies and equipment	70%	90%	100%	90%	95%	100%



Sector 1: Health

1.2: Medical Points, Clinics and Mobile Units

Gaza Strip



1,000,000 Beneficiaries

Overall Objective: Provide access to healthcare and emergency services through Medical Points, to be transitioned to Clinics with full service capacity

Emergency Response

- Establish Medical Points (MPs) providing emergency care, trauma-stabilization, referrals to secondary care facilities, and basic family medicine (Level 2)
- Ensure service provision at MPs and clinics providing outpatient care including infectious diseases, non-communicable diseases and reproductive health (Level 3)
- Install Laboratory Services and X-rays in all clinics (Level 4)
- Coordinate with local authorities, RCRC partners, WHO and other stakeholders to support vaccination campaigns
- Conduct outreach activities to enhance public health awareness
- Mobilize adequate capacity for staff and volunteers

Transitional

- Support 20 PRCS clinics in coordination with MoH
- Equip all AMPs and clinics, including outpatient care, laboratory services and X-rays
- Enhance referral system to specialised services
- Install generators and solar systems in all clinics
- Install water wells and water supply system in all clinic
- Upgrade pharmacies, ensure stock availability and implement stock management system
- Procure medical equipment and supplies
- Restore Information Management System, to provide sex, age and disability disaggregated data (SADD)
- Conduct specialised trainings for staff, with a focus on infectious diseases and public health

West Bank



349,944 Beneficiaries

Overall Objective: Increase access to healthcare and emergency services including curative care, non-communicable diseases, communicable diseases, reproductive health

Emergency Response

- Provide mobile clinic services in areas that lack PHC services
- Provide healthcare and emergency services in health centers at PRCS branches
- Provide health centers and mobile clinics with medical equipment, medicines and consumables
- Curative health services are accompanied by preventive health (eCBHFA)
- Mobilize adequate capacity for staff and volunteers

Preparedness

- Increase the number of mobile clinics and mobile medical teams to a total of 5, for each to reach to at least 10 locations
- Coordinate and cooperate with other health providers
- Prepare contingency plans for the health centres and mobile clinic and provide them with needed emergency supplies
- Provide health centers and mobile clinics with needed medical equipment, medicines and consumables and ensure stock availability
- Conduct minor rehabilitation and maintenance works for health centres and mobile clinic
- Enhance Information Management System, to provide Sex, Age and Disability disaggregated data (SADD)
- Equip and mobilize 10 EMS Trauma Stabilization Points (TSP) in coordination with the community

Key Indicators	Gaza Strip			West Bank		
	Y1	Y2	Y3	Y1	Y2	Y3
Number of Advanced Medical Points	20	15	5	N/A	N/A	N/A
Number of Clinics	5	5	5	10	10	10
Number of Mobile Units	N/A	N/A	N/A	4	5	5
Number of outpatient consultations	700,000	800,000	850,000	116,648	116,648	116,648



Sector 1: Health

1.3: Hospitals

Gaza Strip



700,000 Beneficiaries

Overall Objective: Provide emergency secondary and tertiary care through hospitals and field hospitals

Emergency Response

Al Amal Hospital:

- Restore and strengthen emergency medical care, including Emergency Medicine, Medical Rehabilitation, General and Specialised Surgery, Maternity, Otorhinolaryngology, Ophthalmology
- Strengthen new services, namely Orthopaedic Surgery, Intensive Care Units, Internal Medicine

Field Hospitals:

- Set up a total of six field hospitals, including two in Khan Younes and one in each other governorate (North Gaza, Gaza, Middle Area and Rafah) with operational support
- Each hospital to have two Operation Rooms and capacity for 50 beds
- Mobilize adequate capacity for staff and volunteers
- Procure medicines, medical supplies, disposable and fuel

Transitional

Al Amal Hospital:

- Enhance hospital capacity to be the main secondary and tertiary care provider in the south, to cover the gap of other major hospitals
- Strengthen specialised surgery capacity, in particular Reconstructive Surgery and Neurosurgery
- Rehabilitate hospital building and increase number of hospital beds
- Procure and install generators, medical equipment and supplies
- Rehabilitate hospital warehouse

Al Quds Hospital:

- Gradually restore hospital capacity and specialties, in particular Cardiology services
- Rehabilitate first floor, including reception, outpatient clinics, emergency medicine, laboratory and X-Ray
- Rehabilitate four operations rooms and ICUs
- Rehabilitate the remaining units of the hospital building

- Set-up and maintain services of six field hospitals with operational support
- Install solar systems, water and fuel reserves system
- Restore and strengthen information management and reporting system

West Bank



870,600 Beneficiaries

Overall Objective: Enhance the capacity of four PRCS hospitals to provide healthcare services during emergencies

Emergency Response

- Enhance the capacity of PRCS hospital to provide healthcare services during emergencies, including Hebron Hospital, Halhoul Hospital, Jerusalem Hospital, Al Bireh Hospital
- Mobilize adequate capacity for staff and volunteers

Preparedness

Al Bireh Hospital:

- Prepare additional 30 beds, including 11 beds in the ER and 2 resuscitation beds
- Set-up 3 additional Operating Rooms, for a total of 6
- Equip 1 additional delivery room, maintenance of existing 2 delivery rooms
- Stock fuel, install solar system, UPS batteries
- Increase stock capacity including medical supplies, emergency medicines, anaesthetic medicines, fluids, consumables and personal protective equipment

Halhoul Hospital:

- Prepare additional 14 beds
- Increase incubators capacity with additional 6 incubators
- Increase stock capacity including medical supplies, emergency medicines, anaesthetic medicines, fluids, consumables and personal protective equipment
- Stock fuel, UPS batteries

Hebron:

- Enhance hospital capacity in Hebron to receive injuries from Gaza
- Increase capacity of emergency and observation beds by adding 30 beds
- Procure additional equipment such as portable oxygen cylinders, portable suction devices, defibrillators, conveyors, carts
- Preparing the first floor of the parking lot to accommodate 60 additional emergency beds
- Increased stock of emergency medications, anaesthesia medications, fluids, and consumables for the emergency room

Jerusalem:

- Increase capacity of emergency and observation beds by adding 7 beds; procure additional 6 incubators
- Procure additional equipment such as portable oxygen cylinders, portable suction devices, defibrillators, conveyors, carts
- Increased stock of emergency medications, anaesthesia medications, fluids, and consumables for the emergency room for approximately 6 months
- Add an additional fuel tank with fuel reserves, install solar panel

Field Hospitals:

- Prepare and upgrade the existing field hospital at HQ to be ready and fully operational in case of emergency deployment in the West Bank
- Procure and establish a second field hospital, to be fully equipped and operational in emergency situations.

Key Indicators	Gaza Strip			West Bank		
	Y1	Y2	Y3	Y1	Y2	Y3
Number of hospitals	1	2	2	4	4	4
Number of field hospitals	6	6	6	1	2	2
Number of consultations and hospitalization	1,628,000	1,973,600	2,170,300	300,000	300,000	300,000



Sector 1: Health

1.4: MHPSS

Gaza Strip


215,310 Beneficiaries

Overall Objective: Strengthen the wellbeing and psychological resilience of staff, volunteers and communities

Emergency Response

- Provide care for staff, volunteers and their families in emergency, through group sessions and therapeutic support
- Conduct Psychological First Aid for communities, staff and volunteers and referrals to specialised services
- Recruit and train new PFA teams
- Distribute MHPSS kits
- Implement focused MHPSS activities for children, including orphans, (Corner and CABAC), caregivers (LoveBridge), older adults
- Organise recreational activities through Open Days in IDP camps
- Provide recreational and educational activities to children and youth through open MHPSS space and mobile Open Studio Bus
- Mobilize adequate capacity for staff and volunteers

Transitional

- Organise MHPSS retreat for staff and volunteers through service provider
- Organise recreational activities through Open Days for PRCS staff and volunteers' families
- Conduct PFA training for communities, including adults and children
- Implement focused sessions on youth leadership
- Provide basic and specialized MHPSS training, including Acute Stress Management
- Integrate mental health and health services, by training clinical staff for identification of signs and symptoms and referral to specialised services
- Coordinate with protection network to provide referral and complementary services at PRCS
- Rehabilitate MHPSS spaces in the branches
- Rehabilitate and equip Open Studio for recreational and education activities
- Strengthen information management and reporting system

West Bank


69,000 Beneficiaries

Overall Objective: Strengthen the wellbeing and psychological resilience of staff, volunteers and communities

Emergency Response

- Deploy staff and expert volunteer teams to Gaza
- Provide self-care for staff and volunteers, through stress management workshops and recreational activities. Support families of staff and volunteers through group peer-sessions for children and psycho-educational sessions for adults
- Conduct Psychological First Aid and safe referrals to specialised psychological services
- Distribute MHPSS kits for children
- Provide volunteers with PFA kits
- Implement focused MHPSS activities for children (Corner and CABAC), caregivers (LoveBridge), older adults and youth
- Integrate health and mental health
- Organise Open Days and community activities for affected communities
- Organise MHPSS help of the helper
- Mobilize adequate capacity for staff and volunteers

Preparedness

- Ensure that all PRCS staff and volunteers received PFA training
- Recruit PSS specialist to cover Salfeet and Jerusalem Governorate
- Increase number of PSS volunteer teams which are prepared and supervised
- Prepare PRCS MHPSS team for deployment to Gaza
- Integrate mental health and health services, by training clinical staff for identification of signs and symptoms and referral to specialised services
- Develop PRCS policy for care for staff for volunteers, including individual psychotherapy services
- Provide specialized MHPSS training, including Narrative Exposure Therapy, Problem Management+
- Facilitate basic MHPSS training to other PRCS departments
- Prepare to set-up 24/7 MHPSS hotline

Key Indicators	Gaza Strip			West Bank		
	Y1	Y2	Y3	Y1	Y2	Y3
% of staff and volunteers reporting a change in confidence, knowledge, and skills to identify and address the MHPSS concerns of the target population	80%	80%	90%	80%	80%	90%
% increase in psychosocial wellbeing of target population (focused MHPSS support)	20%	20%	20%	20%	20%	20%
Number of people who received PFA support	70,000	70,000	70,000	20,000	20,000	20,000
Number of people who received focused MHPSS support	770	770	770	2,500	2,500	2,500
Number of referrals to specialised services	1,000	1,000	1,000	500	500	500



Sector 2: Emergency and Disaster Management

2.1: Relief and Risk Reduction

Gaza Strip



1,615,000 Beneficiaries

Overall Objective: Communities are provided with immediate and urgent relief assistance

Emergency Response

- Prioritize and distribute emergency relief needs, including food, NFIs and winterization
- Support partners and humanitarian actors in supply chain management for in-kind relief assistance, including procurement, transportation, storage and distribution
- Distribute food parcels, NFIs and other in-kind support
- Support to community bakeries and kitchens
- Provide electricity charging points for communities
- Provide streetlights in PRCS premises
- Food and NFI distributions to PRCS staff and volunteers
- Set-up 4 temporary warehouses, manage stock and fleet
- Procure transportation trucks, forklifts and 4x4 vehicles
- Provide uniforms and Personal Protective Equipment (PPE) for staff and volunteers
- Conduct awareness campaigns on war ERW and landmines
- Mobilize adequate capacity for staff and volunteers

Transitional

- Procure satellite phones and communication devices
- Restore and equip 2 PRCS warehouses and establish 3 sub-warehouses in each sub-branch
- Purchase and position of trolleys and generators
- Restore Information Management System
- Conduct refreshment and specialised training for staff and volunteers
- Provide one-off emergency financial support (500 USD) to 50,000 households in the Gaza Strip
- Coordinate with Cash Working Group (CWG) and relevant stakeholders for selection and verification of cash recipients
- Coordinate with Financial Providers for cash distribution
- Review and update PRCS SOPs

West Bank



700,000 Beneficiaries

Overall Objective: Communities are prepared to manage disasters and are provided with immediate and urgent relief assistance

Emergency Response

- Mobilize teams for Rapid Assessments
- Distribution of Food Parcels, Non-Food Items (NFIs) and winterisation items
- Coordinate and support DM volunteers from CBDRR Committees to implement response plan and mitigation projects
- Manage Ops Room and develop GIS maps with PRCS response
- Manage stock, warehouse and sub-warehouses
- Conduct awareness campaigns with communities
- Coordinate with other service providers
- Mobilize adequate capacity for staff and volunteers

Preparedness

Preparedness for Disaster Management

- Recruit staff and volunteers to be mobilised through Emergency Response Units with cross-cutting capacity on Disaster Management, including WASH and Shelter
- Set up guidelines to provide cash assistance in case of emergency
- Implement protocol for warehouses management in emergencies
- Procure and position 4x4 vehicles and trucks
- Prepare database with pre-approved suppliers
- Prepare stock for Food Parcels and NFIs
- Equip 3 additional rented sub-warehouses
- Purchase and position of rubhalls, trolleys, lizards, generators and forklifts
- Activate and manage 3 sub-Ops room across the West Bank
- Strengthen GIS capacity and usability of maps
- Prepare stock of vests, uniforms and personal protective equipment for staff and volunteers
- Digitalise Rapid Assessment and data collection forms to ODK and enhance data analysis through PowerBI
- Community Preparedness (Disaster Risk Reduction)
- Implement enhanced Community Vulnerability Assessments and set-up Community Based DRR committees
- Develop maps for eVCA
- Enhance Early Warning Early Action System (EWEA) System for weather and man-made hazards

Key Indicators	Gaza Strip			West Bank		
	Y1	Y2	Y3	Y1	Y2	Y3
%Of beneficiaries reporting that humanitarian assistance is delivered in a safe, accessible, accountable, and participatory manner	70%	70%	70%	70%	70%	70%
Number of families supported with food parcels	50,000	50,000	50,000	40,000	40,000	40,000
Number of families supported with NFIs	56,000	56,000	56,000	10,000	5,000	5,000
Number of people participating in awareness campaigns	5,000	5,000	5,000	N/A	N/A	N/A
Number of warehouses and sub-warehouses	9	9	9	18	18	18
Number of active CBDRR committees	NA	NA	NA	30	30	30
Total USD value of cash transferred	10,000,000	10,000,000	5,000,000			
Total number of households assisted through multipurpose cash assistance	20,000	20,000	10,000			



Sector 2: Emergency and Disaster Management

2.2: Shelter

Gaza Strip



68,750 Beneficiaries

Overall Objective: Displaced persons and PRCS staff are provided with emergency and transitional shelter solutions at PRCS camps

Emergency Response

- Assess and prepare land, and arrange rent agreements for shelter camps for IDPs
- Provide appropriate family tents in shelter camps
- Install electrical supplies, including generators and solar energy
- Coordinate services provided to shelter camps with communities and other stakeholders
- Distributions of Sealing Off Kits and toolkits for emergency to repair damaged shelters

Transitional

- Maintain management of PRCS shelter camps
- Coordinate services provided by PRCS and other agencies in PRCS IDP camps
- Shift to pre-fabricated and transitional shelter solutions in PRCS IDP camps

West Bank



100,000 Beneficiaries

Overall Objective: Affected households are provided with improved emergency shelter solutions

Emergency Response

- Prepare stock available for emergency shelter (tents and tarpaulin) for 20,000 families
- Distribution of tents and tarpaulin to affected households

Preparedness

- Prepare stock for shelter equipment and tools needed for quick intervention
- Coordinate with Shelter actors to ensure preparedness of locations for emergency site and shelter

Key Indicators	Gaza Strip			West Bank		
	Y1	Y2	Y3	Y1	Y2	Y3
% of target population living in safe and dignified shelters	70%	70%	70%	70%	70%	70%
Number of IDP shelter camps managed by PRCS	30	30	30	N/A	N/A	N/A
Number of people having access to basic, safe and dignified shelters solutions	30,250	19,250	19,250	50,000	25,000	25,000



Sector 2: Emergency and Disaster Management

2.3: WASH

Gaza Strip



612,750 Beneficiaries

Overall Objective: Displaced persons in PRCS IDP camps and communities are provided with safe drinking water, access to save and inclusive sanitation facilities and hygiene supplies

Emergency Response

- Procure, store and distribute Hygiene Kits and Dignity Kits
- Conduct hygiene promotion and awareness
- Provide emergency water supply through water trucking and bottled water
- Provide protected sources of drinking water through desalination plants, water treatment units
- Install handwashing points, distribute water tanks and jerrycans
- Conduct awareness campaigns on safe water
- Construct, maintain and repair emergency sanitation facilities
- Provide faecal sludge management through desludging
- Install sludge hygienizer
- Distribute Waste bins
- Support municipalities for Indoor Residual Spraying, water pumps and waste bins distributions
- Mobilize adequate capacity for staff and volunteers

Transitional

- Maintain and enhance WASH services in PRCS IDP camps
- Coordinate with WASH actors on provision of WASH services in communities
- Rehabilitate and maintain water and sanitation in PRCS health facilities and premises

West Bank



306,000 Beneficiaries

Overall Objective: Affected households are provided with safe drinking water, access to sanitation facilities and hygiene supplies

Emergency Response

- Distribution of Hygiene Kits and Dignity Kits and jerrycans
- Conduct hygiene promotion and awareness
- Basic water and sanitation quick intervention to affected households in affected areas
- Wash at PRCS Health facilities: Maintenance and rehabilitation of water and sanitation in PRCS health facilities and premises
- Mobilize adequate capacity for staff and volunteers

Preparedness

- Prepare and position in PRCS warehouses stock of Hygiene Kits, Dignity Kits and WASH equipment and tools needed for quick intervention
- Prepare for provision of Water Supply, including water reserve for PRCS facilities
- Prepare equipment for installation of and Water Treatment Units
- Prepare equipment for installation of emergency sanitation facilities
- Conduct training on WASH for staff and volunteers, ready to be mobilised through Emergency Response Units
- Ensure water reserves in health facilities

Key Indicators	Gaza Strip			West Bank		
	Y1	Y2	Y3	Y1	Y2	Y3
% of target population with adequate WASH services and hygiene practices	70%	70%	70%		70%	70%
Number of families supported with hygiene and dignity kits	30,000	30,000	30,000		20,000	20,000
Number of people participating in hygiene promotion and safe water awareness campaigns	8,000	8,000	8,000		2,000	2,000
Number of litres of safe water distributed by PRCS	250,425,000	250,425,000	250,425,000		N/A	N/A
Number of Desalination Plants and Water Treatment Units set-up	20	10	5		N/A	N/A
Number of people provided with access to improved sanitation facility	10,000	10,000	10,000		N/A	N/A



Sector 3: Community Resilience

Gaza Strip



1,015,000 Beneficiaries

Overall Objective: Enhanced community resilience through holistic approach including health and social services

Emergency Response

- Provide targeted community work services, through case registration and assessments, medical follow ups for patients with chronic diseases, injuries, pregnant women and people with special needs
- Provide community First Aid services through first aid volunteers
- Implement eCBHFA program in PRCS camps
- Distribute IEC material to communities
- Training to communities on first aid
- Distribution of basic assistance during awareness campaigns
- Conduct awareness campaigns in communities
- Provide community teams with supplies and materials necessary for first aid interventions and health educational programs
- Mobilize adequate capacity for staff and volunteers

Transitional

- Restore Information Management System
- Update and implement eCBHFA toolkit
- Conduct summer camps and activities in schools
- Conduct training in Public Health in Emergencies and Crisis Management
- Conduct refreshment training in communicable and non-communicable diseases, and first aid
- Update protocol and policies for CAC
- Organize retreat for staff/volunteers and their families
- Support and coordinate communities to Restore Family Links
- Adapt the community-based surveillance system in cooperation with the relevant authorities

West Bank



167,184 Beneficiaries

Overall Objective: Enhanced community resilience through holistic approach including health and social services

Emergency Response

- Maintain and sustain the work of the Community Action Committees (CACs)
- Implement eCBHFA program
- Provide communities with needed materials such as baby kits, hygiene kits, dignity kits, elderly kits, school health material, IEC material
- Provide comprehensive community health program services in emergencies (e.g. home visits program and health education)
- Provide community first aid services through first aid intervention and posts
- Provide community teams with supplies and materials necessary for first aid interventions and health educational programs
- Mobilize adequate capacity for staff and volunteers

Preparedness

- Strengthen capacity of CACs and local communities through training on eCBHFA, First Aid, First Respondents, dissemination of PRCS services at community level
- Strengthen the role of the PRCS branches and departments to have the ownership of community programs
- Network and coordinate with local communities and local authorities to develop community-based plans with resources and capacity in local communities
- Provide the branches and community committees with sufficient stock based on specific needs
- Increase and expand the locations, staff and CACs
- Increase the number of first aid posts to 60 in coordination with local municipalities
- Coordinate with relevant authorities the community-based surveillance system

Key Indicators	Gaza Strip			West Bank		
	Y1	Y2	Y3	Y1	Y2	Y3
Number of people participating in Community Health activities	100,000	150,000	200,000	55,728	55,728	55,728



Sector 4: Rehabilitation

Gaza Strip



25,000 Beneficiaries

Overall Objective: Ensure access to emergency services for people with disabilities

Emergency Response

- Provide services in rehabilitation day centre, including therapeutic rehabilitation services – physiotherapy, occupational therapy, speech therapy
- Reach people with physical and mental disabilities in communities through outreach visits in shelters and communities
- Distribute assistive devices
- Conduct recreational activities
- Provide education services at school for children with hearing and speech impairments
- Awareness and education activities for people with disabilities and their families about living with disabilities during emergencies
- Awareness campaigns with families and communities about disability rights
- Coordinate with other stakeholders to provide complementary services
- Ensure that all PRCS programs are inclusive for people with disabilities needs
- Mobilize adequate capacity for staff and volunteers

Transitional

- Re-establish and equip 4 rehabilitation day centres
- Re-establish vocational training
- Procure maintenance unit for damaged assistive devices
- Conduct diagnostic campaigns in communities and informal shelters
- Conduct refreshment and specialised training for staff and volunteers
- Restore information management system
- Coordinate with authorities to update database for people with disabilities
- Conduct specialised training for PRCS staff on communication with people with disability, including sign language
- Establish capacity to fulfil the needs for prosthetic devices and support to amputees

West Bank



117,000 Beneficiaries

Overall Objective: Ensure access to emergency services for people with disabilities

Emergency Response

- Ensure continuity of basic services in rehabilitation day centres and rehabilitation units in areas affected by the conflict, including treatment and rehabilitation services, as physiotherapy, occupational therapy, speech and hearing therapy, special education services for deaf and people with mental disabilities
- Implement Community Based Rehabilitation (CBR), including outreach activities to inform communities about rehabilitation centres and services
- Reach people with physical, mental disabilities, elderly people and injured people in communities through home visits
- Distribute hearing and physical assistive devices
- Ensure that all facilities and PRCS programs are inclusive for people with disabilities' needs
- Ensure that all facilities and people accessing PRCS centers are protected and prepared during emergency situations
- Mobilize adequate capacity for staff and volunteers

Preparedness

- Prepare multidisciplinary team for staff and volunteers for deployment in emergencies
- Coordinate with stakeholders for data collection system to record information about people with new disabilities and injured people in need for assistance
- Conduct awareness campaigns about access to assistance during emergencies for people with disability, rights of people with disability and campaigns in communities for early detection of disability
- Prepare a field rehabilitation centre for PRCS patients
- Conduct specialised training to deal with trauma-related injuries
- Prepare stock of assistive devices for people with disability in sub-warehouses
- Develop an evacuation plan for each rehabilitation centre
- Set-up hotline for people with disabilities
- Develop protocols for rehabilitation in emergency

Key Indicators	Gaza Strip			West Bank		
	Y1	Y2	Y3	Y1	Y2	Y3
Number of rehabilitation day centres	5	5	5	35	35	35
Number of people attending the rehabilitation day centre	1,000	1,000	1,000	7,500	8,000	8,500
Number of people reached through community rehabilitation program	3,000	4,000	4,000	25,000	30,000	35,000
Number of people provided with technology assistive devices	4,000	4,000	3,000	1,000	1,000	1,000
% of rehabilitation patients reporting an improvement in quality of life/wellbeing	80%	80%	80%	70%	75%	75%

5. Displaced Palestinians and Medical Evacuees in Egypt

Approximately 150,000 Palestinians have evacuated from Gaza to Egypt since the beginning of the military operation in Gaza, until May 2024. Many of them are medical evacuees in need of urgent specialized medical care. Many thousands have accompanied the medical evacuees in addition to those who fled the war in fear for their lives and the lives of their loved ones. It is expected that a significant number of Palestinians in need of medical assistance will evacuate to Egypt should the border with Egypt open. Most of the evacuees have depleted their savings and resources to live a dignified life, and are in need of humanitarian assistance. Furthermore, many medical evacuees and displaced patients are in need of medical care and follow-up, which they cannot afford, as well as social support. PRCS' Palestine Hospital in Cairo has historically provided medical care to Palestinians who are residing in Cairo, patients evacuated from Gaza during wars, and the local community. Recently, the PRCS Egypt branch has become a centre for Gazans requiring care or assistance, and PRCS has been preparing and upgrading the PRCS Palestine Hospital, to assist in providing medical care and social services for Palestinians displaced in Egypt.

PRCS response in Egypt through Palestine Hospital:



500,000 Beneficiaries

- Comprehensive renovation and upgrading of Palestine Hospital including the firefighting system and digitization of the data system.
- Expand medical services through Palestine hospital to people evacuated from Gaza and their families
- Enhance health services capacity and staffing to provide emergency medical support to Palestinians evacuated from Gaza
- Provide psychosocial support services for the Gazan population affected by war through Palestine Hospital
- Provide assistance to cover health related expenses
- Ensure stock of medicines, medical equipment, supplies and disposable
- Mobilise medical personnel displaced from Gaza to provide medical services

PRCS response in Egypt through Coordination Activities:

- Support in coordination of medical evacuations of injured people from Gaza to Egypt
- Support relief aid to Gaza on Rafah border

6. Impact of Conflict on Palestine Refugees in Lebanon

It is estimated that around 250,000 Palestinians live in Lebanon. Crossfire and hostilities in Lebanon have caused deaths, injuries, displacement, loss of livelihoods and socioeconomic insecurity to people living in conflict zones. Services have been affected and pre-existing vulnerabilities of Palestinian communities have been worsened. The emotional burden of witnessing violence and displacement in Gaza affecting relatives and fellow Palestinians has led to anxiety and fear among the Palestine refugees, as well as uncertainty and concerns about the risk of a potential regional conflict.

RCS preparedness and response in Lebanon includes:

Clinics



45,000 Beneficiaries

- Ensure access to healthcare and emergency services through 4 clinics, including reproductive health, communicable and non-communicable diseases, internal medicine, emergency and vaccination
- Stock and position uniforms, protective equipment, medicines, medical equipment and supplies in sub-warehouses
- Strengthen the emergency response capacity for staff and volunteers through training on basic life support, advanced cardiac life support, trauma and paediatric life support
- Mobilise adequate capacity for staff and volunteers

Community Resilience


105,000 Beneficiaries

- Strengthen capacity of Community Action Committees (CAC) to support communities during emergencies
- Implement e-CBHFA program in emergencies in 6 camps, including awareness campaigns, home visits and health education
- Provide first aid services and distribute first aid kits
- Provide communities with needed materials such as hygiene kits, dignity kits, IEC material
- Provide, stock and position supplies and materials necessary for first aid interventions and community health in emergencies
- Mobilise adequate capacity for staff and volunteers

Hospitals


50,000 Beneficiaries

- Enhance the capacity of 6 PRCs/L hospitals to provide healthcare services during emergencies
- Prepare sub-warehouse and install generator in Safad hospital
- Stock and position medicines, medical equipment and supplies, protective equipment for staff
- Coordinate with Lebanese Red Cross for dispatch and coordination of EMS services in case of escalation

MHPSS


150,000 Beneficiaries

- Deliver compassionate care for staff and volunteers by offering stress management workshops and recreational activities. Support families of staff and volunteers through group peer-sessions for children and psycho-educational sessions for adults.
- Provide Psychological First Aid and make referrals to specialized services.
- Distribute MHPSS kits
- Implement focused MHPSS activities for children, caregivers, older adults, and youth to deal with emergencies
- Coordinate Open Days and community activities for people affected by emergencies
- Ensure that all staff and volunteers are trained in Psychological First Aid
- Mobilise adequate capacity for staff and volunteers

7. Impact of Conflict on Palestine Refugees in Syria

The outbreak and escalation of the war in Gaza and the expansion of the conflict in Lebanon has affected Syria in terms of displacement of people, especially living in areas possibly affected by further escalation of the conflict. In the event of an extension of the war to Syria or of displacement of Palestinians from Lebanon to Syria, PRCs/S enhances readiness and preparedness to respond through the provision of basic needs for shelter, food and non-food items, and the deployment of disaster management teams, medical personnel and psychosocial support teams.

PRCS preparedness and response in Syria includes

Clinics


360,000 Beneficiaries

- Ensure access to healthcare and emergency services through 13 clinics
- Providing equipment, medicines and essential supplies to support primary health care services operations during emergencies
- Ensuring the availability of stock in warehouses of medicines, consumables, basic supplies and fuel and implementing inventory management
- Providing mobile clinic services in areas that lack primary health care services and during emergencies.
- Mobilise adequate capacity for staff and volunteers

Community Resilience



45,000 Beneficiaries

- Enhance the provision of livelihood and medical support services by constantly updating data for the most vulnerable and the assessment of priorities in line with the PRCS financial and technical capabilities
- Conduct awareness campaigns in communities
- Implement the e-CBHFA program within the Palestinian camps in Syria
- Enhance community initiatives in partnership with the local community and based on their interests, choices and needs
- Raising the readiness of the PRCS centres by providing them with emergency health materials and equipment and community first aid kits
- Coordinating and qualifying local community committees in Palestinian communities to enhance their role in community health and community first aid.
- Mobilise adequate capacity for staff and volunteers

Hospitals



585,000 Beneficiaries

- Enhance capacity of two PRCS/S hospitals (Yaffa and Bissan Hospitals) to provide secondary care during emergencies
- Provide referrals and pre-hospitalization services through two ambulances
- Stock and position medicines, medical equipment and supplies, protective equipment for staff
- Mobilise adequate capacity for staff and volunteers

MHPSS



105,000 Beneficiaries

- Providing care for staff and volunteers, through peer support sessions.
- Providing case management services and individual and family counselling
- Implementing psychosocial support trainings for children, adolescents, caregivers and youth
- Implementing targeted activities and open days
- Implementing focused MHPSS activities (CABAC) with children in Al-Raml, Al-Neirab and Handarat camps
- Ensure that staff and volunteers receive psychological first aid training and psychological and social support training
- Mobilise adequate capacity for staff and volunteers

Emergency and Disaster Response



200,000 Beneficiaries

- Ensuring the availability of stock in warehouses of medicines, consumables, basic supplies and fuel and implementing inventory management to respond to emergencies and disasters.
- Raising the readiness of the PRCS centres and local community committees by providing them with emergency health materials and equipment and first aid tools to enhance their role in the event of an emergency.
- Ensure that staff and volunteers receive training in psychological first aid in disaster and emergency response.
- Prepare a health, psychological and psychosocial support team to support emergencies and disasters
- Ensure that disaster and emergency teams are prepared
- Ensure the availability of shelter supplies.
- Strengthening information management systems to identify the required needs and numbers of those affected in disasters and emergencies for medical supplies, shelter supplies, food, clothing and hygiene supplies.
- Support the emergency department with relief equipment

8. Operations and Services Management

To ensure proper, efficient and timely implementation of the plan, PRCS will be allocating resources and organizing its internal processes to achieve that.

Logistics

During the emergency response operations, PRCS works directly with the logistics cluster as well as partners on the ground in Gaza. Moreover, PRCS is strengthening its teams to carry out and manage the massive load of deliveries for the IDPs without delays. In addition, PRCS puts high emphasis on the need to procure, store prepare, and transport relief and medical items in the West Bank and have that ready for delivery to Gaza at a moment's notice. PRCS aims to strengthen coordination with JRCs, ERCS and ICRC with the support of IFRC in order to establish an effective and efficient supply chain by sharing accurate and timely information and updates on details of received shipments, storage status and delivery details.

Human Resources: Staff and Volunteers

The PRCS strategy for 2025-2027 highlights human resources as an important and key priority during preparedness as well as emergency response through the efficient utilization and development of teams in order to fulfil target objectives and respond to different scenarios. Thus, repositioning of existing human resources and new recruitments will be done to meet increasing requirements. Recruitment of new staff and volunteers will be implemented in a transparent way and in accordance with PRCS' internal guidelines approved by the executive board. In addition, PRCS will have to supplement any loss of contributions by the Palestinian National Fund toward staff salaries

Telecommunication and IT

To support the implementation of the plan, PRCS will work to provide alternative telecommunication and IT systems and solutions during the emergency response (eSIM's, Satellite phones, cloud-based systems). Moreover, PRCS actively and diligently work to restore and enhance the Telecommunication & IT infrastructure and Systems in the affected locations by replacing the damaged and lost systems and equipment (VHF wireless communication equipment, servers, computers, printers, etc ...) during the transitional period. Cloud-based systems will be provided to ensure the safety and privacy of the sensitive information. IT procurement at PRCS is governed by the organization's procurement policies to ensure transparency, fairness, and efficiency. The IT support plan will remain flexible and scalable, adjusting to the changing demands of emergency response operations as required.

Visibility and Public Communication

PRCS provides up-to-date information on its activities with a special focus on the catastrophic humanitarian situation in Gaza. PRCS constantly provides updated reports on its emergency response operations on the development of the humanitarian situation in the oPT, and disseminates to local, regional and global partners. In this regard, PRCS uses traditional media outlets, social media and its website to engage with audiences. Written, audio and video content will be developed to highlight the PRCS values, interventions by staff and volunteers in the field as well as challenges and obstacles.

9. Quality, Accountability and Reporting

PRCS is committed to ensure quality and accountability measures are always implemented in its operations within the National Society, and specifically within this Emergency Master Plan. In the context of this scope, several priorities will be in place for the response:

Performance and Quality Assurance will be mainstreamed throughout the entire Emergency Master Plan. The complementarity among information management, results monitoring, evaluation, risk management and community engagement will be ensured to achieve quality programming and accountability towards the communities.

Creating an Efficient Monitoring System PRCS will create an efficient, effective, and practical monitoring system to make sure that practical indicators are identified, verified, documented, and communicated to relevant PRCS units, partners and publicly when relevant.

Community Engagement and Accountability

The PRCS will work closely with the program departments and units to ensure that CEA-related actions are met during the emergency response operations. The selection criteria will be developed in consultation with the affected people within target communities, including diverse gender groups, and shared widely. PRCS aims to have a thorough understanding of needs, priorities, and context while providing ways to work closely with affected people by integrating meaningful community engagement, timely and transparent communication, and feedback mechanisms for effective response.

Protection, Gender, and Inclusion

PGI assessment and analysis will be integrated into all ongoing needs and response assessments, identifying the most affected people, and ensuring they are mainstreamed, covered, and prioritized within the emergency response operations. Adhering to PGI's minimum standards, all activities will be implemented, ensuring that no one is left behind, and services are available for all. PRCS will ensure that Dignity, Access, Participation, and Safety (DAPS) is considered in a safe and inclusive response, by strengthening PGI capacities, mainstreaming PGI and safeguarding in relevant technical sectors, and strengthening protection services.

Reporting:

The PRCS shares reports with partners and donors in a timely manner. This includes the following reports:

- The emergency response resource mobilization table will be shared on a monthly basis
- The narrative report of the emergency response will be shared on a quarterly basis, on the 15th of the following month after each quarter
- The yearly audit report is to be circulated among the relevant partners 3 months after end of the calendar year

Budget Summary

Priorities	Total Budget
1.Health	211,121,800
2. Emergency and Disaster Management	136,393,000
3. Community Resilience	9,027,450
4. Rehabilitation	10,781,000
5. Displaced Palestinians and Medical Evacuees in Egypt	14,405,000
6. Impact of Conflict on Palestine Refugees in Lebanon	9,000,000
7. Impact of conflict on Palestine Refugees in Syria	4,664,600
8. Operations and Services Management	18,862,000
Total Direct Cost	414,254,850
Admin Cost 7%	28,997,840
Audit	75,000
Total Budget USD	443,327,690

Contact Information:

For further information- please contact:

PRCS Management

Email: info@palestinercs.org , Tel 00970 (2) 2978520, Ext: 3303

Bank Account Details and Online Donation

Bank Account for US \$

Beneficiary Name: Palestine Red Crescent Society.

Bank: Bank of Palestine PLC.

Bank No: 89

Branch: AL MASYOUN

Branch No: 471

Beneficiary Account No: 601437

IBAN No: PS86PALS047106014370013000000

Swift Code: PALSPS22

U.S.D CORRESPONDENT- عنوان البنك الوسيط

CITIBANK, N.A.

U.S.A

SWIFT CODE: CITIUS33

Bank Account for ILS

Beneficiary Name: Palestine Red Crescent Society.

Bank: Bank of Palestine PLC.

Bank No: 89

Branch: AL MASYOUN

Branch No: 471

Beneficiary Account No: 601437

IBAN No: PS71PALS047106014370993000000

Swift Code: PALSPS22

ILS CORRESPONDENT- عنوان البنك الوسيط

SWIFT CODE: POALILIT

Bank Account for EUR

Beneficiary Name: Palestine Red Crescent Society.

Bank: Bank of Palestine PLC.

Bank No: 89

Branch: AL MASYOUN

Branch No: 471

Beneficiary Account No: 601437

IBAN NO: PS91PALS047106014370333000000

Swift Code: PALSPS22

EURO CORRESPONDENT- عنوان البنك الوسيط

Banco Santander SA

Santander, Spain

SWIFT CODE: BSCHESMM

Intesa Sanpaolo SpA

Turin, Italy

SWIFT CODE: BCITITMM

KBC Bank NV

Brussels, Belgium

SWIFT CODE: KREDBEBB

For online donation, please use the following link:

<https://www.palestinercs.org/en/Donation>