

ANNUAL REPORT

2024





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ABOUT JUZOOR

Juzoor is a Palestinian non-Governmental organization working at the national level, dedicated to improving and promoting health as a basic human right. Juzoor, “roots” in Arabic, was established in 1996 by a group of Palestinian experts and pioneers in various fields, particularly the field of community health.

Juzoor is dedicated to improving the health and well-being of Palestinian individuals, families, and communities. The name Juzoor ('roots' in Arabic) is evidence of our commitment to addressing the underlying socioeconomic determinants of health and wellness. Our holistic approach to health promotion and disease prevention reflects our belief that health (physical, emotional, mental, and social) is a basic human right for all people.

Juzoor works on multiple levels with community-based organizations, service providers, governmental bodies, international organizations, and the community at large (particularly women, children and youth). We operate in East Jerusalem, the West Bank, and Gaza..

LETTER FROM THE CHAIRPERSON



Dr. Salwa Najjab

Chair of the Board

It is my privilege to present Juzoor's 2024 Annual Report. This year has brought unprecedented challenges for the Palestinian people, particularly in Gaza, where the ongoing conflict has resulted in immense human suffering, displacement, and devastation. Amidst this dire humanitarian crisis, Juzoor remains firmly committed to its mission of promoting health, dignity, and well-being for all Palestinians.

Since our founding in 1996, Juzoor has been guided by two essential pillars: our deep-rooted values and our collaborative partnerships. In 2024, these pillars have once again proven critical. Our rights-based approach ensures that every program we implement is driven by equity, compassion, and the recognition of health as a fundamental human right. At the same time, our strong relationships with local communities, healthcare providers, governmental agencies, and international partners have enabled us to respond swiftly and effectively to both the immediate needs and the long-term challenges facing our people.

In the face of destruction and hardship, Juzoor's teams have worked tirelessly to deliver essential healthcare, psychosocial support, and humanitarian relief to the most vulnerable, while also continuing vital development programs in the West Bank and East Jerusalem. This comprehensive approach ensures that we remain present — not only in times of crisis but in the ongoing journey of recovery and resilience.

We are deeply grateful for your steadfast support, which has made it possible for us to continue this vital work during one of the most challenging years in our history. With your partnership, we remain hopeful and determined to build a healthier, more just future for all Palestinians.

A WORD FROM THE DIRECTOR

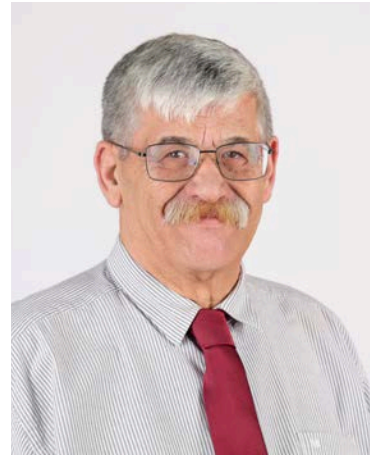
Dear Friends,

As we reflect on 2024, I am filled with both sorrow and pride. This year has tested our collective strength in ways we could not have imagined, particularly as the people of Gaza endure one of the worst humanitarian crises in recent memory. Yet in the midst of destruction and unimaginable loss, I have witnessed extraordinary resilience — from the communities we serve, from our courageous team on the ground, and from partners like you who continue to stand with us.

Throughout this difficult year, Juzoor has remained fully engaged in its mission to protect the health and well-being of Palestinians. Our emergency teams have worked around the clock in Gaza to provide urgent medical care, psychosocial support, nutrition services, and protection to those most affected, especially women, children, and displaced families. At the same time, we have continued to implement our community development and health programs across Palestine, addressing issues such as family protection, reproductive health, youth empowerment, and capacity building for healthcare providers.

In every intervention, our focus remains clear: to serve with dignity, to uphold human rights, and to strengthen the resilience of Palestinian communities in the face of ongoing adversity. These efforts are only possible thanks to the tireless dedication of our staff and the unwavering support of our partners and donors.

As we move forward, our commitment is stronger than ever. We will continue to adapt, to serve, and to advocate — ensuring that every Palestinian has the opportunity to live in health, safety, and dignity. Your trust and solidarity inspire us every day.

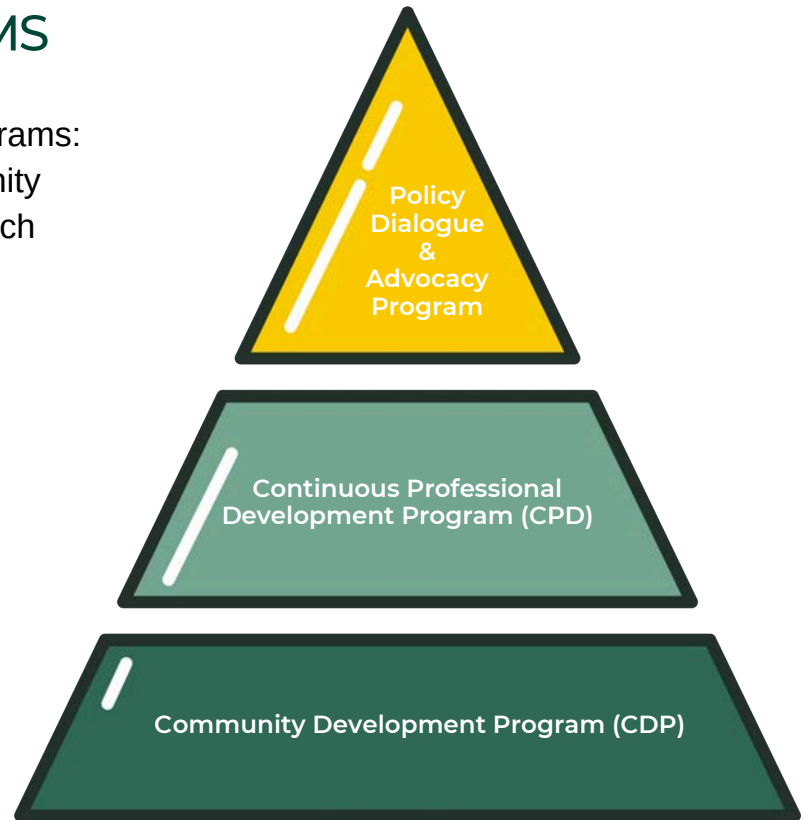


Dr. Umaiye Khammash

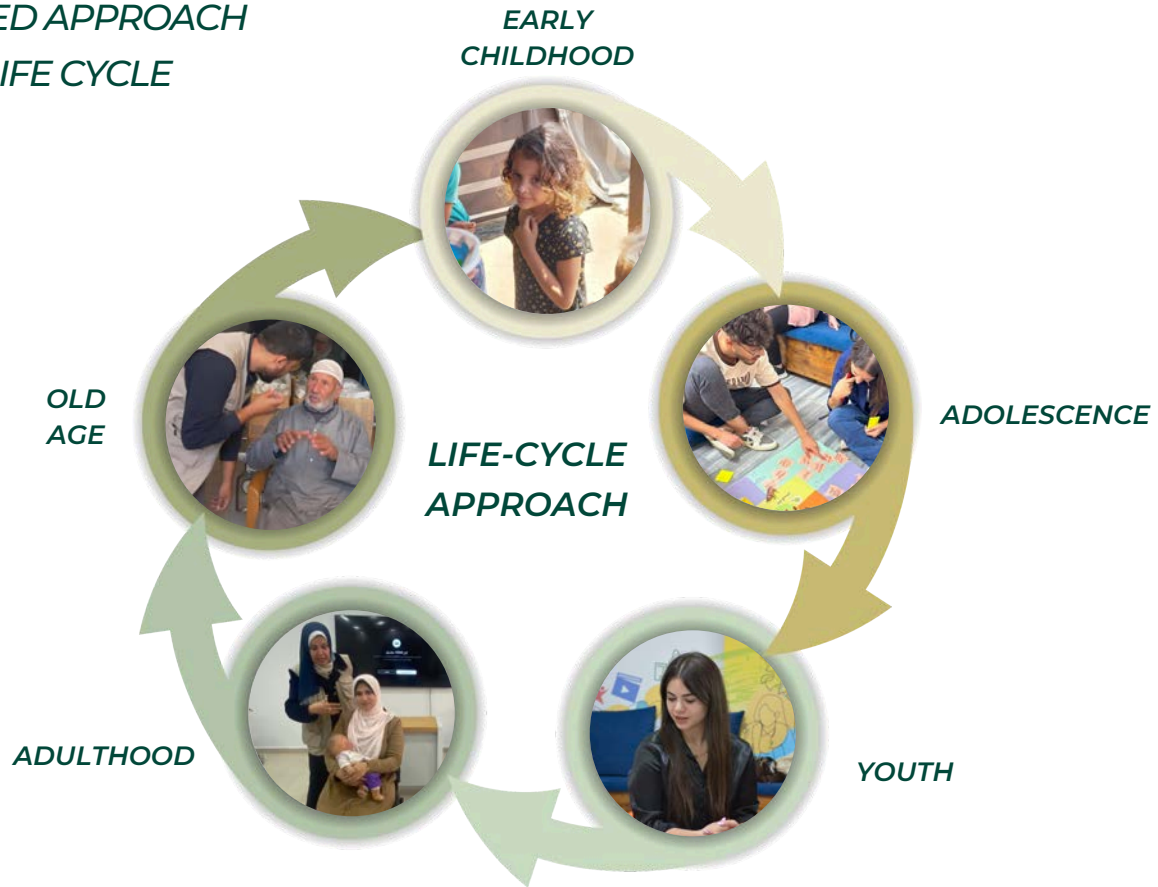
Director General

JUZOOR'S MAIN PROGRAMS

Juzoor's work is driven by three core programs: healthcare system strengthening, community development, and policy and advocacy each working together to create lasting impact.



**JUZOOR'S PEOPLE-
CENTERED APPROACH
TO THE LIFE CYCLE**



A photograph of a multi-story apartment building in Gaza. The building has several floors with balconies, many of which are covered with laundry hanging out to dry. In the foreground, there is a courtyard area with several white tents set up. The ground appears to be wet or muddy. The sky is clear and blue. The overall scene suggests a densely populated area with limited space and resources.

With the support of friends and global partners, Juzoor successfully delivered humanitarian response in Gaza in 2024



GAZA EMERGENCY INTERVENTIONS

By December 2024, Israel's war on Gaza has entered its fifteenth month, reaching an indescribable level of devastation and humanitarian catastrophe. The ongoing genocidal campaign has devastated the entire Gaza Strip throughout 2024, with relentless air and land bombardments impacting all areas from the North to the South. This assault has resulted in widespread civilian casualties, massive displacement, and the complete destruction of homes, infrastructure, and public services.

Since October **7, 2023**, over **50,000** Palestinians have been killed and nearly **100,000** injured, the majority women and children. Gaza faces extreme food scarcity, with 85% of children suffering severe food poverty. The healthcare system has collapsed, with facilities operating far beyond capacity and severe shortages of fuel, medicines, and supplies crippling services.

Deteriorating water and sanitation have triggered outbreaks of communicable diseases, including polio, prompting emergency vaccination efforts. Ongoing bombardments and restrictions continue to block humanitarian aid, worsening the crisis.

Amid this catastrophe, Juzoor remains committed to safeguarding health as a human right through a rights-based, holistic approach that addresses the social determinants of health.

Throughout 2024,

Juzoor expanded its humanitarian health response across the Gaza Strip, mobilizing:



71

Mobile Health Teams

providing life-saving outreach to displaced populations inside shelters and inaccessible areas.

42

Medical Points

fully staffed with doctors, nurses, midwives, and psychosocial specialists, delivering essential primary and emergency care.

6

Community Health Centers

providing comprehensive healthcare services, including specialized care, to surrounding communities and multiple IDP shelters.

Over 500 dedicated health professionals (460 stationed in North Gaza and 40 in South Gaza), many risking their lives to deliver care amidst ongoing attacks.



Since October 2023, Juzoor's teams have been providing emergency medical care alongside a wide range of essential services, including child healthcare, communicable and non-communicable disease management, maternal and neonatal care, reproductive health (including GBV services), psychosocial support, trauma care, and nutrition services for children under five and pregnant and lactating women.

Each Juzoor medical point and community health center supports 3-4 nearby shelters and surrounding communities, forming a decentralized yet well-coordinated network that ensures access to care even under the most extreme conditions.



JUZOOR'S HEALTH SERVICE DELIVERY IN GAZA

MOBILE HEALTH TEAMS: EXPANDING ACCESS AMID DISPLACEMENT

In response to the displacement crisis, Juzoor deployed **71 Mobile Health Teams** across Gaza in 2024 to reach internally displaced persons (IDPs) in shelters and underserved areas. Each team—consisting of a nurse and a community health worker—provided essential care to those unable to access clinics or hospitals due to insecurity, transportation barriers, or damaged infrastructure. These teams coordinated closely with nearby Juzoor health centers, referring complex cases for advanced care and bridging critical service gaps during ongoing hostilities.



In 2024, these medical points collectively delivered over 250,000 medical services per month, covering a comprehensive range of health services, including:



Child healthcare


Communicable and non-communicable disease management

Mental health and psychosocial support

Reproductive, maternal, neonatal, and gender-based violence

Emergency care including trauma management

Nutrition services for children and pregnant/lactating women

A photograph showing the interior of a medical facility that has been severely damaged. The floor is covered in debris, including broken metal, wood, and plastic. In the background, there is a large, dark, rectangular object, possibly a piece of medical equipment or a storage unit. The walls are light-colored and appear to be in poor condition. A yellow text box is overlaid on the center of the image, containing text about the damage to medical points throughout 2024.

Throughout 2024, many of these medical points were damaged or destroyed due to ongoing airstrikes. Some were rebuilt or relocated to other shelters to ensure continuity of services despite the destruction.

COMMUNITY HEALTH CENTERS: *Providing Comprehensive Care*

To strengthen primary health care services, Juzoor operated **6 Community Health Centers** strategically located across Gaza:



North Gaza (Beit Lahia, Jabalia – 2 centers)



Khan Yunis (1 center)

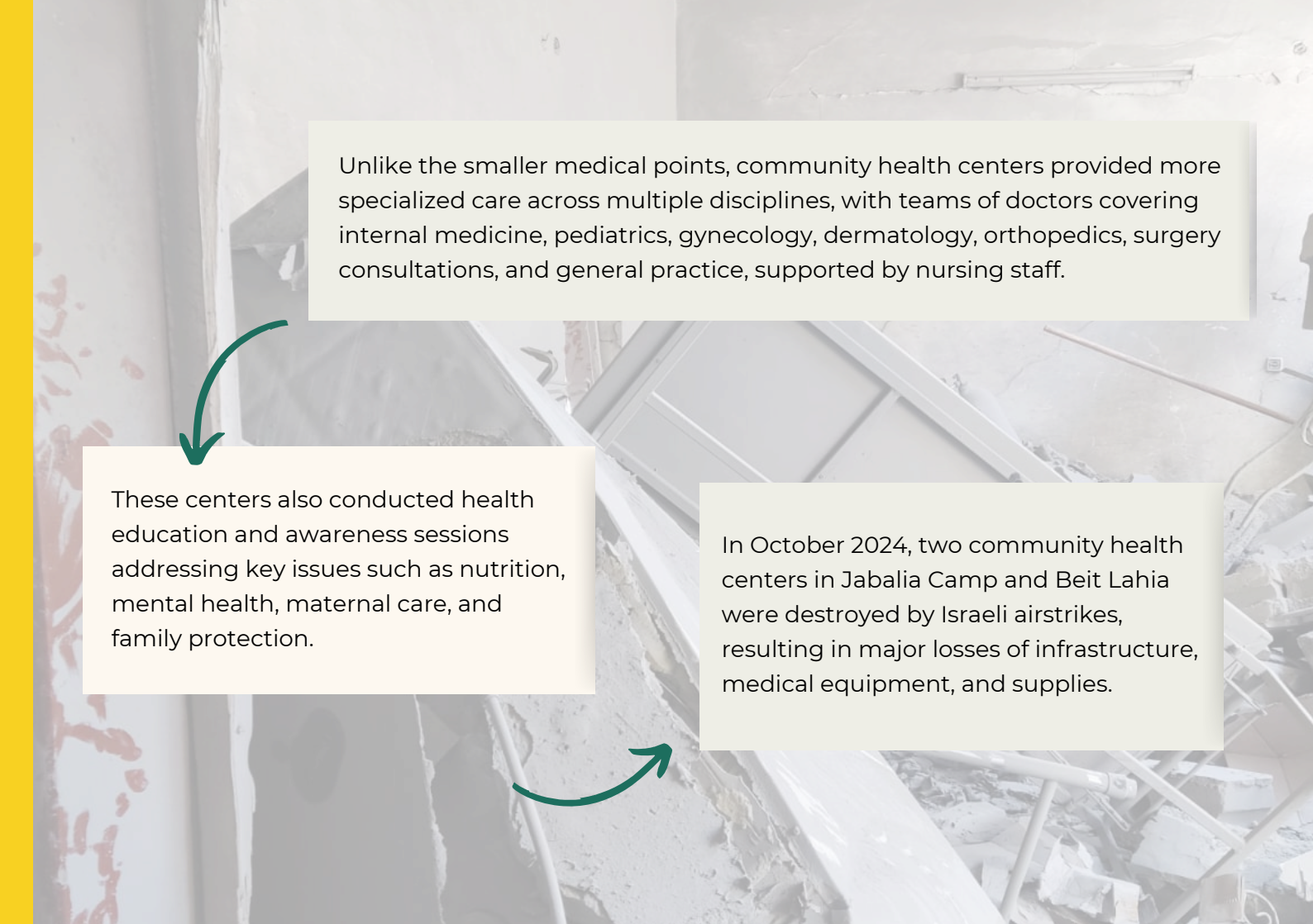


Gaza City (2 centers)




Deir El Balah (1 center)






Unlike the smaller medical points, community health centers provided more specialized care across multiple disciplines, with teams of doctors covering internal medicine, pediatrics, gynecology, dermatology, orthopedics, surgery consultations, and general practice, supported by nursing staff.



These centers also conducted health education and awareness sessions addressing key issues such as nutrition, mental health, maternal care, and family protection.



In October 2024, two community health centers in Jabalia Camp and Beit Lahia were destroyed by Israeli airstrikes, resulting in major losses of infrastructure, medical equipment, and supplies.

COMPREHENSIVE HEALTH AND COMMUNITY SERVICES PROVIDED

Despite the ongoing war and destruction, Juzoor provided a full spectrum of health and community services:



Medical Emergency Care



Nutrition Services



Psychosocial Support (PSS)



Protection



Vaccination Campaigns



MEDICAL EMERGENCY CARE

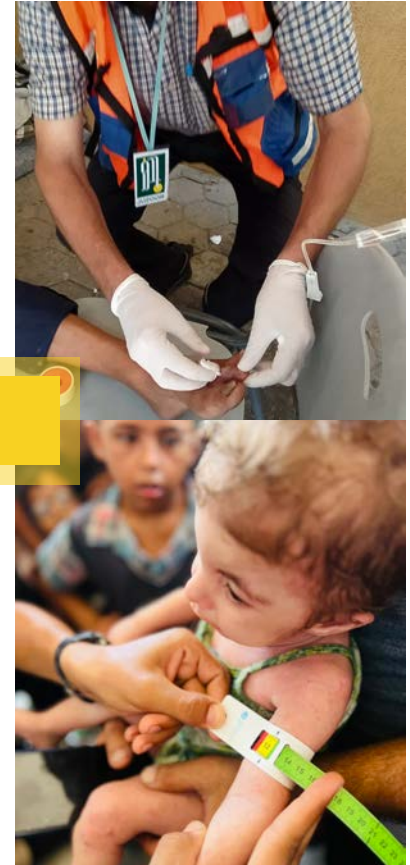
- Management of communicable diseases (gastrointestinal illnesses, hepatitis A, respiratory infections, skin diseases).
- Management of non-communicable diseases (diabetes, hypertension, asthma, diabetic foot, substance use disorders).
- Trauma and wound care, injections, and medical referrals.

NUTRITION SERVICES:

- Focused on preventing and managing malnutrition in children under 5, pregnant women, lactating mothers, and elderly patients.
- Delivered nutritional supplements including RUTF, LNS, and high-energy biscuits.

VACCINATION CAMPAIGNS:

- In February 2024, Juzoor partnered with the Ministry of Health, UNRWA, UNICEF, and WHO to launch a catch-up vaccination campaign in North Gaza for children under 2 years old.
- In September 2024, Juzoor participated in Gaza's polio vaccination rounds, vaccinating over 10,800 children at Juzoor medical points.



PSYCHOSOCIAL SUPPORT (PSS):

- Group awareness workshops for caregivers and adolescents on stress management, child protection, and emotional wellbeing.
- Group-based psychosocial support sessions.
- Individual counseling sessions and psychological first aid (PFA).
- Technical support, supervision, and “Helping the Helpers” activities for PSS staff.
- Specialized awareness sessions on gender-based violence (GBV).
- Referral services for complex mental health and protection cases.

TRAINING AND CAPACITY BUILDING:

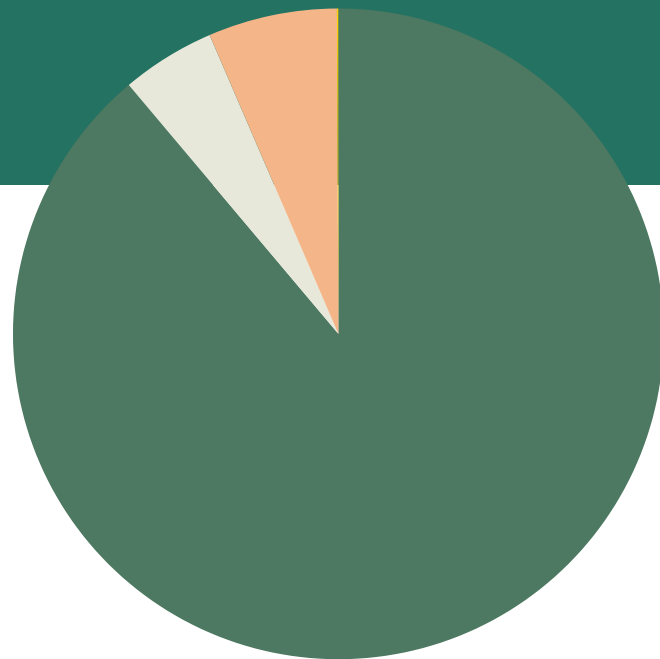
- Continuous capacity building of health workers, community volunteers, and staff to ensure service sustainability and quality.
- Over 2,600 individuals trained across diverse topics including psychosocial support, emergency care, neonatal care, nutrition management, GBV, child protection, and first aid.



EMERGENCY AND TRAUMA CARE IN JUZOOR MEDICAL POINTS AND JUZOOR COMMUNITY HEALTH CENTRES

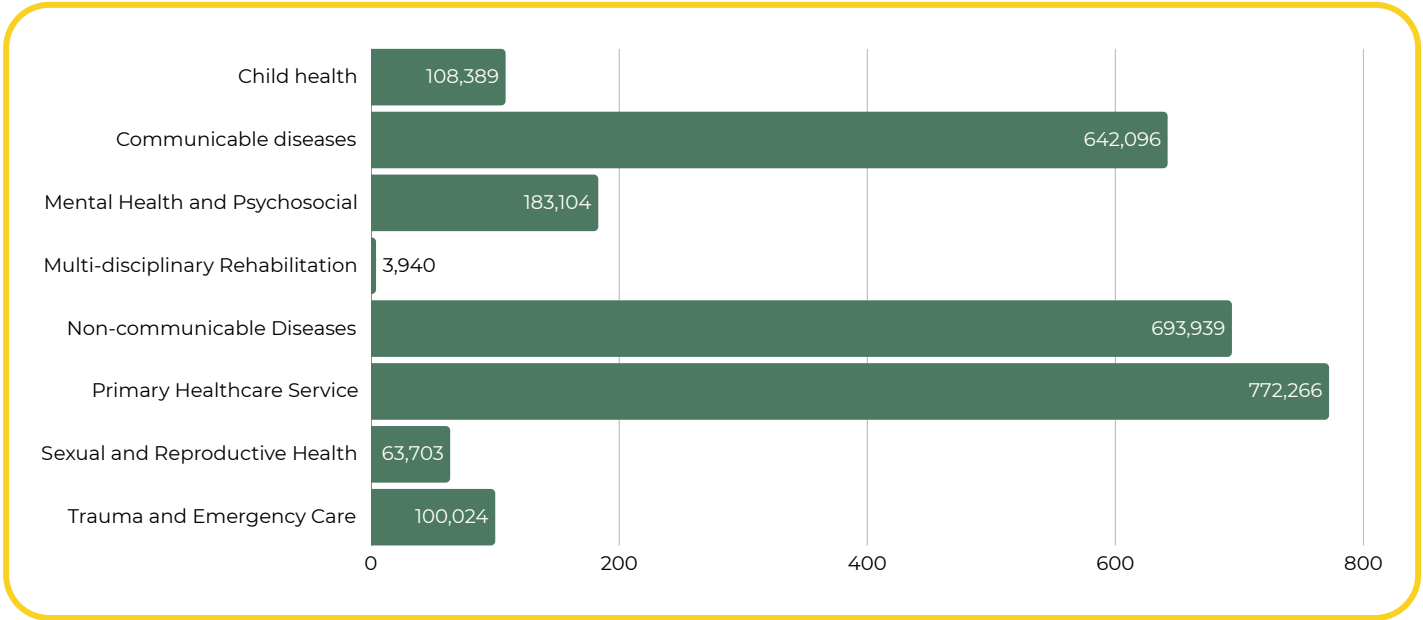
2,858,610

**Number of visits/consultants
to Juzoor health facilities**



-  Health services **88.86%**
-  Nutrition services **4.67 %**
-  Psychosocial support **6.41 %**
-  Training and Capacity building **0.07 %**

JUZOOR HEALTH SERVICES

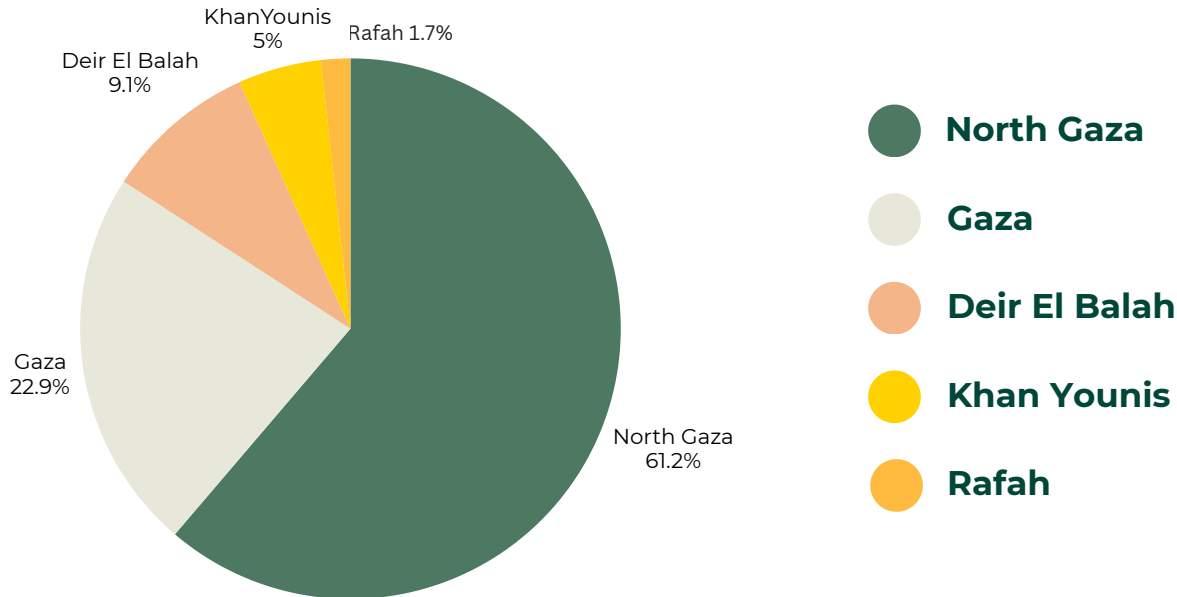


TOTAL VISITS OVERVIEW DISAGGREGATED BY TYPE OF SERVICE

North Gaza: The largest population center, accounting for over 61% of the total population.

Gaza City: The second-largest area, contributing nearly 23%.

Deir El Balah, Khan Younis, and Rafah: Smaller regions with populations ranging from about 2% to 9%.



In 2024, North Gaza and Gaza City faced significant challenges due to a lack of service providers, which impacted the availability of essential health services. In contrast, areas like Deir El Balah, Khan Younis, and Rafah had a greater presence of national and international health service providers. Therefore, Juzoor prioritized North Gaza to address the critical gaps in healthcare services. This area was particularly underserved, making it a focal point for Juzoor intervention. Hence, Juzoor focused on:

- **Fill Service Gaps:** By concentrating efforts in North Gaza, Juzoor aimed to provide essential health services that were lacking.
- **Increase Accessibility:** The goal was to ensure that vulnerable populations in North Gaza received the necessary medical care and support.

Juzoor's strategic focus on North Gaza addresses urgent healthcare gaps, ensuring the most vulnerable receive essential services and support to strengthen community health and resilience

NUTRITION SERVICES IN GAZA

- In 2024, amid conflict and food shortages, Juzoor established 10 nutrition centers across Gaza to address the worsening malnutrition among children under five and pregnant and lactating women.

SCREENING AND EARLY DETECTION

- In 2024, Juzoor screened over 99,000 children under five, identifying 0.8% with SAM, 5.4% with MAM, and 10.2% at risk. Among 34,000+ pregnant and lactating women screened, 12% were malnourished, peaking at 14.2% in November.



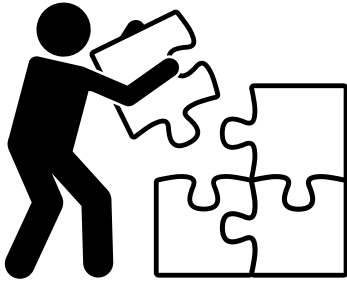
TREATMENT AND LIFE-SAVING INTERVENTIONS

- Malnourished children received Ready-to-Use Therapeutic Food (RUTF) for home-based recovery, while severe cases were referred to stabilization centers for specialized care. To prevent further deterioration, children and mothers were also provided with Lipid-Based Nutrient Supplements (LNS) and High-Energy Biscuits (HEB) as part of supplementary nutritional support.

COMPREHENSIVE FOOD AND NON-FOOD ASSISTANCE

- The ongoing border closures and food supply disruptions severely limited access to adequate nutrition in Gaza. In response, Juzoor, in partnership with international organizations, supported over 73,300 families with food parcels, fresh produce, hot meals, hygiene kits, clothing, and dignity kits for pregnant women and newborns. These efforts provided a vital safety net amid the crisis. Throughout 2024, Juzoor remained committed to safeguarding the health and nutrition of Gaza's most vulnerable, ensuring continuous and adaptive support.

Training and Capacity Building



2,645

individuals participated in various training sessions

Despite ongoing challenges in Gaza—displacement, insecurity, and power outages; Juzoor prioritized capacity building for its staff, volunteers, and community health workers. In 2024, 2,645 individuals (838 males, 1,807 females) received training at community health centers across Gaza on health, nutrition, psychosocial support, emergency care, and child protection, enhancing their ability to respond to the humanitarian crisis.

KEY TRAINING AREAS

- **Emergency and First Aid:** First aid, Basic Life Support (BLS), and emergency neonatal care.
- **Maternal and Child Health:** Midwifery training, maternity care, early child development (ECD), family planning, and neonatal essential care.
- **Nutrition and Malnutrition Management:** Community Management of Acute Malnutrition (CMAM), nutritional screening for pregnant and lactating women, and complementary supplement distribution.
- **Mental Health and Psychosocial Support:** Mental Health Gap (mhGAP), Psychosocial First Aid (PFA), trauma impact on adolescents, and support for helpers.
- **Gender-Based Violence and Protection:** GBV training, child protection, documentation of violence against women, and interpersonal communication skills.
- **Infection Prevention and Control (IPC):** Strengthening safe practices in health care settings.
- **Specialized Crisis Response:** Clinical management of rape (CMR), trauma management, and safe processing of trauma impact on adolescents.

Supporting Gaza Families with Food and Essential Supplies



73,300 families

Throughout the year, received support in the form of food parcels, fresh vegetables and fruits, hot meals, hygiene kits, clothing, medicines, and dignity kits for women and newborns.



Destruction of Juzoor Facilities and Human Losses

In 2024, the war in Gaza caused severe damage to Juzoor's health facilities, offices, and warehouses, disrupting essential services. Repeated attacks forced the organization to constantly adapt and rebuild under challenging conditions.

Facilities
Completely
Destroyed:

community health centers in
Jabalia and Beit Lahia.

warehouses in North Gaza holding
vital medical and nutrition supplies.

2

2

27

3

main offices in North Gaza.

medical points operating in shelters across
Jabalia, Beit Lahia, Beit Hanoun, and Rafah.



Staff Losses and Sacrifices in 2024

In 2024, Juzoor not only endured the destruction of its facilities but also suffered tragic human losses. Our dedicated staff continued to serve their communities despite life-threatening risks. Sadly, many paid the ultimate price while providing care to those in need.

Staff Members Killed in 2024

14 staff members of Juzoor were mourned during the year, having been killed while on duty at medical points across Gaza

Location	Name	Title
Beit Lahia	Amal Abo Samra	Nurse
Beit Lahia	Rasheed El Ron	Nurse
Jabalia	Khitam Saleh	IT Specialist
Jabalia Village	Alaá Jouda	Nurse
Beit Lahia	Enas AbedRabou	Nurse
Naser-Gaza	Mahmoud Abo Amsha	Doctor
Naser-Gaza	Yaser Swedan	Nurse

Location	Name	Title
Beit Hanoun	Hadeel Masri	Psychologist
Jabalia Village	Laila Jnaid	Midwife
Jabalia	Ahmed Najjar	Nurse
Jabalia	Alaá Sayed	Nurse
Naser-Gaza	Mohamed Qudairi	Nurse
Naser-Gaza	Mohamed Qazzaz	Nurse
Beit Lahia	Mohamed Ghanem	Doctor

Injured and Arrested Staff

- In addition to these tragic losses, 33 staff members were seriously injured or arrested while performing their duties at medical points.
- Around 250 volunteers reported that their homes were destroyed, adding further hardship to their personal and professional lives while they continued to serve others.

Our Hero in Gaza:

DR. YEHIA ABED



Amidst Juzoor's impactful work in Gaza over the past seven months, one individual shines as the driving force behind it all, working tirelessly behind the scenes to serve his people and country: Dr. Yehia Abed.

Dr. Abed is a beacon of hope and resilience in Gaza, a true hero whose dedication and compassion have deeply touched the community.

As both the Director of Juzoor in Gaza and a respected professor at Al-Quds University for over two decades, Dr. Abed has devoted his life to transforming healthcare in the region.



Throughout the devastation and catastrophe that have been unfolding in Gaza, Dr. Abed's efforts have been nothing short of remarkable. He set up health points inside shelters to provide essential care to internally displaced persons, starting with his neighbors, friends, and families in six shelters and expanding to now serve over 70 shelters with a team of more than 200 volunteers and staff under his leadership.

Dr. Abed's refusal to leave the North of Gaza, even when given the opportunity, speaks volumes about his character and commitment. His unwavering resolve to stay and help his people is encapsulated in his words, "I will never leave my people; I will help them in every way possible."

His initiatives have not only saved lives but have also inspired hope and resilience in the face of adversity. Dr. Abed's work embodies the true spirit of humanitarianism and serves as a shining example of selfless service.

We extend our heartfelt thanks to Dr. Abed for his extraordinary contributions and unwavering dedication to the well-being of the people of Gaza. His story is a testament to the power of compassion and the difference that one person can make in the lives of many.

May he continue to uplift, lead, and inspire us all.



To Gaza From the World

100 children of all ethnicities from across the US signed a letter of support and solidarity to the children of Gaza

"We would like to tell you that you're some of the
bravest children in the world, you're resilient,
courageous, and amazing, and you are very loved
and we haven't forgotten you.

We would also like to tell you that so many of us love
you, and we always mention you in our prayers."

Yusra, 12, Morocco | Jenna, 14, Libya | Mariam, 9, Pakistan
Arya, 8, Bangladesh | Adam, 10, Jordan | Mikael, 4, USA
Yousef, 10, Indonesia | Malika, 9, India | Rashida, 12, Sri Lanka
Mubeen, 8, Uzbekistan | Ahmad, 11, Sudan | Johana, 9, Nigeria

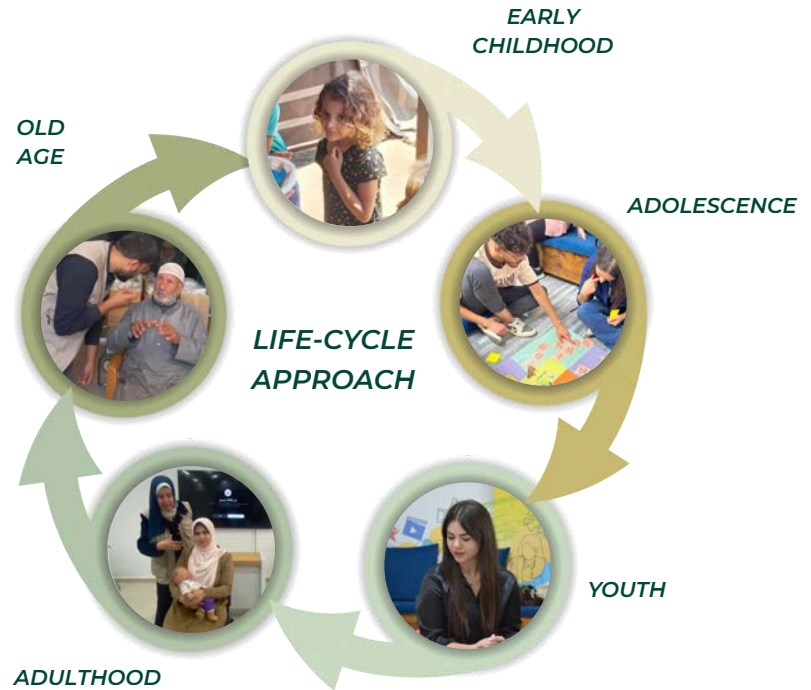
FROM HUMANITARIAN RESPONSE TO SUSTAINABLE DEVELOPMENT

While Juzoor's work in Gaza in 2024 was largely shaped by emergency response and the urgent need to preserve life and dignity under extreme circumstances, our commitment to long-term development remained steadfast across the West Bank. In parallel to our humanitarian interventions, Juzoor continued to invest in building resilient health and social systems — focusing on prevention, equity, and sustainability.

Through a wide range of development programs in the West Bank, we supported early childhood development, youth empowerment, maternal and reproductive health, non-communicable disease prevention, and system-wide capacity building. These efforts are part of Juzoor's holistic approach to advancing health and social well-being across the life cycle, ensuring that individuals and communities are not only protected in times of crisis but also empowered to thrive in stable settings.

Promoting Health Across the Life Cycle: Preconception, Neonatal, and Early Childhood Interventions

In 2024, Juzoor advanced its life cycle approach by implementing targeted initiatives in preconception care, neonatal health, and early childhood development, ensuring integrated care across all life stages.



PRECONCEPTION STAGE: LAYING THE GROUNDWORK FOR HEALTHY PREGNANCIES

➤ **Partner:** OXFAM

Recognizing that many factors influencing maternal and newborn health begin even before pregnancy, Juzoor focused on strengthening preconception care (PCC) among healthcare providers and youth:

- **Preconception Care Training for Health Providers:** In 2024, 37 doctors, nurses, and midwives were trained to integrate preconception care into primary services, focusing on high-risk conditions, male involvement, and counseling tools like the Reproductive Life Plan. Feedback showed strong demand to expand PCC.
- **Empowering Youth through Preconception Education,** Juzoor held a workshop for 8 Youth Council members, focusing on reproductive health, life planning, and risk prevention. Participants created action plans for peer education through social media and community outreach, strengthening their role as change agents
- **Three Podcasts were developed and launched** to raise public awareness on the importance of preconception health, especially among adolescents and young adults.

صحتك أولوية



بودكاست

-الرعاية ما قبل الحمل-



صحة الأهل النفسية عند الحمل



الحلقة الأولى - تخطيط الحمل-



NEONATAL STAGE: ENSURING QUALITY CARE FOR NEWBORNS

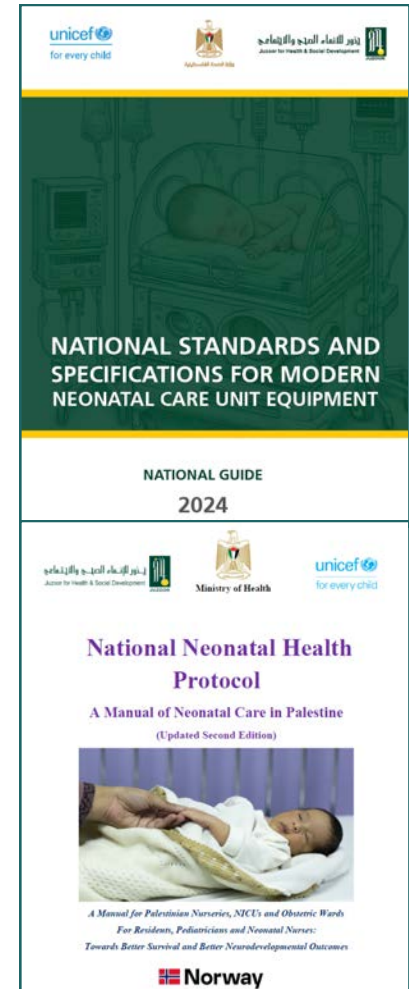
To ensure every child begins life with the best possible care, Juzoor in partnership with UNICEF contributed to strengthening the neonatal health system in Palestine:

- **Updated National Neonatal Protocol (2024)**

A panel of neonatologists revised and validated the national protocol to reflect best practices and new evidence, guiding standardized care across facilities.

- **National Standards for Neonatal Unit Equipment**

Developed by a national multi-disciplinary committee, this comprehensive guideline outlines equipment specifications and infrastructure standards for neonatal care units. It serves as a key reference for hospital managers, engineers, and donors, with the aim of improving care quality, resource efficiency, and alignment with international standards.



EARLY CHILDHOOD STAGE: DETECTING AND SUPPORTING DEVELOPMENTAL NEEDS

As part of our ongoing investment in early childhood development (ECD), Juzoor supported the early detection of developmental delays and promoted multi-sectoral collaboration:

- **Online Training on Early Childhood Developmental Screening**

Juzoor in partnership with UNICEF delivered a certified course on early detection of developmental delays using national behavioral scales. The training reached **66 professionals** from the Ministries of Health, Education, and Social Development, UNRWA, and NGOs, building their capacity to identify and support children with developmental concerns during the critical early years.



BASIC EDUCATION ACTIVITY (BEA) – CREATIVE PROJECT

As part of the Basic Education Activity (BEA), launched in collaboration with Creative Associates International, Juzoor led the local implementation in Palestine and East Jerusalem, focusing on **improving inclusive early childhood education for vulnerable children from kindergarten to grade six.**

Juzoor assessed 56 kindergartens using national quality standards, selecting 24 for targeted support. Through 22 field visits, experts in nutrition, child development, and behavior change co-developed action plans addressing health, safety, child protection, and parental engagement.

To build local capacity, Juzoor developed training materials on early childhood development, nutrition, and school–parent communication. A mapping of referral services and a guidance list for children with disabilities were also completed to strengthen inclusion.

Community outreach included the Together We Grow media campaign with Wattan Media Network, delivering culturally relevant messages to parents. The Yalla Nalab play activity reached over 120 children in four underserved communities, providing safe spaces for emotional healing. Children like five-year-old Khaled—who began recovering from trauma through play—illustrate the project's lasting impact.



Humanitarian Support and Early Recovery for Conflict-Affected Children and Families



Partner: Save the Children

Geographic Coverage:



West Bank: Ramallah, Jenin, Nablus, Tubas, Hebron, Jericho, East Jerusalem

Gaza Strip: Rafah, Khan Younis, Deir al-Balah, Industrial Zone, Al-Mawasi, Karama, Barkasat, Safa Marwa

Total Beneficiaries: **6,220** individuals (5,020 children, 1,200 adults)



Program Overview:

In response to escalating violence, displacement, and rising needs among children and families in Palestine, Juzoor supported by BHA and in partnership with Save the Children implemented a comprehensive humanitarian and early recovery program. The intervention addressed mental health and psychosocial support (MHPSS), child protection, nutrition, sexual and reproductive health (SRHR), and positive parenting, with a focus on inclusion and equity.

Aligned with the life cycle approach, the program supported children (10–14), adolescents (12–18), caregivers, and community workers ensuring age-appropriate services and strengthening community-based systems for long-term resilience.

KEY ACHIVEMENTS:

Psychosocial Support & Child Protection:

- 2,263 children and 2,509 caregivers accessed localized psychosocial support sessions.
- 295 children (incl. 17 with disabilities) attended inclusive summer camps.
- 110 community workers and caregivers trained in Psychological First Aid (PFA).
- 84 community workers trained in Positive Discipline.
- 65 service providers trained in child protection and referral mechanisms.

Youth Engagement & Digital Mental Health:

- 25 youth trained as e-counselors on the INUKA platform to support peers in managing stress and anxiety.
- Digital mental health resources promoted among adolescents, boosting access and reducing stigma.

Sexual and Reproductive Health (SRHR):

- 145 service providers and 258 caregivers trained across 13 community sessions in SRHR and positive parenting.
- Focus on reaching underserved mothers in rural and marginalized areas.



رسائل للأطفال

كونوا بأمان



رسائل للأطفال



جسدك هو ملكك الخاص، إذا
جعلك شخص ما تشعر بعدم
الارتياح، بغض النظر عن
هذا الشخص، فيجب عليك إخبار
والديك أو أي شخص تثق به.

رسائل للأهل / مقدمي الرعاية

كونوا بأمان



رسائل للأهل / مقدمي الرعاية



لا بأس بالبكاء والحزن على
الخسائر، لا بأس في التعبير
عن غضبك ومشاركة الآخرين
بمشاعرهم

رسائل للأهل / مقدمي الرعاية



أثناء القصف، إذا كنتم بالخارج،
فابحثوا عن أقرب مبنى للاختباء،
أو اتخذوا وضعية الحماية: تشبيك
اليدين خلف الرقبة لتغطي الرأس
والاذنين، واغلاق العينين وترك الفم
مفتوحا، وضم الركبتين نحو الصدر.

كونوا بأمان



رسائل للأطفال



العبوا مع الأطفال الآخرين، تعلموا،
قوموا بالأنشطة التي تحبونها. ساعدوا
الآخرين مثل العائلة أو الأصدقاء أو
كبار السن، ولكن أبقوا آمنين.

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والطفل، صحة الأم والطفل، الرضاعة
الطبيعية، والدعم النفسي الاجتماعي. تقدم
هذه الخدمات لكافة أفراد المجتمع.

بإمكانكم الإتصال بالخط الصحي
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#40

الخط الأحمر للسلامة في العراق
مقدمي الرعاية الصحية في العراق

Youth Mental Health: Strengthening Resilience in Adolescence and Young Adulthood



As part of its life cycle approach, Juzoor partnering with CARE International and funded by Enabel launched the **Mental Health Matters** project to improve access to quality mental health and **psychosocial support (MHPSS)** for vulnerable youth in Palestine, particularly in conflict-affected and underserved areas.

The project targeted youth (ages 15–29), caregivers, teachers, counselors, and MHPSS professionals, with a geographic focus on the West Bank and East Jerusalem, prioritizing marginalized communities in Area C. It emphasized adolescence and early adulthood as critical windows for fostering long-term mental well-being.



Why Youth?

Palestinian youth face ongoing exposure to violence, displacement, and instability, severely affecting their mental health. Stigma and limited access to services further prevent many from seeking support. This project addresses these challenges through a comprehensive, inclusive, and youth-centered approach that raises awareness, strengthens mental health systems, and promotes resilience.

KEY ACHIVEMENTS:

Awareness and Community Engagement

- Conducted 50 awareness sessions reaching youth in Hebron, Ramallah, Nablus, and Tubas.
- Held 5 specialized university dialogues on suicide, self-harm, and risky behaviors, engaging 340 students, including youth with disabilities.
- Facilitated 16 awareness sessions for mothers in vulnerable areas, including displaced communities and shelters.
- Introduced a mental health service directory to improve access and referral.

Capacity Building

- Conducted a digital needs assessment with 365 teachers, identifying training gaps and priorities.
- Prepared customized training kits and materials on trauma, behavioral health, and referral mechanisms.
- Finalized an MoU with the **Ministry of Education** and launched a joint **Steering Committee** to ensure sustainability and institutional alignment.

Impact and Learning

- Youth and caregivers gained knowledge, coping tools, and confidence to seek support.
- Teachers began forming peer support groups even before formal training sessions launched.

- Partnerships with ministries and community-based organizations laid the groundwork for sustainable systems of care.
- Marginalized youth including those in Bedouin communities, H2 Hebron, and East Jerusalem—were directly engaged through inclusive programming.

“This session helped me understand that what I’m experiencing isn’t weakness — it’s something I can talk about and get help for.”

– Female university student, Birzeit

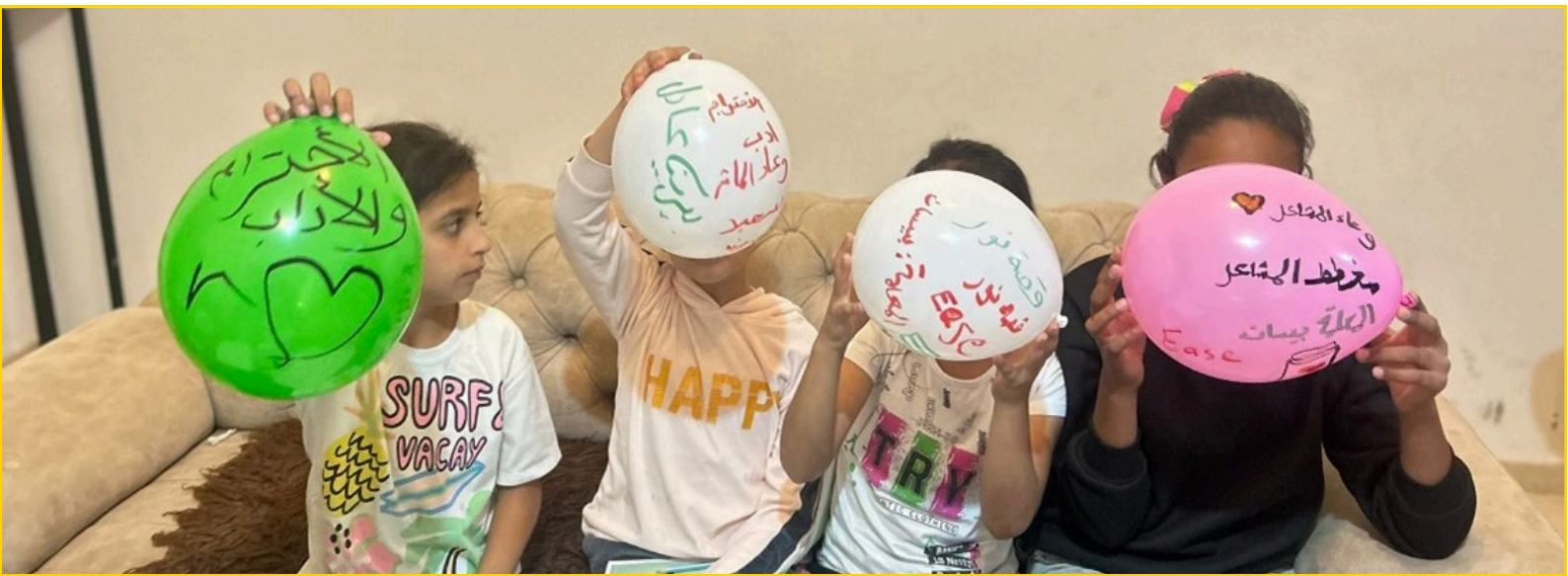
“I could finally attend a session because it was at night after the kids were asleep. That flexibility meant a lot.”

– Mother, Ramallah



Enhanced Access to Mental Health and Psychosocial Support (MHPSS) Services for Vulnerable Communities in Areas C and B

In partnership with World Vision, Juzoor expanded its mental health and psychosocial support (MHPSS) services to reach vulnerable families in **34 marginalized villages** across Hebron, Jericho, Nablus, and Tubas (Areas B and C). The intervention aimed to enhance emotional well-being, reduce stigma, and build community and caregiver capacity through a holistic, community-based approach focused on prevention, self-care, and positive parenting. Activities included direct psychosocial support, capacity-building, awareness campaigns, and technical guidance for local volunteers and facilitators.



KEY ACHIVEMENTS:

Positive Discipline Training

- A total of 73 training sessions were conducted, reaching 1,116 caregivers. These sessions equipped parents and caregivers with non-violent and constructive strategies for managing child behavior and promoting healthy communication within families.

Problem Management Plus (PM+)

- Through 96 group sessions, 620 participants received support in addressing emotional distress using practical, evidence-based coping techniques. The sessions targeted adults dealing with anxiety, depression, or trauma-related stress.

Self-Help Plus (SH+)

- delivered 90 training groups, benefitting 2,126 individuals. SH+ focused on stress reduction and emotional resilience, primarily for women facing daily psychological and economic challenges.

“I Support My Friends” (ISMF)

- A total of 2,825 children (male and female) participated in activities promoting self-care and peer support. ISMF empowered children and adolescents to support their peers through tools like child-to-child psychological first aid and adolescent-led peer support mechanisms.

Early Adolescent Skills for Emotions (EASE)

- Two Juzoor staff completed Training of Trainers on the EASE methodology, followed by facilitator sessions in Hebron and Nablus. The program reached 170 participants—119 adolescents and 51 caregivers—focusing on emotional regulation, communication, and stress management.

Mental Health Awareness Campaigns

- organized 38 community awareness campaigns across the targeted regions. The campaigns aimed to reduce stigma, raise understanding of mental health challenges, and encourage early help-seeking. Brochures and educational materials on positive parenting and mental health were widely distributed to families.

Community Support Groups

- A total of 28 support groups were formed, led by 368 trained community volunteers and active caregivers. These groups provide a safe space for families to share experiences, offer support, and build community resilience.

Community Awareness Sessions

- 93 sessions were held to promote awareness of mental health and coping strategies, including recognition of symptoms, referrals, and correcting myths and misconceptions about mental illness.

Technical Capacity Building

- One technical training session was conducted for Juzoor field facilitators, focusing on MHPSS implementation using the IASC operational guidelines.

National Campaigns & Digital Outreach

- In conjunction with World Suicide Prevention Day and International Youth Day, Juzoor conducted a digital awareness campaign from September 10–16, 2024. This included:
 - 6 social media posts (2 reels and 4 static posts)
 - Platforms: Facebook and Instagram

The campaign focused on mental health promotion, youth engagement, suicide prevention strategies, and practical self-care tools for adolescents and caregivers.

- **1,116 caregivers** through PD
- **620 adults** through PM+
- **2,126 adults** through SH+
- **2,825 children** through ISMF
- **170 individuals** through EASE
- **368 community** members in support groups
- **93 awareness sessions** and **38 campaigns** conducted



These results reflect Juzoor's strong commitment to building mental health literacy, supporting family cohesion, and promoting psychosocial wellbeing in some of the most underserved areas of the West Bank. The community-led and trauma-informed approach continues to be a critical resource for families facing the dual burden of structural violence and emotional hardship.





PROMOTING SRHR FOR YOUTH WITH DISABILITIES: *MASAROUNA PROJECT*

In partnership with Oxfam, Juzoor's Masarouna Project advances the sexual and reproductive health and rights (SRHR) of adolescents and youth with disabilities in Palestine. The project promotes inclusive, rights-based environments that empower young people especially those with disabilities to access services, advocate for their rights, and influence relevant policies.

IN 2024, THE PROJECT DELIVERED A RANGE OF IMPACTFUL INTERVENTIONS:

Training and Capacity Building:

- Trained 20 youth with disabilities on SRHR, advocacy, and peer education.
- Trained 50 professionals (including service providers, teachers, and parents) on disability inclusion and rights-based SRHR approaches.
- Delivered tailored sessions on gender, body rights, and decision-making for adolescents with various disabilities, ensuring accessibility and inclusion.

Youth Engagement and Empowerment:

- Facilitated storytelling, theatre, and digital content creation workshops to amplify youth voices and raise awareness.
- Developed and disseminated advocacy materials, including short videos, photo stories, and personal testimonies shared across multiple platforms.



Research and Evidence Generation:

- Conducted a Rapid Assessment on the SRHR of Youth with Disabilities, highlighting barriers in education, healthcare, employment, recreation, and protection.
- The research findings informed the design of interventions and advocacy messages targeting policymakers, service providers, and communities.

Community and Policy Advocacy:

- Engaged with local and national stakeholders to promote inclusive SRHR policies.
- Organized awareness sessions, community dialogues, and public campaigns to reduce stigma and promote rights-based narratives.

This project has laid a foundation for **long-term advocacy** and service transformation, centering the voices and experiences of young **people with disabilities** in the movement for SRHR justice in Palestine.





ADVANCING YOUTH WELL-BEING AND RIGHTS IN THE WEST BANK

In partnership with Amplify Change, Juzoor strengthened youth empowerment, mental health, and SRHR in the West Bank, focusing on marginalized communities. Amid political and social challenges, the project supported young people in improving their well-being, resilience, and civic engagement.



At the heart of the intervention was the **Bussmeh Youth Council**, a dynamic group of 28 young people (ages 18–35) representing diverse communities. The council acted as both a platform for youth leadership and a driver of community-based outreach. Through a mix of digital innovation, capacity-building, and community engagement, Juzoor worked to equip youth with the tools and spaces to advocate for their health and rights.



KEY ACHIVEMENTS:

Youth Leadership & Training

- Conducted a workshop for all 28 Youth Council members on **leadership, communication, and SRHR skills**.
- Trained **35 youth** as peer supporters for the **INUKA digital counseling platform**, providing youth-led mental health support to their peers across the West Bank.

Mental Health Support

- Delivered **500+ digital peer counseling sessions** through INUKA, expanding access to confidential, youth-friendly mental health care.
- Initiated development of a **health helpline** on the INUKA platform for maternal health, child health, and first aid queries.

Youth-Sensitive Health Resources

- Produced a **Job Aid Manual for Adolescent and Youth Health** to support primary care providers in offering youth-friendly services.
- Distributed **100 printed SRHR manuals**, including content tailored for youth with intellectual disabilities, to ensure inclusive access to accurate information.



Youth Community Centers

- Supported **four youth community centers** in partnership with local CBOs, providing monthly training, awareness, and engagement opportunities for over **1,000 youth**.

CBO Capacity Building

- Assessed 20 community-based organizations (CBOs) and provided them with tailored operational manuals, benefiting more than **200 staff members**.

Stories of Impact



- **Hala's Journey:** A member of the Youth Council, Hala grew into a field trainer leading SRHR and psychosocial support sessions. Her leadership has empowered other youth to take initiative in promoting health and rights.
- **Haneen's Voice:** Living with a visual disability, Haneen emerged as a passionate advocate for inclusive youth engagement. She led awareness campaigns on preconception care and the rights of youth with disabilities, exemplifying how empowered youth can drive social change.

This project demonstrates how sustained youth-centered programming, even in a constrained environment, can foster leadership, promote mental health, and ensure the voices of young people shape the future of their communities.

Sexual and Reproductive Health and Rights (SRHR) for Young Women and Adolescent Girls (Power to Choose)

In partnership with Oxfam, Juzoor advanced the sexual and reproductive health (SRH) rights of young women and adolescent girls in 2024 by expanding access to inclusive, youth-friendly services. In collaboration with the Ministry of Health and the Adolescent Health Unit, Juzoor trained primary healthcare providers across the West Bank on Adolescent and Youth-Friendly Health Services (AYFHS), introducing standardized protocols to ensure confidentiality, accessibility, and respectful care.

Simultaneously, Juzoor empowered its Youth Council through targeted advocacy training, equipping members with the tools to challenge harmful social norms and influence SRH policies. By combining provider capacity building with youth-led advocacy

The project promoted systemic improvements in SRH services—particularly for marginalized and underserved youth.



Empowering Women and Girls to Prevent Gender-Based Violence (GBV)



Juzoor—through support from the Federal Republic of Germany—implemented a comprehensive gender-based violence (GBV) prevention program in the Jenin and Tubas governorates. Targeting women and girls of all ages, caregivers, local organizations, and community members, the intervention focused on creating safe and empowering spaces, building the capacity of local actors, and raising community awareness. The program aimed to prevent GBV, strengthen protection systems, and ensure survivors receive the support they need within their communities.

KEY ACHIVEMENTS:

- Trained 10 CBOs staff over 5 days, reaching 57 members on GBV identification and referrals.
- Reached 804 women and youth through GBV awareness sessions led by trained CBOs.
- Trained 25 community health workers on GBV identification, referral, and basic counselling.
- Conducted a needs assessment highlighting cultural barriers, fear of disclosure, limited GBV service access, and need for psychosocial support>
- Trained 50 women through two multi-topic sessions in Jenin and Tubas on GBV, early marriage, SRHR, right to inheritance, and referral pathways within community context.
- Implemented 2 community initiatives aligned with national anti-violence campaigns, led by trained participants from the CBOs and women support groups.

- Trained 38 young men on GBV awareness and gender equality over 15 hours.
- Printed and distributed a GBV services directory to women and girls, including legal, health, and psychosocial resources.
- Participated in national GBV coordination meetings post-October 2023 war through the GBV sub-cluster platform.
- Delivered Psychological First Aid (PFA) trainings in both governorates, reaching 37 participants.
- Completed PSS sessions across 7 communities, benefiting women, girls, and adolescents with high engagement.
- Conducted SRHR and GBV awareness campaigns—4 sessions in Tubas and 2 in Jenin—covering early marriage, STIs, child rights, online safety, and violence prevention.
- Trained 143 caregivers through PDEP sessions across 8 locations.
- Reactivated the Women Protection Network in both governorates through meetings (77 participants) and a “Life Camp” event for GBV survivors in Tubas.

Safe Spaces and Dignity Kits

- Two community based safe spaces were launched, one in each governorate providing women and girls with confidential support, life skills sessions, and referral services. These spaces became hubs for psychosocial support and information sharing. As part of the protection response, 270 dignity kits were distributed to vulnerable women and girls (134 in Jenin and 136 in Tubas) to address urgent hygiene and menstrual health needs.

Capacity Building of CBOs and Youth Leaders

- Ten local community-based organizations (CBOs) participated in intensive capacity-building workshops on a wide range of topics including Sexual and Reproductive Health and Rights (SRHR), Psychological First Aid (PFA), Positive Parenting, and Adolescents' Mental Health and Well-being. These trainings strengthened local actors' ability to prevent, detect, and respond to GBV while promoting holistic community support.

Adolescent and Youth Mental Health Support

- Ten local community-based organizations (CBOs) participated in intensive capacity-building workshops on a wide range of topics including Sexual and Reproductive Health and Rights (SRHR), Psychological First Aid (PFA), Positive Parenting, and Adolescents' Mental Health and Well-being. These trainings strengthened local actors' ability to prevent, detect, and respond to GBV while promoting holistic community support. As well the project placed strong emphasis on the mental health of female adolescents and women, offering structured sessions on emotional resilience, stress management, and peer support strategies to respond to the need of the targeted beneficiaries as a result of deteriorated political and security situation in the west bank.

Policy Paper on Enhancing GBV Response in Remote Areas

- A policy paper was published to highlight the critical role of health services in responding to gender-based violence (GBV) in remote and underserved areas. The paper addresses key barriers such as movement restrictions, cultural norms, and geographic isolation that hinder survivors' access to care. It also outlines practical solutions, including community-based health interventions and capacity-building efforts for local healthcare providers, to strengthen frontline support for women and girls affected by GBV.

You can read the full Policy Paper at the following link: <https://shorturl.at/dDXdf>

Empowerment Camp for GBV Survivors

- A three day residential life camp brought together 29 GBV survivors from both Jenin and Tubas. The camp provided a safe and healing environment, combining psychosocial support, empowerment exercises, team-building, and recreational activities to rebuild confidence and promote recovery.

Community Awareness Campaigns

- In line with national awareness efforts, Juzoor implemented local GBV and Breast Cancer Awareness Month campaigns. These involved school-based activities, community outreach, printed materials, symbolic medals, and coordination with public transportation hubs to disseminate messages on women's health and safety.

Revitalizing Referral Systems

- Juzoor reactivated and strengthened the local Women Protection Networks in both governorates, bringing together stakeholders from health, education, and civil society. These networks were essential in enhancing referral pathways, improving case management, and ensuring timely protection services for at-risk women and girls.



Success Story: A Journey Toward Healing and Empowerment



A young woman from a rural village in Jenin had endured years of emotional and physical abuse. Isolated and fearful of stigma, she remained silent—until she discovered a women’s safe space established by Juzoor.

With time and support from counselors, she began to open up. Her turning point came during a three-day empowerment camp, where she gained confidence, developed personal goals, and found renewed hope.

“

“This place helped me rediscover who I am.
I no longer feel alone,” she shared.

”

Her story is one of many that reflect the powerful impact of safe, supportive spaces in restoring resilience and dignity.



Promoting Active Citizenry Through Civic Engagement in Public Decision-Making and Social Accountability (Muwatana)



Juzoor supported 20 community-based organizations (CBOs) across four governorates by conducting tailored capacity assessments and developing customized administrative, financial, and governance manuals. Training workshops on SRHR and GBV equipped hundreds of participants with the knowledge and tools to advocate for their rights and support others. Additionally, strategic communication and satisfaction measurement tools were introduced to Juzoor and partner CBOs, fostering stronger accountability and continuous learning.

As part of its commitment to inclusive development and good governance, Juzoor—in partnership with Global Communities—implemented the “Muwatana” project in 2024 to strengthen civic engagement and social accountability. Targeting over 530 individuals, including CBO staff, youth council members, women, and persons with disabilities, the project aimed to promote community-led dialogue, improve access to sexual and reproductive health and rights (SRHR), and prevent gender-based violence (GBV).





The project's impact was notable:

- **369 individuals** (5,020 children, 1,200 adults)
- **20 CBOs** strengthened their governance and technical capacity, enabling them to deliver services more effectively and transparently.
- Juzoor enhanced its institutional resilience through emergency preparedness and risk mitigation planning.

Through Muwatana, Juzoor reinforced its role as a national leader in community empowerment and inclusive civic engagement, promoting a culture of accountability, dialogue, and social equity.

Palestinian National Diabetes Program – Phase 3

Partner: World Diabetes Foundation (WDF)

Target Areas: West Bank, including Ministry of Health and UNRWA clinics

Building on the foundations laid in Phases 1 and 2, Juzoor continued its work in 2024 to strengthen the national response to the growing diabetes epidemic in Palestine. Phase 3 of the Palestinian National Diabetes Program reflects our long-term commitment to improving prevention, early detection, and quality care for people living with diabetes—particularly in underserved areas.

This phase expanded efforts in health system strengthening, provider capacity building, and public awareness to ensure that diabetes services are more accessible, responsive, and patient-centered.

معاً نواجه السكري
قوة، صمود، وأمل في كل خطوة



KEY ACHIVEMENTS:

Preparation of New Model Clinics:

- Identified and began equipping three new model diabetes clinics (two MoH clinics and one UNRWA clinic) to improve service delivery and clinical care.

Community Awareness Campaign – World Diabetes Day (November)

- Identified and began equipping three new model diabetes clinics (two MoH clinics and one UNRWA clinic) to improve service delivery and clinical care.
- Distributed “My Healthy Plate” magnets to schools, engaging students and parents in healthy eating habits.

Training on Diabetic Footcare:

- Recruited a specialized consultant and organized training in Amman for 10 doctors on the prevention and management of diabetic foot complications.

National Diabetes Registry Development:

- Initiated steps toward developing a National Diabetes Registry by coordinating with stakeholders to improve data collection and case tracking for better planning and service integration.



A research study has been conducted on the topic: "Evaluation of the National Diabetes Prevention Program in Palestine: Implementation Achievements, Outcomes, and Lessons Learned." You can read the full study at the following link: <https://shorturl.at/Y41Vn>

Promoting Elderly People's Rights, Social Inclusion, and Healthy Aging

In 2024, Juzoor continued to lead national efforts to promote the rights, dignity, and wellbeing of older persons through a comprehensive initiative focused on healthy aging and social inclusion. The project, supported by Caritas Germany, aimed to strengthen both the policy environment and community structures that protect and empower the elderly in Palestine.

A key achievement of the year was the establishment of a **National Elderly Coalition**, uniting **11 member organizations** under a common agenda to advocate for elderly rights and influence national strategies. This was complemented by the development of **three policy papers** addressing healthcare, legal protection, and emergency preparedness for older adults.



To ensure evidence-based programming, Juzoor conducted a Quality of Life Survey with 1,053 elderly participants, generating critical insights into their needs, challenges, and daily experiences. The project also prioritized community engagement by training 23 community health workers and delivering 40 awareness sessions that reached 350 elderly individuals and 750 caregivers with information on healthy aging, mental wellbeing, and protection services—significantly improving caregiver knowledge and community attitudes.

A key achievement was the development of Palestine's first-ever Healthy Aging Manual, a national reference tool for caregivers and service providers. The project also facilitated exchange visits to promote the "Forum of Expertise" model, enhancing institutional collaboration in elderly-focused programming..

Through this integrated approach, the initiative amplified the voices of older persons, supported their participation in decision-making, and advanced a more inclusive, rights-based framework for aging. It also laid the foundation for long-term change by strengthening national advocacy platforms and ensuring elderly care is embedded in public planning and discourse.

A research study has been conducted on the topic: "Health status, living conditions, and quality of life of older individuals in the occupied Palestinian territories" You can read the full study at the following link: <https://shorturl.at/Y4IVn>

Continuous Professional Development Program (CPD)



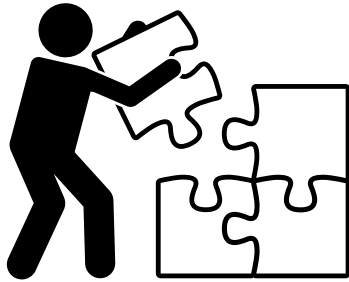
This program is vital for improving the effectiveness of health and social service providers. By training professionals with the latest evidence-based methods, it strengthens the health system's ability to address population needs.

Since its establishment in 2003, Juzoor's Continuous Professional Development (CPD) Unit has been a key component in advancing health and social services in Palestine. The CPD Unit enhances provider capabilities through standardized, evidence-based training, improving care quality and promoting collaboration among health professionals.

Over the past decade, Juzoor has focused on initiatives within the CPD Unit to expand knowledge and refine skills across various service settings. We believe that developing human resources is essential for both enhancing skills and fostering effective, efficient, and sustainable organizational operations.



Training and Capacity Building



6,481

individuals trained in various training sessions

In 2024, Juzoor for Health and Social Development continued to lead national efforts in capacity building and professional development for healthcare providers and community members across Palestine. Through its Continuous Professional Development (CPD) Program, Juzoor implemented a comprehensive portfolio of trainings designed to enhance clinical skills, improve emergency readiness, and strengthen communication and psychosocial support capabilities. These interventions are central to Juzoor's broader mission of strengthening the Palestinian health system through workforce development and community empowerment.

A cornerstone of the CPD program remains Juzoor's accreditation as an **American Heart Association (AHA) International Training Center**. Under this platform, **1,393 individuals** including **1,160 healthcare providers** and **233 community members** were trained in life-saving skills through certified AHA courses such as **Basic Life Support (BLS)**, **Advanced Cardiac Life Support (ACLS)**, **Pediatric Advanced Life Support (PALS)**, and **Heartsaver courses**. These sessions were delivered across government, private, and NGO health facilities, as well as refugee camps and local community centers.

In collaboration with key international partners, Juzoor expanded its specialized clinical training offerings. Notable achievements included:

- The delivery of **Basic Surgical Skills (BSS)** training to **40 surgeons**, implemented with the Royal College of Surgeons of Edinburgh, which introduced participants to standardized, safe surgical techniques.
- Training of 304 doctors and nurses in **Helping Babies Breathe (HBB)** an essential neonatal resuscitation program for low-resource settings, developed by the American Academy of Pediatrics .
- Implementation of **Advanced Life Support in Obstetrics (ALSO)** for **162 healthcare professionals**, including physicians and midwives, providing them with evidence-based tools to manage obstetric emergencies and maternal complications.
- Delivery of **Basic Assessment and Support in Intensive Care (BASIC)** to **36 healthcare professionals**, enabling them to assess and manage critically ill patients and provide initial organ support.
- Training of **29 healthcare professionals** in **Trauma and Disaster Team Response (TDTR)**, in partnership with McGill University and the Palestinian Medical Council, focusing on multi-disciplinary trauma care, teamwork, and emergency coordination in resource-limited environments.



Infection prevention and improved communication were also prioritized across both clinical and community settings. Juzoor trained:

- **180 healthcare** providers in Infection Prevention and Control (IPC)
- **105 healthcare** professionals in hospital-based communication skills
- **180 providers** in interpersonal communication, supporting effective patient-provider relationships in both the West Bank and Gaza

Recognizing the need for broader public health awareness, Juzoor reached:

- **694 community members** with first aid and infection prevention training, equipping them with the skills to respond to emergencies and limit the spread of infection
- **3,240 individuals** through psychosocial support (PSS) sessions, which promoted resilience, mental wellbeing, and awareness of Juzoor's health helpline, especially among adolescents, caregivers, and vulnerable families affected by the ongoing conflict



In the field of maternal and neonatal care, Juzoor conducted:

- **Essential Care for Labor and Childbirth** training for **68 healthcare providers**, focused on safe delivery practices and early identification of complications
- **Essential Care for Small Babies** training for **50 providers**, enhancing care for premature or low birthweight newborns, with emphasis on thermal care, nutrition, and appropriate feeding techniques

Juzoor's 2024 training program reflects a deep investment in both human capital and community resilience. By building the skills of professionals and empowering individuals at the grassroots level, the program contributes to a stronger, more responsive health system in Palestine—capable of delivering quality care even under pressure.

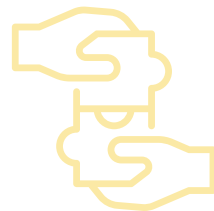


SEHATI Project

Juzoor, in partnership with CARE International and with support from the Austrian Development Agency (ADA), implemented a wide-reaching health initiative aimed at strengthening community health resilience and promoting inclusive access to health education and services across the West Bank. The project focused on empowering vulnerable groups and enhancing the capacities of local health systems and communities to respond to public health challenges through a rights-based and life-cycle approach.

Spanning key areas across the northern, central, and southern West Bank—including Jenin, Tubas, Nablus, Jericho, Ramallah, and Hebron—the project prioritized populations living in underserved and hard-to-reach communities. It addressed health disparities by equipping healthcare professionals with critical skills and knowledge while also mobilizing community members to serve as active agents of change.

Through a decentralized and community-driven model, the project engaged a broad spectrum of stakeholders—youth, women’s associations, elderly individuals, persons with disabilities, community leaders, and school students—in a wide range of tailored trainings, awareness sessions, and outreach initiatives. These activities promoted key health behaviors, gender equity, psychosocial support, and protection from violence, while reinforcing the role of local structures and leadership in sustaining positive health outcomes.





Training and Awareness Activities

- **1,214 healthcare providers** were trained in emergency and infectious disease preparedness (BLS, ACLS, IPC, MHPSS, GBV).
 - **239** persons with disabilities, **242 elderly individuals**, and **1,824 students** were reached through awareness activities.
-
- GBV awareness and prevention training reached **92 women** from associations and **202 male and female** youth across six governorates.
 - Outreach initiatives: 16 community-based initiatives were implemented focusing on mental health, hygiene, cyber violence, healthy lifestyles, and GBV.
 - Over 200 hygiene kits distributed to persons with disabilities and their caregivers.

COMMUNITY MOBILIZATION:

As part of our ongoing investment in early childhood development (ECD), Juzoor supported the early detection of developmental delays and promoted multi-sectoral collaboration:

- 121 community leaders, 115 women association members, and 407 youth were trained as advocates for community health and GBV prevention.
- Initiatives like “Winter Without Infections” national campaign, school awareness drives, and radio/social media campaigns broadened reach.

SCHOOL ENGAGEMENT:

- 30 UNRWA schools engaged, with 1,791 students trained in hygiene, disease prevention, and mental health promotion.
- 16 student-led health initiatives were implemented, with distribution of hygiene materials and health posters.



SCHOLARSHIP PROGRAM AND HEALTH WORKFORCE DEVELOPMENT

Partner: Arab Fund for Economic and Social Development

- Since 2012, Juzoor has been leading efforts to strengthen the Palestinian health workforce through its Medical Specialty, Subspecialty, and Nursing Scholarship Program. With generous support from the Arab Fund for Economic and Social Development, the program addresses critical gaps in the healthcare system by offering advanced training for Palestinian doctors and nurses in essential but underrepresented specialties.

In 2024, the program continued its mission to improve healthcare capacity in Palestine through:

- **12 scholarships granted**
- **4 doctors completed their training and returned**
- **8 doctors currently enrolled**
- **Locally training programs**



These specialists trained in a range of high-demand fields such as thoracic surgery, vascular surgery, neurology, pathology oncology, and interventional radiology. Their return has helped reduce dependence on costly referrals abroad and improved the quality of care in Palestinian health institutions.

In parallel, Juzoor expanded its national training efforts to equip frontline healthcare providers with lifesaving skills and emergency preparedness. Key programs delivered in 2024 included:

- **Trauma and Disaster Team Response (TDTR) Provider Course:** A critical training designed to prepare medical teams to respond effectively to emergencies and mass-casualty incidents.
- **Pediatric Advanced Life Support (PALS) Course:** A specialized course equipping pediatricians and emergency staff with advanced resuscitation and stabilization skills for critically ill children.
- **Basic Life Support (BLS) and Advanced Life Support (ALS) Courses:** Focused on core resuscitation techniques, these courses are essential for all healthcare workers operating in hospital and pre-hospital settings.
- **Emergency and Trauma Care Training:** Delivered to hospital-based teams to build local capacity in managing urgent and critical care cases.

A standout success story from this year is **Dr. Yousef Abu Asbeh**, who completed a fellowship in thoracic surgery in Canada. Upon returning to Palestine, he assumed leadership roles at key hospitals in Hebron and Jerusalem and now plays a vital role in expanding access to advanced surgical procedures and mentoring new generations of medical professionals.

By combining **international scholarship opportunities** with national-level clinical training, Juzoor continues to invest in building a strong, responsive, and sustainable healthcare workforce for Palestine.



JUZOOR HEALTH HELPLINE – 2024 SUMMARY

- In 2024, Juzoor successfully operated its health helpline across the West Bank and Gaza, offering critical support to individuals affected by conflict, displacement, and limited access to healthcare. The helpline served as an essential entry point for urgent and non-urgent consultations, delivering timely guidance in areas such as maternal and child health, psychosocial support, nutrition, and first aid.

A total of **4,983** cases were handled in 2024, far surpassing the original target of **1,000**. The vast majority of cases were from Gaza, with 57% of callers being female. The helpline addressed:

- **457 cases of psychosocial support**
- **362 maternal and child health cases**
- **384 general health and first aid cases**

This service played a vital role in reducing pressure on health facilities, especially during periods of high emergency, by offering immediate remote support and connecting individuals to lifesaving services. It also empowered communities with accurate health information and emotional support during times of extreme stress and uncertainty.



Policy Dialogue and Advocacy

In 2024, Juzoor advanced national and regional policy efforts through partnerships with ministries, international agencies, and local institutions. These initiatives reflected its commitment to evidence-based advocacy, youth empowerment, and equitable public health.

1. SMOKING AND SUBSTANCE USE PREVENTION CONFERENCE

Juzoor participated in the First Innovation Conference on Tobacco Control in Hebron, under the patronage of the Palestinian Minister of Health. In collaboration with the Anti-Smoking Society and Palestinian Police, Juzoor presented a first-of-its-kind qualitative study on risky behaviors among youth aged 15–24, highlighting links to mental health, violence, and substance use. The presentation emphasized the need for evidence-based prevention programs to promote youth well-being.



2. NATIONAL DIABETES AWARENESS CAMPAIGN

To mark World Diabetes Day, Juzoor—partnering with the MOH, UNRWA, AVH, and supported by the WDF—launched a nationwide campaign promoting diabetes prevention and healthy lifestyles. Through social media, education sessions, and screenings, the campaign emphasized early detection and community action, reinforcing Juzoor’s commitment to non-communicable disease prevention.



3. "SHOFOO BI OYOUNI" (SEE THROUGH MY EYES) CAMPAIGN

Juzoor co-led the "Shofoo bi Oyouni" campaign, an initiative that amplified the voices of children in Gaza and documented the war's psychological toll. The campaign was conducted in collaboration with the Palestinian Network for Early Childhood Development, Moving Minds Alliance (MMA), ANECD, and AMNA.

The campaign included powerful media pieces, personal testimonies, and social media content that shed light on the resilience of Gaza's children amidst devastation. It called for greater investment in psychosocial support and long-term rehabilitation services for children affected by war. Juzoor's role underscored the organization's leadership in early childhood advocacy and emergency response.

Read More: <https://pnecd.ps/en/news-and-activities/700.html>



4. MENTAL HEALTH AWARENESS CAMPAIGN

In 2024, Juzoor, in partnership with World Vision, led a national advocacy campaign to reduce mental health stigma in Palestine. Through community engagement, awareness sessions, and social media, the campaign promoted open dialogue, highlighted mental health as a basic right, and encouraged help-seeking—especially in trauma-affected communities.

5. BREAST CANCER AWARENESS INITIATIVE

In collaboration with Jenin Municipality, Juzoor implemented a community outreach campaign on breast cancer awareness. The initiative featured educational workshops targeting women and emphasized the importance of early detection, regular screening, and self-examination. Through these efforts, Juzoor empowered women to take proactive steps in safeguarding their health and provided referrals to medical services when needed.



أكتوبر
شهر التوعية
بسرطان الثدي

أنت أقوى من الازمات
افحصي واطمئني

الحملة الوطنية بدعم من:

عزرائي للمواطنة
تذكري دائماً

أن أكثر من 80% من نساء فلسطين هن من نساء مدمنات
ومعدل الشفاء هن يصل إلى أكثر من 95%

في توناس القدس العالمي الشهودي

في كل مكانة أن تكوني قبل الفحص أيديهم
التيه بالكونية الجريب لوزارة الصحة في فلسطين

صحتك تهمة. ونسعي دائماً لنجعل
والا حكام راء... الفحصي وطعينا

دعني بسنة وسامرا

ضمن الحملة الوطنية لوزارة الصحة



ضمن الحملة الوطنية لوزارة الصحة

أكتوبر
أنت أقوى من الازمات
افحصي واطمئني

شهر التوعية
بسرطان الثدي

6. ADOLESCENT HEALTH CONFERENCE – ALEXANDRIA

Juzoor participated in the Fifth MENA Adolescent Health Conference in Alexandria, held under the auspices of the Arab League. Dr. Umaiye Khammash, Juzoor's Director General and Chair of the Arab Coalition for Adolescent Health and Medicine, delivered the opening speech, highlighting the urgent need to address mental health challenges among adolescents, particularly in conflict-affected areas like Gaza.

Juzoor staff also presented the organization's adolescent health programs, including interventions on psychosocial support, sexual and reproductive health, and youth empowerment. Their contributions highlighted Juzoor's life-cycle approach and its leadership in addressing adolescent health in fragile settings. The conference strengthened regional partnerships and reaffirmed Juzoor's commitment to youth well-being across the MENA region.



7. GAZA HEALTH PANEL – AMSTERDAM

Juzoor participated in the international “Gaza Health Initiative” conference in Amsterdam, hosted by KIT Royal Tropical Institute and GHI. During the Gaza panel, Juzoor shared field insights on emergency response, maternal and child health, mental health, and chronic disease care, emphasizing the role of community-based interventions. Strategic recommendations were presented to strengthen coordination, support health workers, and build resilient systems—reinforcing Juzoor’s leadership in advancing health equity in Gaza.



8. EMPHNET REGIONAL CONFERENCE – GAZA FORUM

At the 8th EMPHNET Regional Conference, Juzoor highlighted the health crisis in Gaza, with Dr. Yehia Abed presenting on damaged infrastructure, supply shortages, and rising mental health and chronic disease needs. Drawing on fieldwork, the session underscored the role of community health centers and concluded with recommendations to improve coordination and local service delivery—reinforcing Juzoor's leadership in community-based health response.



9. CIVIL DEFENSE PARTNERSHIP AGREEMENT

Juzoor signed a landmark cooperation agreement with the Palestinian Civil Defense to build community resilience through emergency preparedness. The agreement includes training youth and community teams to serve as first responders, providing essential equipment, and implementing joint awareness programs.

This partnership reflects Juzoor's commitment to community-based risk mitigation and aligns with its mission to protect vulnerable populations in emergencies.



10. EMPHNET-JUZOOR STRATEGIC COOPERATION

Juzoor formalized a partnership with the East Mediterranean Public Health Network -EMPHNET- and the Palestinian Ministry of Health through a new Memorandum of Understanding. The agreement focuses on coordinated health aid to Gaza and strengthening regional cooperation in public health.

The agreement was signed during a high-level meeting in Jordan, attended by leaders from the Jordan Hashemite Organization, Royal Medical Services, National Center for Epidemics Control, and others. Juzoor played a strategic role in setting shared priorities and supporting the health system during the ongoing war.



11. SYMPOSIUM FOR YOUNG CHILDREN

Juzoor in partnership with the Palestinian and Arab Networks for Early Childhood Development and the Jordanian National Council for Family Affairs, organized a regional symposium titled “Young Children Under Crisis and War: Nurturing Health, Education, Protection, and Resilience in Palestine”, in Amman.

The event brought together experts and organizations from across the region to address the devastating impact of war on early childhood in Palestine, especially in Gaza. Discussions highlighted urgent issues including psychological trauma, disrupted education, food insecurity, and healthcare collapse. Juzoor and partners shared field experiences and successful interventions, emphasizing the resilience of Palestinian children and families.

The symposium produced key recommendations for immediate and long-term action, reinforcing Juzoor's leadership in early childhood advocacy and its call for global solidarity to protect and invest in the future of Palestinian children.



Research and Knowledge Generation

As part of its commitment to evidence-based programming and advocacy, Juzoor led and contributed to a number of key research efforts in 2024. These studies provided critical insights into public health trends, service gaps, and the lived experiences of vulnerable populations in Palestine. The findings informed our interventions and helped influence national dialogue and policy decisions in both emergency and development contexts.

SHATTERED LIVES AND DREAMS: THE TOLL OF THE WAR ON GAZA ON YOUNG PEOPLE

This joint report highlights the severe impact of war on Gaza's youth, revealing widespread trauma, loss, and disruption to education and daily life. It underscores the urgent need for protection, mental health support, and long-term recovery to safeguard an entire generation's future.

Read the full report: <https://shorturl.at/kLwdJ>

BARRIERS AND ACCESS TO MATERNAL CARE AMONG DISPLACED PREGNANT WOMEN AND NEWLY DELIVERED MOTHERS AMIDST THE WAR IN GAZA

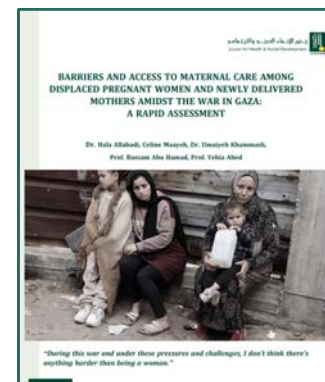
This rapid assessment reveals major gaps in maternal health services in war-torn Gaza, where displaced pregnant women face limited access to safe delivery, antenatal, and postnatal care. It calls for urgent support, including medical supplies and emergency obstetric services.

Read the full report: <https://shorturl.at/kLwdJ>

HEALTH STATUS, LIVING CONDITIONS, AND QUALITY OF LIFE OF OLDER INDIVIDUALS IN THE OCCUPIED PALESTINIAN TERRITORIES

This study examines the health, living conditions, and vulnerabilities of people aged 65+ in the OPT, highlighting gaps in housing, healthcare, and social support. It calls for age-sensitive policies to uphold their dignity and well-being.

Read the full report: <http://bit.ly/44Dn13r>



EVALUATION OF THE NATIONAL DIABETES PREVENTION PROGRAM IN PALESTINE: IMPLEMENTATION ACHIEVEMENTS, OUTCOMES, AND LESSONS LEARNED

This evaluation reviews Phase 1 of the Palestine National Diabetes Prevention Program, highlighting its success in establishing clinics, training providers, and strengthening national coordination. It offers key lessons for scaling diabetes prevention across Palestine. **Read the full report:** <https://shorturl.at/kLwdJ>



THE FORGOTTEN VICTIMS: THE EFFECTS OF WAR ON THE ELDERLY POPULATION IN GAZA

This report highlights the overlooked impact of war on Gaza's elderly, revealing severe deprivation, isolation, and unmet medical needs. It calls for urgent, tailored humanitarian support to protect older adults in crisis.

Read the full report: <https://shorturl.at/kLwdJ>

THE RAVAGES OF WAR: IMPACT ON MOTHERS AND NEWBORNS IN GAZA

This report exposes the war's severe impact on pregnant women, new mothers, and infants in Gaza, where women and children make up 67% of casualties. It calls for urgent restoration of reproductive health services and protection of maternal and newborn rights. **Read the full report:** <http://bit.ly/44Dn13r>

EXPOSURE TO POLITICAL VIOLENCE AND HEALTH RISK BEHAVIORS OF PALESTINIAN YOUTH

This peer-reviewed study links prolonged political violence to risky health behaviors among Palestinian youth, highlighting how trauma and mental health challenges drive substance use and early sexual activity. It calls for integrated mental health and prevention strategies in conflict zones.

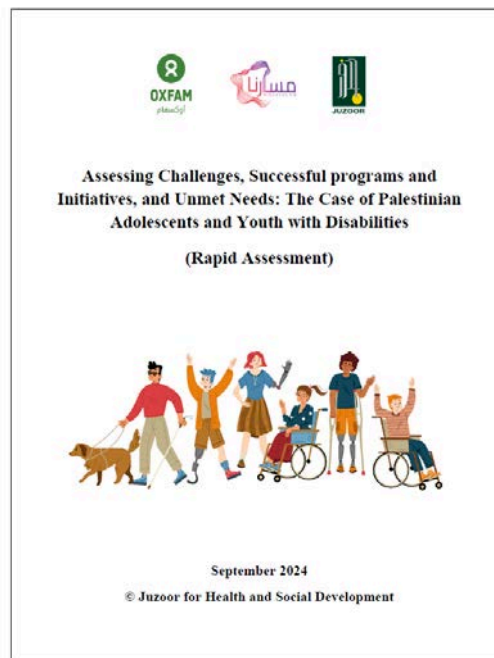
Read the full report: <https://shorturl.at/kLwdJ>

RAPID ASSESSMENT: CHALLENGES, INITIATIVES, AND UNMET NEEDS OF PALESTINIAN ADOLESCENTS AND YOUTH WITH DISABILITIES

Under the Masarouna Project, this study examines the challenges faced by youth with disabilities in the West Bank. It identifies barriers in education, healthcare, and employment, while highlighting successes and gaps.

Recommendations focus on inclusive, accessible, youth-centered solutions.

Read the full report: <https://shorturl.at/kLwdJ>



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Our Board of Directors adhere to the same principles and work to support, fundraise, and advocate for Juzoor's field activities and operations.

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Sara Shawamreh

Housekeeper

Nisreen Al Haj

Housekeeper

THANK YOU FOR YOUR SUPPORT

Juzoor's team would like to thank all our partners and donors who support our mission. Your timely and effective actions in support of our mission allows us to act on a daily basis in the field and to launch quality projects and intervention to meet the needs of vulnerable populations in Palestine.

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Bank of Palestine
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Caritas Germany
Cesvi – Gaza
Creative Associates – BEA
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HelpAge – HUT752
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International Medical Corps – IMC
Johanniter
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Oxfam
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