

GAZA EMERGENCY RESPONSE REPORT

March – May 2025 | Juzoor for Health and Social Development



Background and Context

Between March and May 2025, the humanitarian situation in Gaza remained dire despite the relative calm brought by temporary ceasefires and partial return movements. The population continued to face extreme challenges including destroyed infrastructure, limited access to health services, severe shortages in food, water, medications, and fuel, and widespread displacement. With over 1.9 million people displaced and many families returning to devastated areas in the North and Gaza City, the need for life-saving and recovery-oriented health services has only intensified.

Juzoor for Health and Social Development has remained at the forefront of emergency response efforts since the onset of the war in October 2023. While continuing to operate under dangerous and unpredictable conditions, Juzoor transitioned during this period from shelter-based emergency points to more structured community health centers, aiming to provide both immediate care and longer-term stability to affected populations. These centers have served as vital hubs for primary healthcare, nutrition services, maternal and child health, and mental health support.

March through May also marked a critical period of post-displacement support, as many families began returning to the North. Juzoor responded by reestablishing and expanding services in key areas, launching targeted interventions for vulnerable groups including children, pregnant women, older persons, and individuals with disabilities.

Despite continued access restrictions, supply shortages, and attacks on civilians and medical personnel, Juzoor's dedicated team of over 400 staff and volunteers persevered to deliver vital services, advocating for health, dignity, and the right to care. This report outlines Juzoor's key achievements and challenges during this period, and calls on partners and the international community for renewed support as the humanitarian emergency continues to unfold.





2. SUMMARY OF JUZOOR'S HUMANITARIAN REACH

March - May 2025

From March to May 2025, Juzoor continued to scale its operations to meet the immense and evolving needs across the Gaza Strip. With a focus on both emergency and recovery-oriented care, Juzoor's field teams operated in some of the most affected areas, including North Gaza, Gaza City, and Deir al-Balah, reaching tens of thousands of displaced and returning families.

Key services provided:

- Primary and emergency care
- Sexual and reproductive health
- Communicable and non-communicable disease management
- Maternal and child health services
- Malnutrition screening and supplement distribution
- Mental health and psychosocial support (MHPSS)
- Rehabilitation and physiotherapy sessions
- Support for older persons and individuals with disabilities



Primary and Emergency Healthcare

Between March and May 2025, Juzoor continued to provide essential health services to hundreds of thousands of displaced and returning families across Gaza, operating through fixed community health centers and mobile teams. With infrastructure severely damaged and access to hospitals extremely limited, Juzoor's facilities served as critical entry points for primary and emergency care.

Key Highlights:

- **Average of 90,000+ primary healthcare consultations per month**, including treatment for wounds, burns, respiratory infections, skin diseases, and gastrointestinal conditions.
- **Over 50% of services provided to children under 18**, many presenting with infections due to overcrowded living conditions and poor water and sanitation.
- Continued support for **non-communicable diseases (NCDs)**, including hypertension, diabetes, and asthma, with **monthly NCD services exceeding 60,000**.
- Significant increase in demand for **wound and burn dressing services**, particularly among returnees and those injured by ongoing hostilities.
- Juzoor received two ultrasound machines. These were installed in community centers in northern Gaza, providing life-saving diagnostic services—particularly for pregnant women and kidney patients—amid the collapse of hospital infrastructure.
- **Referral pathways** remained active for critical cases needing specialized care in coordination with functioning hospitals and clinics. Juzoor created the referral pathway to its specialized staff that work in the afternoon session in the community centers.



Sexual and Reproductive Health and Rights (SRHR)

Juzoor continued to prioritize the sexual and reproductive health needs of women and girls across Gaza, recognizing the compounded risks faced by pregnant and lactating women (PLW) amid displacement, limited mobility, and collapsing health infrastructure. Between March and May 2025, Juzoor scaled up its SRHR services with a strong focus on ensuring antenatal and postnatal care—especially in northern and central Gaza, where access to functioning hospitals remains severely restricted. During this quarter Juzoor's SRH team provided services for more than 32,450 women at 17 medical points and community health centers.



	March	April	May	Total
Number of new registration of pregnant women	829	1185	1862	3876
Number of total Follow up of pregnant women	2664	3652	6104	12420
Number of referred cases with high-risk pregnancy	558	775	1300	2633
Number of high risk cases managed at Juzoor medical points	989	1235	1915	4139
Number of postnatal car (PNC)	278	303	387	968
Ultrasound Services for pregnant women	70	398	902	1370
Family Planning consultations	670	877	1281	2828
Sexual Transmitted infection STIs	394	566	614	1574
Gender based violence (GBV) consultations	86	185	190	461
Provide contraception tools	0	0	50	50
BCG vaccinated neonates	168	185	243	596
Urgent delivery	6	0	0	6
Preconception Care PCC	418	504	607	1529
Total	7130	9865	15455	32450

Key Highlights:

- Antenatal and postnatal services and consultations for over 32,450 pregnant and lactating women per month at Juzoor health centers and through mobile outreach.
- Regular check-ups, pregnancy screenings, counseling, and birth preparedness sessions, including:
 - High-risk pregnancy monitoring
 - Management of complications
 - Nutrition support and micronutrient supplementation for PLW

Nutrition and Child Health Services

Malnutrition remained a pressing concern, especially among children under five and pregnant and breastfeeding women (PBW). Juzoor expanded its nutrition interventions through 10 operational centers across Gaza and implemented targeted screening and treatment protocols.

March-May 2025 Nutrition Snapshot:

#	Indicator	Mar 1, 2025	Apr 1, 2025	May 1, 2025	Total
1	Number of Children under 5 Screened for malnutrition	8309	8007	6253	22569
2	Number of total malnutrition cases among children under 5	218 (2.62%)	328 (4.10%)	309 (4.94%)	855 (3.88%)
3	Number of SAM Cases among children under 5	13 (0.16%)	31 (0.39%)	43 (0.69%)	87(0.41%)
4	Number of MAM Cases among children under 5	205(2.47%)	297(3.71%)	266 (4.25%)	768 (3.47)
5	Number of children under 5 at Risk for Malnutrition	9.30%	8.22%	9.77%	9.10%
6	Number of PBW Screened for malnutrition	2860	2811	2103	7774
7	Number of Malnourished PBW	219 (7.66%)	341 (12.13%)	322 (15.31%)	882 (11.7%)
8	Number of Referred to S.C or hospitals among PBW	13	10	11	34
9	Number of Children under 5 are currently in treatment	726	801	949	2476
10	Number of PBW in treatment	1530	1598	1140	4268
Supplement Distribution					
11	Number of LNS-SQ Beneficiaries	2966	2724	3076	8766
12	Number of RUCF Beneficiaries	2874	2451	2726	8051
13	Number of HEB Children Beneficiaries	5343	5283	1972	12598
14	Number of RUTF Beneficiaries (New)	218	328	309	855
Treatment Outcomes (Children)					
15	Number of Cured cases among children under 5	75	145	118	338
16	Number Died cases among children under 5	0	0	0	0

Juzoor’s screening teams continued to identify high-risk cases and refer them for urgent intervention, while also providing continuous caregiver education and follow-up services at the household level.

Mental Health and Psychosocial Support (MHPSS)

In the face of ongoing displacement, trauma, and repeated attacks, mental health support remains a cornerstone of Juzoor’s emergency response in Gaza. From March to May 2025, Juzoor expanded its MHPSS services, targeting both vulnerable populations—especially children and caregivers—and the frontline health workers who bear the brunt of the humanitarian crisis.



Community-Based MHPSS for Children and Families

Juzoor’s trained mental health team provided:

- Psychosocial First Aid (PFA) for children and caregivers in shelters and community health centers.
- Individual and group therapy sessions for children showing signs of trauma, grief, and behavioral disorders.
- Parenting support sessions and counseling for caregivers struggling with the psychological impacts of displacement, grief, and instability.
- Recreational and emotional expression activities—including drawing, storytelling, and structured play therapy—for children aged 4–17 years.



Through projects like the one focused on orphaned children, Juzoor:

- Reached over 6,826 orphaned children and their caregivers with tailored psychosocial first aid (PFA) interventions.
- Identified children requiring advanced psychological care and provided specialized therapy or referral services.
- Developed and updated detailed mental health profiles for each child using the “Noor” digital platform.

“Helping the Helpers”: Mental Health Support for Healthcare Workers

Juzoor launched the “Helping the Helpers” initiative to provide structured psychosocial support to frontline healthcare workers experiencing burnout, trauma, and secondary stress.



Key Achievements

- **530 health workers** participated in biweekly structured group support sessions, including:
 - Doctors, nurses, midwives, nutritionists, pharmacists, and psychosocial support workers
 - Staff from Juzoor, the Ministry of Health, and partner organizations
- Sessions were conducted in **five community health centers** (Jabalia, Gaza City, Beach Camp, East and West Gaza)
- **Topics included:**
 - Coping with trauma, burnout, and grief
 - Self-awareness and self-compassion techniques
 - Stress management exercises (deep breathing, resilience-building, art therapy)
 - Ethical decision-making in high-stress, resource-constrained environments



Impact:

- Participants reported improved emotional regulation, reduced anxiety and guilt, and stronger team cohesion.
- Health workers expressed a renewed sense of purpose and the emotional capacity to continue providing care amid ongoing devastation.

Testimonies from the Field:



“ We see unimaginable pain daily. These sessions reminded me that I’m not alone, that my pain is valid, and that healing is possible—even in war. ”

— Nutritionist, Juzoor Health Center, Jabalia

“ The Helping the Helpers program saved my life. After losing my daughter in the war, I couldn’t breathe, eat, or sleep. This program gave me the strength to keep going —for her, for my patients, and for myself. ”

— Female doctor, Sahaba Hospital

“ Burnout nearly broke me. But through peer support, I rediscovered why I became a nurse. I now show up with both purpose and compassion. ”

— Nurse, Juzoor Medical Point, Beit Hanoun

Rehabilitation Services and Support for Older Persons

As part of its comprehensive emergency health response, Juzoor continued to prioritize the often-overlooked needs of individuals with disabilities, war-related injuries, and the growing population of older persons. From March to May 2025, Juzoor scaled up its rehabilitation and geriatric support programs, operating through community health centers and home-based outreach across North Gaza, Gaza City, and Deir al-Balah.

Juzoor’s dedicated rehabilitation team provided:

- **Over 2,100 physiotherapy** sessions to children and adults with war injuries, mobility challenges, or disability-related conditions.
- **Home visits and in-clinic support**, especially for patients unable to move due to injury, age, or displacement.
- **Distribution of assistive devices**, including crutches, walkers, wheelchairs, and orthotic supports.
- Specialized care for children with developmental delays and older adults with age-related musculoskeletal conditions.



Patients requiring specialized care were referred to orthopedics, neurosurgery, or pediatric specialists, where possible. Training was also provided to caregivers on how to safely assist with rehabilitation exercises at home.

Juzoor offered targeted support to vulnerable older individuals, many of whom had been displaced multiple times, lost family support, or were living with chronic illnesses.

Key Services Provided:

- **Essential medications** for chronic conditions such as hypertension, diabetes, and arthritis
- **Distribution of over 600 clothing kits** and winterization supplies
- Provision of **assistive devices** such as eyeglasses and hearing aids (over 400 old men and women benefited from the assistive devices)
- Individual follow-up and psychosocial support, particularly for those isolated or grieving the loss of family members

Juzoor also conducted **psychosocial support sessions for older adults**, helping them process grief, regain a sense of purpose, and reconnect with their communities.

Inclusive, Dignified Care

Recognizing that older persons and individuals with disabilities are disproportionately affected in emergencies, Juzoor embedded disability and aging sensitivity across all its health and MHPSS services. Community health centers were equipped with accessible infrastructure, and staff were trained to provide respectful, age-appropriate, and culturally sensitive care.

4. TRAINING AND CAPACITY BUILDING

In parallel with emergency health interventions, Juzoor invested heavily in strengthening the skills and resilience of healthcare workers, volunteers, and frontline staff. Between March and May 2025, Juzoor facilitated a series of structured trainings aimed at enhancing the quality, safety, and continuity of care during the ongoing crisis.

Key Trainings Delivered:

- **Basic Life Support (BLS) and Emergency First Aid**
 - Target audience: health staff in community health centers, maternity homes, and mobile teams
 - Focus: emergency response, triage, wound management, CPR, and stabilization prior to referral
- **Infection Prevention and Control (IPC)**
 - Focused on hygiene, sterilization, and patient safety protocols in high-risk, low-resource settings.
 - Particularly critical amid repeated displacement, overcrowding, and water scarcity.
- **Mental Health and Psychosocial Support (MHPSS) for Field Teams**
 - Included Psychological First Aid (PFA), trauma-informed care, and child-friendly communication techniques
 - Delivered to both Juzoor staff and partner organizations
- **Gender-Based Violence (GBV) and Child Protection in Emergencies**
 - Aimed to equip health and outreach workers with the tools to identify, refer, and safely respond to protection risks
 - Emphasized confidentiality, survivor-centered approaches, and legal/ethical protocols
- **Maternal and Neonatal Care**
 - Targeted midwives and maternity home staff
 - Included safe delivery practices, high-risk pregnancy management, and breastfeeding counseling

Participants Reached:

- **Over 850 individuals trained during this period, including:**
 - Health workers from Juzoor’s teams
 - Staff from local NGOs and Ministry of Health facilities
 - Community volunteers, psychosocial workers, and nutrition focal points
- **Child protection workshops conducted for 115 Juzoor frontline workers, covering:**
 - Legal definitions of child rights
 - Identification of abuse and referral pathways
 - Safe spaces and communication with children in distress

These trainings not only enhanced the technical capabilities of field workers but also fostered a stronger sense of preparedness, solidarity, and professional support across Gaza’s fragile health system.

Challenges and Operational Constraints

The humanitarian context in Gaza remains defined by extreme insecurity, systematic targeting of health infrastructure, and critical shortages of medical supplies. Juzoor has operated under life-threatening conditions marked by widespread displacement, the collapse of healthcare systems, and persistent violations of international humanitarian law.

Security Risks and Targeting of Medical Facilities

Healthcare workers and facilities continue to face direct and repeated attacks. On April 7, 2025, two Juzoor staff members— Dr. Mahmoud Abo Amsha and Nurse Yaser Swedan—were killed by Israeli forces while exiting the Holy Land Medical Point in Gaza City. Tragically, Juzoor also lost Yehya Mohammad Shehab, a devoted field responder, along with his family, when their home was bombed. These losses are a devastating reminder of the extreme danger facing humanitarian personnel in Gaza.

Juzoor’s Al Rafi Health Center—once a cornerstone of medical care for over 1,000 patients daily—was destroyed in an airstrike, severely limiting access to life-saving services in North Gaza. Additionally, the medical point at Yaffa School was targeted, leading to fires that claimed dozens of lives, destroyed shelters for displaced families, and wiped out remaining food supplies and medical stocks. The deliberate targeting of medical responders and health infrastructure continues to undermine the protection of civilians and violates fundamental tenets of humanitarian law.



Frequent Displacement and Access Barriers

The ongoing conflict and continuous displacement of over 1.9 million people have severely disrupted both service provision and access to care. Families frequently relocate in search of safety, forcing Juzoor’s teams to adapt rapidly—often relocating operations to informal shelters or makeshift health posts under precarious conditions. These movements place immense strain on already-limited health infrastructure and delay critical treatments.

Critical Shortages of Supplies and Medications

Juzoor’s operations are also hampered by persistent shortages of essential medications, medical equipment, and diagnostic tools. Despite growing health needs, supply chains remain obstructed by the blockade, damage to roads, and restrictions on humanitarian convoys. Clinics report frequent stockouts of antibiotics, chronic disease medications, maternal supplements, and basic consumables such as bandages and antiseptics. While recent efforts brought in two ultrasound machines, broader medical stock replenishment remains dangerously insufficient given the overwhelming demand.

These cumulative challenges continue to stretch Juzoor’s resources and threaten the continuity of care. The protection of health services and the unimpeded delivery of medical supplies are urgent imperatives for the international community to uphold.



Gratitude and Call for International Support

As Gaza continues to endure an unprecedented humanitarian catastrophe, Juzoor for Health and Social Development remains steadfast in its commitment to protecting life, dignity, and resilience. None of the achievements detailed in this report would have been possible without the unwavering dedication of our frontline staff—and the generous support of our partners.

We extend our deepest gratitude to the international agencies, donors, and individuals who have stood beside us throughout the emergency response. Your solidarity has helped us deliver essential healthcare, psychosocial support, nutrition, maternity care, and dignity-based services to hundreds of thousands of displaced and vulnerable Palestinians.

Special thanks to:

UNICEF, UNFPA, WFP, WHO, Save the Children, Médecins du Monde–Spain, Oxfam, CARE International, Caritas Germany, Islamic Relief USA, International Medical Corps (IMC), PAMA, United Palestinian Appeal (UPA), IRC, Help Age International, Education for Employment (EFE) Palestine, Johanniter International Assistance, Welthungerhilfe (WHH), Act for Hope, Cesvi, Anera, Plan international, ICRC, Tawon and all our local implementing partners.

Yet, the needs are growing faster than resources allow. The blockade, the destruction of infrastructure, the collapse of the health system, and the psychological toll of war have pushed Gaza into a critical stage.


Juzoor calls on the international community, humanitarian agencies, and donors to urgently:

- Increase flexible and sustained funding for frontline health services in Gaza
- Ensure protection of healthcare workers and facilities in accordance with international law
- Support long-term mental health and rehabilitation programs to address the lasting impacts of trauma
- Provide resources to re-establish and expand health infrastructure in returning communities

Together, we can continue saving lives, restoring dignity, and planting the seeds of recovery.



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