

JUZOOR ON THE FRONTLINES

Post-Ceasefire Recovery & Urgent Humanitarian Response in the West Bank



As the brutal genocidal campaign on Gaza has devastated communities and shattered lives, Juzoor for Health and Social Development shifted from a long-standing developmental organization to a frontline service provider, delivering life-saving healthcare and support to those most in need from the very beginning of the war in Gaza.

Now, Juzoor has shifted to a ceasefire and recovery plan, prioritizing balancing both humanitarian and development approaches and focusing on primary health care and protection of the most vulnerable, while also working on the rehabilitation of health infrastructure and strengthening the resilience of health workforce. Juzoor has also initiated a response in the West Bank following intense military escalations and the destruction of areas in the North, with up to 50,000 displaced.

Highlights

Juzoor will continue to serve as a primary healthcare provider in Gaza serving communities and vulnerable populations through various efforts

Juzoor is initiating its humanitarian efforts in the West Bank by addressing healthcare gaps and enhancing access to essential services for vulnerable populations





The Onset of War: Transformation from Development to Emergency Response

The war on Gaza has brought on unimaginable devastation to a region already burdened by years of occupation, blockade, and systemic deprivation. With civilians bearing the brunt of the violence and the healthcare infrastructure overwhelmed, countless Palestinians were left without access to basic medical care, shelter, or psychological support. In this time of crisis, Juzoor for Health and Social Development, which had long been dedicated to the developmental needs of Palestinians, stepped up as a vital lifeline for the people of Gaza, especially in the North.

Our mission evolved from fostering long-term community resilience to responding to immediate humanitarian emergencies. The relentless attacks and destruction demanded a rapid and decisive shift, pushing us to provide emergency healthcare, mental health services, and life-saving assistance to displaced individuals. Our team led by locals on the ground worked tirelessly to meet the needs of the population, embodying Juzoor's unwavering commitment to defending the rights and dignity of Palestinians in the face of relentless adversity.

Juzoor's Displacement from the North to Gaza City

At the end of 2024, when Israel launched a crackdown on the northern part of Gaza, our team, who had been steadfast in staying in the North to serve the community, was forced to evacuate on foot and relocate to Gaza City. This left only a few of our team members and the residents of the North in dire conditions, facing extreme risks and the threat of imminent death, with the rest of the team settling and continuing our operations in the Gaza governorate.



Lifeline for Returnees: Providing Critical Aid and Support Following Ceasefire

Following the ceasefire in Gaza, Juzoor has taken swift action to support families returning from the South to the North. Understanding the immense hardships they have endured, Juzoor has mobilized its resources to provide essential humanitarian and medical assistance along the return routes.

Key Interventions

- **Medical Points Along the Way:** Juzoor established multiple medical points at key locations to provide immediate first aid, medical support, and essential healthcare services for those in need. Many returnees are arriving in fragile health conditions, requiring urgent medical attention.
- **Psychosocial Support:** Recognizing the deep emotional distress and trauma caused by displacement and conflict, Juzoor is offering psychosocial support to help individuals, especially children and vulnerable groups, process their experiences and regain a sense of stability.
- **Distribution of Water & Food:** To address the urgent needs of those making the difficult journey back, Juzoor teams distributed water and food supplies along the return routes, ensuring that families have access to basic sustenance during their travel.



How Juzoor Became the Largest Primary Healthcare Provider in North Gaza

October 7, 2023

WEEK 1

Provided 100 emergency bags to shelters and health points in the North

MONTH 1

Served 6 shelters in the North with primary healthcare focusing only on emergency health services

MONTH 2

Expanded to serve 20 shelters in the North; established small health team offering emergency and primary services; began serving NCD patients

END OF 2023

Expanded to 50+ shelters in the North & South; established health points in each shelter & formed an antenatal care team; started providing key services (immunizations, MCH care, malnutrition screening)

MONTH 6

Expanded to 60+ shelters & health points in the North & South; formed numerous health centers serving a cluster of shelters; 180 staff employed on our team

MONTH 8

70+ shelters in the North & South; 202 staff employees

MONTH 12

90+ shelters and 5 community health centers; 334 staff employees; polio vaccine campaign and continuation of all comprehensive services

FORCED DISPLACEMENT FROM THE NORTH & DESTRUCTION AND HALT OF ACTIVITIES IN SOME AREAS

MONTHS 13-15

Continuation of all activities, particularly in Gaza City & South; 400+ staff employees

Present

RETURN TO THE NORTH, CONTINUATION OF INTERVENTIONS & REESTABLISHING CENTERS & FACILITIES



A Shift Towards Recovery

With extensive local expertise, deep-rooted experience, and a strong network of human resources, Juzoor is strategically positioned to navigate this ceasefire period and beyond, forging a path toward recovery and long-term resilience.

Juzoor has reorganized its operations to better serve the returning population during this phase and beyond. Before the ceasefire, Juzoor was mainly managing 90+ medical points across Gaza, with a strong focus on the North. As people started returning, our team restructured services to operate in more central areas, ensuring sustainable and accessible healthcare for those in need, while still reinforcing and expanding its emergency primary care services as follows:

Key Updates

Community Health Centers

Juzoor has now restructured its operation to work in a larger scale to serve more people. Instead of medical points in the shelters, Juzoor is expanding on its community health center initiative in North Gaza, Gaza City, and Deir al-Balah. Each of these centers functions as:

- Primary healthcare centers in the morning, offering essential medical services. including individuals with disabilities, young children, and the older population. These centers provided primary healthcare services such as infection treatment, management of communicable and non-communicable diseases, maternal and child healthcare, nutritional support, wound care, and referrals for advanced medical care.
- These centers become specialized centers in the afternoon, providing advanced interventions for more complex health needs with specialized doctors in gynecology, dermatology etc.
- Expansion Plan: Juzoor is in the process of establishing 4 additional health centers to further extend our reach.

Nutrition Centers

Juzoor is running 10 nutrition centers across Gaza, focusing on addressing malnutrition:

- Assessment using MUAC (Mid-Upper Arm Circumference) to identify cases of severe and moderate malnutrition.
- Providing nutritional supplements to support recovery and prevent further deterioration.

Winterization Support

As Gaza faces a harsh winter, Juzoor remains committed to helping families survive the cold by providing:

- Essential winter supplies, including blankets, clothing, and heating materials.
- Winterization kits to protect vulnerable families, particularly children and older individuals, from extreme weather conditions.

"Help the Helpers" Initiative – Supporting Healthcare Workers

Recognizing the immense pressure on health workers, Juzoor has launched the "Help the Helper" initiative to:

- Provide psychosocial support to frontline healthcare workers, helping them cope with the emotional and mental toll of their work.
- Offer stress management and well-being sessions to ensure they can continue providing essential care to the community.
- Support healthcare workers with essential supplies to ease their daily challenges.



West Bank Response

The humanitarian situation in the northern West Bank has reached a critical and alarming juncture due to escalating violence, mass displacement, and severe restrictions on movement. The crisis has particularly impacted Jenin, Tulkarem, and Tubas, where military operations have resulted in civilian casualties, destruction of infrastructure, and restricted access to essential services, including healthcare. Thousands of vulnerable individuals—including women, children, the older population, and persons with disabilities—are facing grave risks amid deteriorating conditions. Juzoor is working in the Northern West Bank through the following interventions:

Addressing the Non-Communicable Disease Crisis

- **Training CHWs:** Strengthening the capacity of local health workers to deliver essential care and monitor health indicators for early intervention. Juzoor trained our community health workers in the areas of Tulkarem, Jenin and Tubas to be able to provide interventions to those in needs.
- **Home Visits for Displaced and Vulnerable Patients:** Deploying community health workers (CHWs) to provide medication, basic health assessments, and chronic disease management support. Our community health workers pay visits for house to house to help the patients.

Emergency Relief Distribution

Juzoor is addressing the urgent needs of displaced families by facilitating the distribution of essential supplies in collaboration with local partners. This includes:

- **Food Baskets & Nutritional Support:** Providing immediate sustenance for families, including baby formula and specialized nutrition support.
- **Bedding & Winterization Kits:** Distributing mattresses, blankets, warm clothing, and other essential supplies for displaced individuals.
- **Hygiene and Dignity Kits:** Ensuring access to hygiene products to prevent disease outbreaks and maintain dignity.

Psychosocial Support

Juzoor Launched an urgent MHPSS response with a focus on vulnerable populations, particularly children, adolescents, GBV survivors, and displaced individuals. Juzoor are conducting the following

- **Mental Health Helpline:** Providing psychosocial support, crisis intervention, and emotional counseling.
- **Psychosocial First Aid (PFA) & Assessments:** Training community facilitators to identify and support individuals in distress.
- **Community-Based Psychosocial Support (PSS) Sessions:** Conducting structured group and individual sessions tailored to different age groups and vulnerable populations.

Infection Prevention & Control

Juzoor's community health workers in the West Bank are actively supporting internally displaced persons by providing essential infection prevention measures. Through awareness sessions, hygiene promotion, and the distribution of necessary supplies, they help reduce the risk of infectious diseases in overcrowded and vulnerable settings. Their efforts are crucial in safeguarding the health and well-being of displaced families.



Strengthening Civil Defense & Emergency Preparedness in the West Bank

As part of its emergency response plan, Juzoor, in partnership with UNICEF and in collaboration with the Palestinian Civil Defense, has provided essential medical equipment and supplies to support first responders on the ground. The provided equipment includes first aid kits, protective helmets, gloves, safety goggles, reflective vests, and other critical medical items. These resources aim to enhance the safety and efficiency of emergency teams working in the field.

Additionally, specialized training sessions conducted for volunteers across the West Bank to strengthen their readiness in handling emergencies and potential disasters.



Emergency Appeals

Juzoor has also launched 2 emergency appeals for the WB

- Responding to the Escalating Crisis in the Northern West Bank: <https://www.juzoor.org/news/2977.html>
- Stop Preventable Newborn Deaths <https://www.juzoor.org/news/2982.html>

Juzoor's work would not be possible without the invaluable support and assistance from our global partners and supporting organizations – UNICEF, UNFPA, WFP, MDM Spain, Save the Children, Oxfam, CARE International, Amplify Change, Caritas Germany, IMC, PAMA, IRC, HelpAge International, Education for Employment (EFE) Palestine, Johanniter International, Welthungerhilfe (WHH), Act for Hope, Anera, Cesvi, and UPA, among other organizations – as well as all the individuals whose donations have enabled us to carry out our work since October 7, 2023.