

Operational Highlights: Israel and the Occupied Territories

7 October 2023 - 30 November 2024



ICRC

Fourteen months since the devastating events on 07 October 2023, hostilities between Israel and Hamas and other armed groups in Gaza persist. The violence – unprecedented in scale and nature – continues to exact an immense human toll. Building on its strong mandate and longstanding presence, and drawing on its built-in emergency capacity, the International Committee of the Red Cross (ICRC) swiftly adjusted and scaled up its response to address new needs in Gaza and Israel. It also increased its response in the West Bank to address the humanitarian consequences of a sharp rise in violence, which is exacerbating people’s ability to cope with the impact of longstanding occupation policies and practices.

The ICRC works in close coordination with its partners in the International Red Cross and Red Crescent Movement, in particular the Palestine Red Crescent Society (PRCS) and Magen David Adom (MDA) and continues to work closely with local service-providers, communities, and other partners on the ground.

Below is a summary of the ICRC’s response, including programs addressing ongoing and emerging needs throughout Israel and the occupied territories:

Dialogue on respect for International Humanitarian Law and protection of civilians

- Engaged the parties to the armed conflict to remind them of their obligations under international humanitarian law (IHL), and in particular the rules governing the conduct of hostilities, the protection of civilians and civilian infrastructure, the prohibition of hostage-taking, the protection of the medical mission, the civilian population’s access to essential services, the treatment and family rights of persons arrested and detained, and the dignified management of the dead.
- Monitored respect for IHL throughout Israel and the occupied territories, raising concerns with the parties to the conflict and providing concrete recommendations to prevent IHL violations and minimize human suffering, as part of the ICRC’s continuous bilateral and confidential dialogue.
- Made daily real-time interventions aimed at ensuring protection of civilians and the medical mission.

- Fostered increased understanding and support for IHL and for principled humanitarian action with national and international stakeholders and actors of influence.
- Monitored references and interpretations of IHL in international and national judicial proceedings.

Working to bring families together

- Facilitated the release, transfer, and return of **109** hostages from Gaza to their families.
- Facilitated the release, transfer, and return of **154** Palestinian detainees from Israeli places of detention to their families.
- Received **13,488** requests from family members seeking to clarify the fate and whereabouts of their loved ones through existing channels and additional emergency hotlines in Arabic, Hebrew, and English. **3,155** cases have been closed as family contact has been re-established.
- Engaged with the families of **86** persons taken hostage in Gaza to collect relevant information and foster understanding of the nature and modalities of the ICRC’s work.
- Engaged with the families of **13,358** Palestinians reported missing in Gaza and the West Bank to collect relevant information to help us clarify the fate and whereabouts of their loved ones.

Ensuring dignified treatment of human remains

- Distributed over **46,900** forensic items to facilitate dignified management, identification, and eventual return of human remains to their families. **1,200** items, including face masks, face shields, and personal effects collection bags, were distributed in Israel. Over **45,900** items, including face masks, scrubs, boots, aprons, body tags and body bags were distributed to first responders in Gaza, such as PRCS, Civil Defence, Qiratan charitable organization and Ministry of Health and their Forensics Department. The ICRC also provided sanitizing material for health and safety, as well as documentation material for dignified management of the dead.
- Provided technical support to Israel’s National Center of Forensic Medicine, including recommendations on forensic anthropology laboratory structuring to improve identification capacity in complex cases. The ICRC continued to work with the IDF Mortuary Affairs DNA laboratory to strengthen their capacity for the management of

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complex cases of the missing and deceased in armed conflict, including an expert exchange with the ICRC Genetics Center in Tbilisi, Georgia.

- Engaged with the PRCS and Civil Defence Emergency Medical Services, health authorities, and other actors in Gaza to better understand needs and gaps in the management of the dead, working towards better response and practices and preventing further cases of people going missing. Organised a multistakeholder meeting to promote better alignment and coordination, as well as improved understanding of each stakeholder's roles and responsibilities.
- Provided **two** information sessions on the basic frameworks around dignified management of the dead for the Civil Defence and Ministry of Health's Emergency Management Services in Gaza. The ICRC also held a roundtable with PRCS to discuss needs, training and documentation of the deceased during recovery, and held a training for Civil Defense around search and recovery.
- Supported forensic experts at Gaza's Ministry of Health in the development of trainings and the documentation of unidentified deceased individuals at hospital level to improve future identification probability and developed standard operating procedures for PRCS and Civil Defense first responders.
- Developed tools and workflows to collect and preserve data related to the management of the dead, to ensure future access, increase identification probabilities, and support possible future forensic recovery efforts.

Monitoring treatment and conditions of detention

- Continued to call on relevant Israeli authorities to resume informing the ICRC of the whereabouts of **thousands** of Palestinians held in Israeli detention, and to allow for the resumption of ICRC visits and family contacts for these detainees.
- Interacted with over **1,250** released detainees –through group and individual interviews – to gather information on their treatment and conditions of detention, informing the ICRC's engagement with relevant authorities.
- Continued to engage with Hamas, requesting the unconditional release of over **100** hostages presumed to be remaining in Gaza, and calling for their humane treatment, access to adequate health care, ability to re-establish contact with their families, and for the ICRC to have access to them.

- Visited **196 out of 520** detainees present in **15** places of detention in the occupied Palestinian territory, **one** in Gaza and **14** in the West Bank, to assess and monitor their treatment and conditions of detention.

Supporting vulnerable people in meeting basic needs and sustaining livelihoods

In Gaza:

- Provided cash assistance to cover basic needs for **84,150** vulnerable individuals (**16,830** vulnerable households), mostly persons internally displaced by the ongoing hostilities.
- Distributed traditional clay ovens to **41** IDP shelters, which include **12** camps in Khan Younis, benefiting **20,400** individuals; **17** camps in the Middle Area, benefiting **37,500** individuals; and **12** camps, serving **12,000** individuals.
- Provided essential household items, including blankets, jerrycans, tarpaulins, and hygiene kits to **1,493,840** internally displaced persons (**298,768** households) in non-UN shelters across Gaza, Khan Younis, and the Middle Area. **2,920** households also received clothing kits.
- Delivered high nutritional food bars to **199,509** vulnerable individuals, including children, pregnant women, and displaced persons. Plumpy Nut nutritional support was provided to **7,411** individuals.
- Provided a daily cooked meal to **25,000** vulnerable individuals in Rafah and **18,713** individuals in Khan Younis and the Middle Area as part of the ICRC's support to communal kitchens.
- Provided ready-to-eat food parcels to **35,307** vulnerable individuals.
- Provided cash assistance to **909** Palestinian detainees who were released from Israel and returned to Gaza, **342** of whom also received basic clothing.
- Provided **5,000** households in Gaza with food containers.
- Significantly improved access to vital services for around **600** households in two shelters in Deir Al-Balah and Khan Younis by establishing a solar energy system which enables charging stations for cell phones and lights, powers sewing machines for clothing and shoe repairs, and operates barber shops.
- Reduced milling expenses for **900** households in Khan Younis, as part of the Wheat Mill project.

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In the West Bank:

- Provided cash grants to **2,780** vulnerable individuals (**556** vulnerable households) to support livestock production.
- Provided Cash-for-Agriculture support to **1,795** individuals (**359** households).
- Provided **742** farmers with **25,000** ecological traps to protect their trees from the olive fruit fly, enabling them to increase the olive trees' production.
- Provided vocational training for **62** diploma students at the Polytechnic University in Hebron, provided cash grants to **54** vulnerable households to start income-generating activities in H2.
- Provided cash support to **355** vulnerable households to help them recover from the consequences of specific incidents of violence in the West Bank.
- Provided cash assistance to **777** families whose houses were demolished in various locations in the West Bank, including East Jerusalem, to help them meet their immediate needs.
- Distributed aid to **540** individuals (**108** households) as part of the Safety Net Program.
- Provided Al-Quds University in Abu Dis, Jerusalem, with equipment to test food quality, which will be used by students studying food science.
- Supported livelihood initiatives to enhance economic resilience for shops in Jenin, Tubas, and Tulkarem regions, as well as Nur Shams Camp, benefitting **1,420** individuals (**284** households).

Delivering or enabling emergency medical response**In Gaza:**

- Provided **1,877** metric tonnes of medical supplies, including orthopaedic devices, weapon-wounded kits, wound dressing sets, medicine, and emergency medical sets to local health facilities, Emergency Medical Service (EMS) providers and the Ministry of Health in Gaza.
- Deployed **two** surgical teams, specialized in surgical management of the weapon-wounded, and various other specialists providing a holistic package of care in the European Gaza Hospital in Gaza.
- Performed **3,521** surgical procedures in the European Gaza Hospital, **91.6%** of which were general surgical interventions, **5.6%** were reconstructive surgery, and **2.8%** were orthopaedic surgery. **62.2%** of the patients were men and **37.8%** were women.

- Provided close post-operative care to over **3,669** patients and applied **5,126** dressings for patients with complex burns.
- Provided approximately **1,500** basic emotional support sessions in European Gaza Hospital to patients and families. Since March 2024, patients have received **110** individual sessions of "psychological support in emergency;" patients' families and caretakers have received **12** family psychosocial support sessions; and **one** psychosocial support activity was organized for children in the hospital.
- Provided **3,021** early physical rehabilitation sessions and **96** wheelchairs to patients at the European Gaza Hospital.
- Deployed a specialized ICRC team, including an Emergency Department doctor, to **two** hospitals (European Gaza Hospital and PRCS' Al-Amal Hospital) to strengthen their capacity and improve their response to emergencies, mass casualties, and triage through technical support, on-job training, patients' case management and peer support of the Emergency Department staff.
- Participated in the establishment of **one** national wound care protocol for the Ministry of Health to be adopted by all hospitals and primary healthcare centers across Gaza.
- Facilitated the medical transfer of **65** patients, as well as over **16** caretakers, from the Indonesian Hospital and Al-Awda Hospital to Al-Shifa Hospital in Gaza City.
- Provided **128** field hospital beds to medical facilities, including the European Gaza Hospital, PRCS' Al-Amal Hospital, Al-Aqsa Hospital, and Nasser Hospital.
- Provided **87** advanced trauma emergency backpacks to medical facilities and providers, including European Gaza Hospital, PRCS' Al-Amal Hospital, Nasser hospital, the Civil Defense, the PRCS, and the Ministry of Health's Emergency Medical Services, in addition to **four** first aid kits.
- Provided **27** dressing sets, **15** dressing sets for burns, **eight** sets of drugs for surgery and anesthesia, **five** sets of sutures, and **3,000** ampoules for pain relief to Al-Shifa Hospital and Al-Ahli Hospital in northern Gaza.
- Provided medical and non-medical items to Al-Shifa, Al-Ahli, Al-Awda and Al-Helou hospitals in northern Gaza; and to Al-Amal, European Gaza and Al-Aqsa hospitals in southern Gaza.
- Deployed **two** surgical teams, specialized in surgical management of the weapon-wounded, and various other specialists providing a holistic package of care in the Red Cross Field Hospital in Rafah, southern Gaza. Since its opening, the Red Cross Field Hospital, operated in collaboration with Partner National Societies of the International

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- Red Cross and Red Crescent Movement, has provided **47,245** consultations; **1,204** patients were admitted; and the surgical teams have performed **2,099** surgical procedures, **8%** of which were orthopaedic surgeries. In total, **97%** of the surgical procedures were carried out on weapon-wounded patients.
- Facilitated childbirth for **245** women in the Red Cross Field Hospital.
 - Responded to **24** mass-casualty events, during which the Red Cross Field Hospital received **412** patients, **239** of which were in critical condition and **20** were unable to be saved.
 - Provided **763** individual and family mental health psychotherapy sessions in the Red Cross Field Hospital.
 - Provided **60** group sessions of “Helping the Helpers” for **275** people in the Red Cross Field Hospital.
 - Contributed to raise awareness on mental health by organizing recreational and play activities on World Mental Health Day.
 - Provided **3,931** physical rehabilitation sessions at the Red Cross Field Hospital.
 - Provided **two** peer-support sessions for amputees to provide health awareness, psychoeducation and to focus on the different stages of rehabilitation.
 - Contributed to the immunization of **1,780** children as part of a polio vaccination campaign.
 - Provided **243** wheelchairs and **1,950** assistive devices of different types to the seven main Ministry of Health hospitals across the Gaza Strip.
 - Re-contacted **70** children with club foot and followed up on their cases.
 - Registered **1,075** beneficiaries for cash assistance as part of the Physical Rehabilitation Program (PRP).
 - Launched the registration and documentation process for cases of amputation, spinal cord injuries, and brain injuries leading to limb paralysis (permanent disability) for individuals injured in the war since October 2023, in partnership with the Ministry of Health in Gaza. As a result, **2,451** individuals have registered in the online system, including **1,527** amputees, and a total of **733** cases have been clinically assessed.
 - Provided pre-prosthetic rehabilitation services to **179** amputation cases in southern Gaza.
 - Provided **80** wheelchairs for individuals with double amputations, paraplegia, quadriplegia, or hemiplegia in the PRCS’ Al-Amal Hospital.
 - Supported the Artificial Limbs and Polio Center (ALPC) in Gaza City to resume partial operations in mid-July, serving around **600** people. The services included maintenance of prostheses and orthoses, pre-prosthetic rehabilitation, and the provision of prostheses, orthoses, wheelchairs, and other assistive devices.
 - Delivered **159** wheelchairs and **108** elastic bandages for pre-prosthetic activities to PRCS Al-Amal Hospital.
 - Supplied **four** pallets of prosthetic materials to the ALPC in Gaza City.
 - Provided **10** sets of dressing materials for the outreach rehabilitation program at Beitna Community Development Organization in Al-Mawasi Khan Younis.
 - Provided essential support to **four** primary healthcare facilities across Gaza, which in turn provided medical consultations to **148,427** people, including routine vaccination to **9,085** children, prenatal services to **2,753** pregnant women, and the management of **5,337** patients with non-communicable diseases such as hypertension and diabetes.
 - Supported Jourit Ellout primary health care center in Khan Younis, which participated in the emergency polio vaccination campaign and provided polio vaccines to **4,700** children in the first phase and **20,805** children in the second phase.
 - Provided **15** Mental Health and Psychosocial Support sessions to **19** staff members of the Ministry of Health who are based in Deir Al-Balah’s primary healthcare center and Jourit Ellout’s primary healthcare center on how to provide psychological support during emergencies.
 - Provided **967** individual Mental Health and Psychosocial Support sessions to **329** individuals in Deir Al-Balah’s primary healthcare center, in addition to **115** awareness sessions.
 - Provided **15** self-care sessions to **19** counsellors.
- In the West Bank:**
- Made over **280** real-time interventions to facilitate access and safe passage for PRCS ambulances to provide medical care to people injured because of the violence in the West Bank.
 - Provided **two** negative pressure wound healing machines to Jenin Hospital in the West Bank.
 - Provided over **1,000** litres of IV fluids to emergency health facilities in the West Bank.
 - Supported PRCS in the West Bank with **26** sets of medical items, **2,400** litres of fluids, and **six** prosthetic and orthopaedic items.

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- Supported the Ministry of Health in the West Bank with **35** sets of medical items.
- Provided approximately **300** wheelchairs to the Patient's Friends Society's (Abu Raya Rehabilitation Center) in Ramallah.

In Israel and the occupied Golan Heights:

- Supported the upgrade of medical equipment at Majdal Shams polyclinic in the occupied Golan Heights.
- Delivered **two** training courses to support the Association of Rape Crisis Centres in Israel to organize technical workshops for their staff on providing mental health and psychosocial support for victims of sexual violence in armed conflict.

Delivering or enabling access to clean water and power**In Gaza:**

- Helped over **1,400,000** people in and around Gaza City, Deir Al-Balah, Beit Lahia, Khan Younis, and Rafah regain access to clean water by supporting local service providers to operate, fuel, and repair critical water and wastewater facilities and networks and carry out water trucking across the Gaza Strip.
- Supported **40,000** internally displaced persons in accessing clean water and sanitation facilities in **27** shelters in Gaza by carrying out emergency repairs on water supply systems and sanitation infrastructure.
- Supported the provision of drinking water to **10,000** internally displaced persons per day by purchasing and supporting the installation of **three** desalination units in northern Wadi Gaza, two in Gaza City and one in Jabalia.
- Helped **95,000** internally displaced persons in the Middle Area of the Gaza Strip access clean water by supporting repair works at the seawater desalination plant, enabling the plant to resume operations and double its production to **1,400 m³/day**.
- Equipped **three** structures of the local electricity supplier in Gaza (GEDCo) with solar systems to ensure minimum operational continuity of services.
- Provided financial support and supplies from the ICRC's contingency stocks to enable GEDCo to carry out emergency repairs to the power network, protect critical infrastructure, and prepare for rehabilitation as soon as security conditions allow.
- Rented **four** water wells in Al-Mawasi, Khan Younis, supplying it with an average of **2,000 m³/day**, and benefiting around **600,000** people.

- Carried out repairs at the water network of Gaza City downstream of the Mekorot line, securing access to water for **6,000** people in northern Wadi Gaza.
- Completed the maintenance of generators at essential water and waste-water treatment facilities in Rafah City, enabling these facilities to continue operating and deliver sanitation services that reduce the risk of communicable diseases for over **1,400,000** people living in Rafah.
- Delivered **8,800** litres of oil in Gaza for the maintenance of generators at essential water and waste-water treatment facilities.
- Delivered **one** sewage suction truck to Gaza for the desludging and transportation of sewage to disposal areas.
- Delivered **two** water trucks to Gaza, with capacities of 5,000 and 10,000 liters, to support the supply of drinking water to approximately **20,000** internally displaced persons in the southern Wadi Gaza area.
- Supported emergency power supply and fuel rationing for **14** hospitals across Gaza through existing ICRC projects for the maintenance, optimization, and resilience of the public health sector's generator fleet.
- Supported the installation of reverse osmosis units in **six** hospitals and clinics in Gaza: Al-Aqsa, Nasser, Najjar and European Gaza hospitals; the Emirati Maternity Hospital in Tal Sultan; and Shuhada clinic, allowing **1,000** kidney dialysis patients and **75,000** internally displaced persons seeking shelter in these hospitals to access clean water.
- Provided generator spare parts, oil and fuel filters to Kamal Adwan Hospital and Indonesian Hospital, northern Wadi Gaza.
- Built **3,935** family latrines in Al-Mawasi, southern Gaza Strip, providing better access to sanitation for **39,350** internally displaced persons living in tents.
- Constructed **six** counselling spaces for Mental Health and Psychosocial Support sessions at Deir Al-Balah Primary Healthcare Center.
- Built **370** blocks of communal latrines in Deir Al-Balah, Nuseirat and Al-Mawasi Khan Younis, providing better access to sanitation for **37,000** internally displaced persons living in tents.
- Supported emergency water and power supply for the European Gaza Hospital, including through the delivery of **two** water pumps, **250** meters of water pipes, over **1,500** meters of cables to connect the hospital to water boreholes, supply of electrical and plumbing maintenance material and repair of a borehole to ensure its water supply. Contributed to the European Gaza Hospital's capacity to continue functioning in a

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relatively safe manner during the current crisis. This was combined with significant support provided before the current round of hostilities (i.e., generators, upgrading and synchronization of electricity networks and distribution panels, installation of 3M film).

- Supplied and installed dosing pumps for **20** water wells in northern Wadi Gaza to disinfect the water for around **100,000** people.

In the West Bank:

- Assisted **5,000** people in H2 area in Hebron to have access to enhanced wastewater and drainage systems by providing technical and material support to Hebron Municipality in the West Bank.
- Supported the Palestinian Water Authority in the West Bank to enable **6,000** people in Qariout village, **13,000** people in Burin village, and **1,000** people in Joret al Kheil to have improved access to water.
- Provided technical and material support to Ein Al-Beida Village Council in the Jordan Valley to enhance access to electricity for **1,750** farmers in the area.
- Supported **50** households in H2 area in Hebron with solar panels to enhance their access to electricity.
- Provided **25** water tanks, **25** tap stands, and **4,000** meters of pipes for emergency repairs in Tulkarem, northern West Bank.
- Supported the village councils in southern Nablus, northern West Bank, by providing **6,300** meters of pipelines to enable **2,700** people living in Madama, Ourif and Asira Al-Qibliyeh villages to have access to water services.
- Supported Jenin Municipality in the emergency response for damaged wastewater network by supplying **2,750** meters of pipes and needed manholes to carry out repairs within Jenin City and enhance the wastewater services.

Preventing risks from weapon contamination

Together with the PRCS, the ICRC helped raise awareness among civilians as well as humanitarian, medical, and other frontline workers in Gaza on the risks of weapon contamination and explosive remnants of war.

- Distributed awareness messages through SMS to **800,000** phone numbers.
- Distributed **20,000** awareness coloring books and **10,000** posters to internally displaced children.

- Promoted safer behavior among **87,676** civilians through poster campaigns and **2,397** group sessions for reachable affected populations in hospitals, schools, and shelters.
- Conducted **four** ‘train the trainer’ sessions for **113** PRCS volunteers from Rafah, Khan Younis, and the Middle Area to expand weapon contamination awareness across Gaza.
- Carried out **four** safety training sessions for **100** municipal workers from Khan Younis and the Middle Area, enabling them to operate safely and perform their duties with improved awareness of weapon contamination risks and weapon recognition skills.
- Completed **three** mural projects in Hamad Neighborhood and Khan Younis, depicting Risk Awareness and Safer Behavior messages to promote community safety.
- Provided **seven** first aid trauma bags to the Civil Defense, alongside critical items needed for their operations.
- Delivered **two** multidisciplinary trainings to the Emergency Medical Services in northern Gaza, Rafah, and Khan Younis to increase their capacity in implementing emergency response in highly contaminated contexts.
- Delivered **two** safety training sessions for **30** GEDCo employees from Khan Younis and the Middle Area, allowing them to operate safely and fulfill their tasks with a better understanding of weapon contamination dangers and weapon recognition abilities.
- Delivered **one** training to the Civil Defence in Rafah and Khan Younis to increase their capacity in implementing emergency response in highly contaminated contexts.

Engaging with affected people

- Received **211,230** requests from people in Gaza, the West Bank and Israel, raising protection concerns for ICRC follow-up.
- Established **two** hotlines – in Arabic, Hebrew, and English – for people looking to re-establish contact with, or ascertain the fate and whereabouts of, their family members.
- Reinforced the ICRC’s existing Community Contact Center in Gaza and established **two** additional centers to serve people affected by the conflict and violence in Israel and the West Bank.
- Received **97,166** calls and visits from people in Israel, Gaza, and the West Bank, who raised concerns about losing contact with loved ones, sought support to evacuate people who are injured or trapped in the hostilities, or requested assistance (e.g., food, non-food, water, electricity).
- Continued working closely with local communities and service providers to involve them in the ICRC’s needs assessments and its program design, delivery, and evaluation.