

**Federation-wide National Society Response Plan**

**Middle East Complex Emergency Emergency Appeal**



Photo: Syrian Arab Red Crescent

**Emergency appeal No: MDRS5002**

**Timeframe of this response plan: 14 Months**

**Number of people to be assisted: 150,000**

**Federation-wide funding requirement: 6,500,000 CHF**

**IFRC Secretariat funding requirement: 4,000,000 CHF**

## EXECUTIVE SUMMARY

Syria confronts an unparalleled array of challenges, marking it one of the world's most complex humanitarian crises after 12 years of unrelenting turmoil. The nation contends with the highest number of internally displaced people globally, standing at approximately 6.8 million people, and an escalating need for humanitarian aid. Deteriorating humanitarian and economic indicators, collapsing basic services, and the concurrent cholera outbreak and climatic shocks compound an already dire situation. Key civilian infrastructure, including schools, water supply systems, health facilities, and housing, bears extensive damage, with most governorates lacking restoration or repair. In regions where hostilities have abated, families grapple to secure necessities like clean water, food, healthcare, and livelihood opportunities. Consequently, a staggering 15.3 million people requires humanitarian assistance in 2023.

This crisis is further compounded by the aftermath of multiple earthquakes that struck Syria and Turkey in February 2023, causing widespread devastation, and affecting up to eight million people. These quakes damaged critical service infrastructure and intensified the suffering of already vulnerable children and families, leaving countless individuals without access to food, water, shelter, and urgent medical and psychosocial support. Moreover, economic hardship erects additional barriers, particularly for the most marginalized and vulnerable populations, hindering their access to essential services. Faced with increasing economic difficulties and amidst various political and natural crises, fear continues to grip millions of Syrians who have experienced conflict, displacement, and disasters caused by natural events. Hence community resilience has diminished, and Syrian society is now grappling with the effects of a multifaceted crisis, incorporating all elements of family vulnerability. This presents a challenge in laying the groundwork for humanitarian efforts. The situation is further complicated by the risk of an escalation of the conflict in Palestine-Israel, which could result in additional waves of refugees and strained resources, cross-border tensions, and the overlapping emergency responses to events like the February 2023 earthquakes, summer 2023 wildfires, drought, and sporadic hostilities. All these factors heighten the vulnerabilities of an already pressured population in case of the escalation of hostilities and the effects of this would spread across the region.

## NEEDS ASSESSMENT AND TARGETING

### Humanitarian impact of the crisis and resulting needs

1. In anticipation of a range of potential scenarios, the Syrian Arab Red Crescent (SARC) must maintain a state of readiness to effectively respond to any circumstance that may arise. These scenarios encompass various situations, including displacement, flow of refugees from Lebanon and Jordan, and the possibility of the conflict escalating to affect one or more regions within Syria. The anticipated scope of the crisis extends to a significant target population of approximately five million individuals, encompassing both those directly and indirectly impacted by these scenarios.

SARC's primary focus in recent times has centred on enhancing preparedness to navigate these complex scenarios. This readiness encompasses the development of comprehensive response plans, logistical arrangements, and the strengthening of its operational capacity. By prioritizing preparedness, SARC aims to ensure that it can swiftly and effectively provide assistance and support to those in need, thereby fulfilling its critical role in addressing the evolving challenges faced by the affected population in Syria.

2. In anticipation of the crisis impact, it is essential to consider the expected needs and dynamics of people arriving and host communities. Among those arriving, a diverse profile of individuals, including vulnerable groups such as children, unaccompanied minors, women, and those with disabilities, is expected. Specialized assistance may be required for survivors of gender-based violence and individuals with chronic health conditions. Anticipated host community needs encompass healthcare, education, and livelihood support to maintain social cohesion and prevent tensions. Interactions between diverse groups are expected to influence the overall situation, emphasizing the importance of promoting dialogue and cultural sensitivity. These

dynamics are expected to evolve over time, making regular assessments and feedback from affected populations crucial for an adaptive humanitarian response. This approach ensures that humanitarian assistance effectively meets the expected evolving needs and challenges faced by both arriving populations and host communities in the context of migration, displacement, and conflict.

3. The assessment commenced with a meeting involving SARC leadership to deliberate on preparedness and response requirements and to outline potential scenarios. To guarantee the readiness of SARC teams and facilities, a template was formulated for SARC HQ, which was then shared with all SARC departments and branches to facilitate the updating of their resources, supplies, infrastructure, and vehicles, as well as assess the preparedness of each facility.

The data collected was then analysed, considering the feedback and input from SARC departments and branches, as well as the requirements identified based on these findings. Furthermore, SARC is actively coordinating with all relevant stakeholders to ensure the consolidation of all available capacities and resources. This collaborative effort will not only help identify precise needs but also facilitate the allocation of anticipated resources to the appropriate areas, ensuring the efficient utilization of all available resources.

### **Prioritization: Needs and specific groups that National Societies in country are responding to**

SARC and its partners will give precedence to future readiness and preparedness requirements. This involves crafting thorough response blueprints, fortifying logistical setups, and bolstering operational capabilities. Such preparations are imperative to guarantee a rapid and efficient response to the changing challenges encountered by the impacted populations. By emphasizing preparedness, SARC can more effectively handle the various potential scenarios that could arise, such as displacement, refugee influxes, and the potential escalation of the conflict to impact multiple areas. This proactive approach equips them well to meet the demands of both incoming populations and the communities hosting them. The following plan and activities encompass a Federation-wide response as well as a holistic SARC response with external partners. Due to the multitude of potential scenarios and the different moving pieces, the plan takes into consideration the worst-case scenario which will target 2.5M beneficiaries directly and another 2.5M beneficiaries indirectly. However, given the current analysis of the most likely potential risks and how SARC will best prepare for this, the Country Response Plan is only targeting 150,000. Note, that this will be subject to revision given the situation and how it evolves.

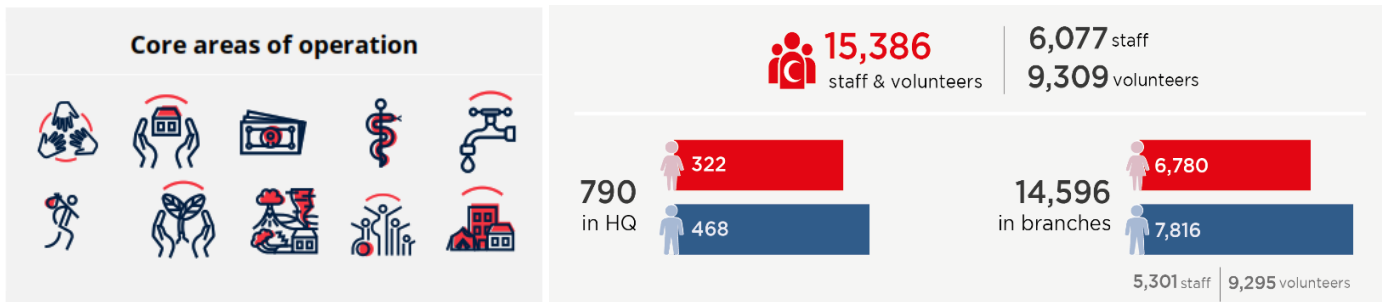
#### *What are the different profiles and their specific needs?*

Among the individuals arriving, there is a diverse profile, including vulnerable groups like children, women, the elderly, and those with disabilities. Survivors of gender-based violence and individuals with chronic health conditions may require specialized assistance. The host community's needs include healthcare, education, and livelihood support to maintain social cohesion and prevent tensions. The interactions between diverse groups (internally displaced people, Syrian returnees, Lebanese refugees, host community) are expected to influence the overall situation, emphasizing the importance of promoting dialogue and cultural sensitivity. Regular assessments and feedback from affected populations are crucial for an adaptive humanitarian response, ensuring that assistance effectively addresses the evolving needs and challenges in the context of migration, displacement, and conflict.

# CAPACITIES AND RESPONSE

## National Society capacity

For details on the National Society's ongoing response to the crisis, please refer to [IFRC GO](#).



<p><b>National Society role in the national response</b></p>	<p>SARC has expertise in emergency medical services, disaster management, water and sanitation, health, and medical services, including primary health care, livelihoods, and early recovery, as well as in protection and community services including psychological support.</p> <p>Moreover, SARC is a part of high relief committee (HRC), which usually coordinates all relief efforts all over Syria. SARC also coordinates with UN agencies, INGOs and national authorities to ensure effective preparedness for all expected scenarios.</p>
<p><b>Key areas of scale-up and strength</b></p>	<p>Since 2011, SARC has scaled up its work considerably in response to the protracted crisis and maintains a presence across most of the country. SARC remains the largest humanitarian actor, providing services and humanitarian assistance to more than six million internally displaced persons, affected host communities, and returnees annually.</p> <p>In the first half of 2023 alone, 5.7 million people benefitted from at least one services provided by SARC. This includes five million reached with food assistance, 857'000 with non-food items, 140,000 received protection services from psychosocial teams and in community centres, 2.3 million reached with medical services through SARC's mobile and static health facilities. Furthermore, the water and rehabilitation undertakings by SARC over the last years mean that today around 80% of the Syrian population benefits from improved access to water and sanitation. SARC's network of more than 160 mobile and static health facilities has become a lifeline for hundreds of thousands of people.</p> <p>Moreover, SARC is still responding to the affected population from the massive earthquake that hit Syria on February 6<sup>th</sup> and provided 16.4 million services till the end of September 2023.</p> <p>This country plan focuses on scaling up SARC's response readiness and preparedness for the provision of emergency medical services, first aid and health care in addition to the prepositioning of food and non-food items. In the immediate readiness phase,</p>

	<p>logistics capacity and safety and security of staff and volunteers are strengthened. These 'no-regret' activities will not only strengthen SARC's response readiness for the imminent crises but also for other response operations. In the response phase contingent upon the developments of the crisis, the focus will be on delivering lifesaving humanitarian assistance and basic services to the population affected including displaced populations and host communities.</p>
<p><b>Areas of new / additional capacities developed</b></p>	<p>Due to the ongoing and multiple crises and subsequent responses by SARC, the National Society formulated emergency preparedness measures and a plan, to support readiness for a range of scenarios such as displacement and migration or escalation of the conflict in the region.</p> <p>SARC will work on the prepositioning of emergency stock, boost its logistics capacities, and improve the safety and security of staff and volunteers including telecommunications to make sure the readiness and continuation of its activities, in particular the operation of emergency medical services, first aid and health and care centres and hospitals.</p> <p>In addition to coordinating with Movement partners, SARC is coordinating closely with UN agencies, INGOs and the governmental authorities on all the updates for the ongoing preparedness process.</p>

## National Society partners

Name of Partner	Health & Care	Integrated Assistance	Protection & Prevention	NS Capacity Building	Details
<i>IFRC</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Disaster Management, health and care, livelihoods, Water, Sanitation and Hygiene (WASH), National Society Development (NSD), Planning Monitoring Evaluation and Reporting (PMER), Community Engagement and Accountability (CEA), Protection, Gender, and Inclusion (PGI), Membership coordination, humanitarian diplomacy.</i>
<i>American Red Cross</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>Health and Care.</i>
<i>Austrian Red Cross</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>WASH rehabilitation and hygiene promotion.</i>
<i>British Red Cross</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Humanitarian aid with focus on Cash and Voucher assistance including technical support, NSD including Monitoring Evaluation, Accountability and Learning (MEAL), CEA.</i>

<i>Canadian Red Cross</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Health and care and mobile medical response readiness, Protection, gender and inclusion in Emergencies, nutrition, NSD</i>
<i>Danish Red Cross</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Health, livelihoods, Mental Health, and Psychosocial Support (MHPSS), and Youth, NSD, Disaster Management, medical procurement.</i>
<i>French Red Cross</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>WASH rehabilitation and hygiene promotion.</i>
<i>German Red Cross</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Health and Care, Disaster Management and response, IT and Telecommunications, logistics including fleet, warehousing (medical).</i>
<i>Norwegian Red Cross</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>WASH and rehabilitation, Disaster Management and Response, Health, and care, NSD including finance development</i>
<i>Swedish Red Cross</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<i>Health and WASH, Mental Health and PSS, community services, Humanitarian Diplomacy, NSD including CEA</i>
<i>Swiss Red Cross</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>WASH, livelihoods, Cash and voucher assistance, Health, and Emergency medical Services.</i>
<i>ICRC</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Water and Rehabilitation, Disaster Management, Economic Security, International Humanitarian Law/Prevention, Protection of Family Links, Emergency Medical Services, Health, and Care, MHPSS, Protection, NSD, Weapon Contamination.</i>

## OPERATIONAL STRATEGY

### Scenario Planning

The scenarios consider a range of possible expected incidences, with a specific focus on presenting impacts and their corresponding mitigating actions in an ascending order. Mitigating actions that are common to several scenarios are only mentioned once to avoid duplication.

<b>Scenario</b>	<b>Impact</b>	<b>Mitigating actions</b>
The existing complex situation in Syria persists, with potential change in the foreseeable future i.e., ongoing sporadic clashes in the Northeast and Northwest, Earthquake recovery, wildfires recovery, drought in the south,	The supply chain is disrupted because of the heightened tensions in the Mediterranean Sea. Furthermore, the repeated targeting and subsequent closure of Damascus and Aleppo airports have severely impacted	To establish a contingency stock of essential food, non-food, and medical supplies as a contingency measure. Monitor the security situation with RCRC movement partners to ensure the safety of staff and volunteers and strengthen the NS capacities.

<p>economic deterioration, tension in the southern Governorates, and occasional Israeli air strikes. The region faces additional challenges due to a broader crisis related to the conflict in Gaza. This scenario envisions a continuation and/or escalation of the current status quo in Syria, characterized by ongoing conflict and political gridlock.</p>	<p>their functionality in the supply chain and economic situation overall, increase in humanitarian needs and wider scale of severity with reduction of funds and resources.</p>	<p>Advocate for the needs of those affected in all scenarios through humanitarian diplomacy in different international forums. Develop proper response plans and coordinate with all stakeholders.</p>
<p>Influx of Refugees and Forced Displacement from Neighboring Countries (Lebanon and Jordan)</p>	<p>The public services (healthcare, Water, and electricity sources ...etc.) and limited humanitarian aid infrastructure and the existing, constrained supplies in Syria will be overwhelmed even further, exacerbating the existing strains caused by the complex situation in Syria</p>	<p>Activate proper response plans. Enhance the preparedness in terms of pre-positioning and operational capacity and coordination within all sectors and teams (Disaster Management and Emergency Medical Services (EMS), and healthcare facilities, including hospitals, clinics, mobile health units (MHUs), and emergency health points (EHPs), WASH and Shelter). Additionally, strengthen coordination and collaboration with all stakeholders including active organizations on the ground (Movement partners, UN agencies and INGOs) in addition to the governmental authorities as long as SARC is a HRC member.</p>
<p>Deliberate Targeting of Syrian Cities and Essential Infrastructure</p>	<p>Severe humanitarian crisis causing widespread displacement, casualties, and a dire need for emergency aid. Access to vital services like healthcare, food, and clean water would be severely disrupted, intensifying the suffering of the affected population.</p>	<p>Implement the needed response plan by efficiently delivering humanitarian aid across sectors (Food security, health, WASH, protection, and shelter), prioritize the swift restoration of essential infrastructure, provide psychosocial support, and coordinate with all humanitarian actors to assist the most vulnerable populations.</p>
<p>Conflict escalates within the region with Syria becoming part of the conflict after ongoing tensions in other areas. Deliberate targeting of cities and vital infrastructure occurs, resulting in both internal displacement within Syria and an influx of refugees from neighboring nations. This complex regional crisis necessitates a robust</p>	<p>Widespread displacement and a humanitarian crisis in Syria, driven by deliberate targeting and regional tensions. The supply chain is totally disrupted because of the conflict. Urgent need for aid, infrastructure repair, and international cooperation. Coordination and security challenges persist on wider scale.</p>	<p>Rapid deployment of humanitarian aid across sectors to assist affected areas. Urgent repair and restoration of damaged infrastructure, particularly healthcare and essential services. The establishment of safe zones to provide protection for civilians and support displaced populations. Enhancing coordination and collaboration with all active</p>

international response, while security and coordination challenges persist.

organizations on the ground within the MENA region.

## People to be assisted

### Profiles, sex, and age breakdown of people targeted.


*Cumulative overall targets since the beginning of the operation, Federation-wide*

Sex-age group	Total
Males Over 18 years of age	31,200
Males Under 18 years old	42,000
Females Over 18 years old	33,000
Females Under 18 years of age	43,800
<b>Total number of people to be assisted</b> <i>direct and indirect</i>	<b>150,000</b>

Direct & Indirect group	Total
Syrian returnees (refugees in Lebanon" UNHCR")	24,000
Syrian returnees (not registered as refugees)	6,000
Lebanese Refugees	15,000
Internally displaced people	30,000
Indirect affected population	75,000
<b>Total number of people to be assisted</b>	<b>150,000</b>


## ONGOING AND PLANNED OPERATIONS

### HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)

 <b>Health &amp; Care</b>	Overall target: 150,000	
	Female > 18: 33,000	Female < 18: 43,800
	Male > 18: 31,200	Male < 18: 42,000
<b>Objective:</b>	<b>The targeted populations are provided with quality health and care services.</b>	
<b>Priority Actions:</b>	<b>Activities:</b>	

Emergency Medical Services	<ul style="list-style-type: none"> <li>• Ensure the readiness of Emergency Medical Services (EMS) vehicles by performing regular maintenance, stocking them with essential medical consumables, maintaining communication equipment, and keeping them fuelled.</li> <li>• Provide on-site paramedical services to the displaced and host communities through ambulance teams in collective centers, crossing points and among host community.</li> <li>• Transport the injured (to and among hospitals)</li> <li>• Support to mobile health clinics (MHUs) &amp; mobile medical teams (MMTs)</li> <li>• Support to Disaster Management (DM) teams (convoys, evacuations, search, and rescue, crossing points)</li> <li>• Ensure continuity of EMS regular services</li> </ul>
Primary, Secondary and Tertiary Health Care	<ul style="list-style-type: none"> <li>• Maintain a well-stocked inventory of essential medical supplies, pharmaceuticals, and medical equipment necessary for Primary, secondary, and tertiary Health Care facilities.</li> <li>• Provide primary health care services through: <ul style="list-style-type: none"> <li>○ Clinics, including nutrition.</li> <li>○ MHUs</li> <li>○ MMTs</li> <li>○ Community Based Health and First Aid (CBHFA) teams</li> <li>○ Mental health teams</li> <li>○ Prosthesis centers.</li> <li>○ Physiotherapy MTs and centers</li> </ul> </li> <li>• Establish EHPs based on the needs in (shelters, crossing points affected host communities)</li> <li>• Activate Emergency Response Unit (ERU)</li> <li>• Provide secondary and Tertiary health care through SARC hospitals: <ul style="list-style-type: none"> <li>○ Al Zaheraa Hospital</li> <li>○ Aleppo Hospital</li> <li>○ Homs hospital</li> </ul> </li> </ul>
Enhance the auxiliary role of SARC for health in emergencies.	<ul style="list-style-type: none"> <li>• Provide assistance in alignment with the capacity and resources to the broader healthcare system, including logistics and human resources.</li> </ul>


<b>WASH</b>	Overall target: 5,000,000	
	Female > 18: 1,100,000	Female < 18: 1,460,000

	Male > 18: 1,040,000	Male < 18: 1,400,000
<b>Objective:</b>	<b>Communities have increased access to appropriate and environmentally sustainable water, sanitation, and hygiene services.</b>	
<b>Priority Actions:</b>	<b>Activities:</b> SARC's activities under the WASH sector will aim to safeguard health by ensuring the availability of clean water, sanitation, and hygiene to prevent disease and restore dignity.	
<p>Ensure safe and clean water for the affected population and essential related infrastructure.</p>	<ul style="list-style-type: none"> <li>• Water Infrastructure and Resource Readiness: Maintain an inventory of essential water-related resources and establish pre-positioned supplies. This includes:               <ul style="list-style-type: none"> <li>○ Pre-arrange contracts and resources for the rapid rehabilitation of water facilities, ensuring they can be quickly restored in the event of damage or breakdown.</li> <li>○ Stockpile Aqua Tabs and Water Tanks</li> <li>○ Water Trucking Preparedness</li> </ul> </li> <li>• Ensure the availability of water sources, and response immediately to any shortage in clean water in many ways as follows:               <ul style="list-style-type: none"> <li>○ Support for the rehabilitation and/or light repairs and improvement of water and sanitation facilities including in collective centers hosting displaced.</li> <li>○ Provide aqua tabs and water tanks as needed to shelter, and host communities.</li> <li>○ Provide water trucking when needed.</li> <li>○ Monitor the effective use of water through household surveys and perform required water quality tests.</li> </ul> </li> </ul>	
<p>Promote improved hygiene practices among the affected community</p>	<ul style="list-style-type: none"> <li>• Maintain a well-stocked inventory of hygiene kits and Menstrual Hygiene Management (MHM) kits to supply hygiene kits.</li> <li>• Conduct educational sessions to encourage hygienic practices among both shelter residents and the local host communities, aiming to mitigate the transmission of water, sanitation, and hygiene (WASH) related diseases.</li> </ul>	

## INTEGRATED ASSISTANCE

### (SHELTER, HOUSING AND SETTLEMENTS, MULTI-PURPOSE CASH)

<b>Shelter, Housing and Settlements</b>	Overall target: 1,500,000	
	Female > 18: 325,000	Female < 18: 442,000

	Male > 18: 313,000	Male < 18: 420,000
<b>Objective:</b>	<b>Communities in crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.</b>	
<b>Priority Actions:</b>	<b>Activities:</b> Pre-positioning of relief items is essential for the timely and adequate provision of humanitarian relief for situations of displacement. SARC has framework agreements in place for a number of relief items that will be used for prepositioning.	
Relief assistance for basic needs in host communities	<ul style="list-style-type: none"> <li>• Implement Rapid needs assessment.</li> <li>• Preposition of core relief items.</li> <li>• Distribute core relief items.</li> <li>• Conduct community awareness and mitigation measures.</li> </ul>	
Temporary collective shelter	<ul style="list-style-type: none"> <li>• Maintain a stock of core relief items.</li> <li>• Distribute core relief items.</li> <li>• Collective shelter management.</li> <li>• Coordinate with the shelter sector and other stakeholders</li> <li>• Coordinate with the relevant stakeholders to ensure the safety and security of the shelters.</li> <li>• Provide health care and WASH services.</li> </ul>	

## PROTECTION AND PREVENTION

### (PROTECTION, GENDER, AND INCLUSION (PGI), COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA), MIGRATION)

 <b>Protection, Gender, and Inclusion</b>	Overall target: 2,500,000	
	Female > 18: 550,000	Female < 18: 730,000
	Male > 18: 520,000	Male < 18: 700,000
<b>Objective:</b>	<b>The different people impacted, displaced by, or fleeing the crisis are safe from harm including violence, abuse and exploitation, discrimination and exclusion, and their needs and rights are met.</b>	
<b>Priority Actions:</b>	<b>Activities:</b>	
Legal Aid and Documentation and restoring family links	<ul style="list-style-type: none"> <li>• Provide legal assistance to help refugees obtain identification and documentation, which is critical for accessing services and protection through SARC legal teams.</li> <li>• Coordinate with relevant authorities and organizations to trace and locate missing relatives.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Offer psychosocial support to those affected as follows: <ul style="list-style-type: none"> <li>○ Psychological First Aid (PFA) during the first phase.</li> <li>○ Basic and focused psychosocial services in the second phase through SARC CSP team.</li> <li>○ Referral services through case managers for different services within SARC and to external partners.</li> </ul> </li> </ul>
Child Protection	<ul style="list-style-type: none"> <li>• Establish and support child-friendly spaces; ensure children's access to education and psychosocial support; and prevent child labor and recruitment into armed groups, early marriage, drop out of schools, unaccompanied and separated children, through awareness sessions, referrals, targeted psychosocial support (PSS) and protection services.</li> <li>• Check if volunteers have been trained in dealing with children in high intensity contexts. If not, include training and refreshers on the matter.</li> </ul>
Psychosocial Support	<ul style="list-style-type: none"> <li>• Provide PFA, basic and focused psychosocial services to maintain the well-being of refugees affected by trauma and displacement and to do the needed referrals to mental health specialists.</li> <li>• Provide men, women, boys, and girls with case management.</li> <li>• Provide structured PSS <sup>1</sup>&amp; protection services e.g., resilience, life skills manual, caregivers' positive parenting, etc.</li> <li>• Undertake refresher training in PFA/PSS for staff and volunteers.</li> <li>• Provide awareness raising in protection and mental health and psychosocial well-being.</li> <li>• Provide recreational and recreative activities.</li> <li>• Provide education services through informal education.</li> <li>• Distribute MHPSS kits for children.</li> <li>• Build the capacity of the Community Service and Protection (CSP) team to provide all the services.</li> </ul>
Disability Inclusion	<ul style="list-style-type: none"> <li>• Prioritize the needs of affected people with disabilities by ensuring physical access, communication, and support services. Inclusion in PSS &amp; protection services and support services and referral to other services depending on their needs and work with their care givers on stress management.</li> </ul>
Promote staff and volunteers' psychosocial well-being & protection	<ul style="list-style-type: none"> <li>• Provide volunteers/staff with PFA, Protection, Gender, and Inclusion (PGI), Gender-based Violence (GBV) induction training for all SARC team in all departments.</li> <li>• Provide volunteers/staff with peer-to-peer support sessions through two modules (cumulative sessions by PSS volunteers, and individual self-care sessions by a psychologist).</li> </ul>

<sup>1</sup> In Syria Country response plan - PSS comes under Protection and Prevention section while in other NSs, it falls under Health & Care. This is due to SARC's structure.



## Community Engagement and Accountability

Overall target: 2,500,000

Female > 18: 550,000

Female < 18: 730,000

Male > 18: 520,000

Male < 18: 700,000

### Objective:

**The diverse needs, priorities and preferences of the affected communities guide the response ensuring a people-centered approach through meaningful community participation.**

### Priority Actions:

#### Activities:

Establishing NS feedback mechanisms

- Establish feedback desks, boxes, hotlines within the shelters and the host communities in consultation with all stakeholders.
- Disseminate Information and share methods and channels about the response with the communities.

Collecting community feedback and using it

- Analyze, respond, and act on community feedback and take corrective actions by adjusting and improving our activities toward the beneficiaries.
- Share feedback outcomes with communities to validate findings and actions taken.

Integrate CEA approach across SARC whole operations

- Make sure that all SARC staff and volunteers are aware about the effective engagement of affected people and improve their capacity to respond to the community feedback and needs, and make sure that the communities are involved properly in all phases of the response, which will start from the assessments till provision of the service.



## Migration and Displacement

Overall target: 2,500,000

Female > 18: 550,000

Female < 18: 730,000

Male > 18: 520,000

Male < 18: 700,000

### Objective:

**Specific vulnerabilities of migrants, displaced, refugees, and returnees are analyzed, and their needs and rights are met with dedicated humanitarian assistance, protection, and humanitarian diplomacy interventions, in coordination with relevant stakeholders.**

### Priority Actions:

#### Activities:

Humanitarian Service Points (HSPs) providing services and protection to

- Coordinate with all stakeholders to ensure the readiness of all needed items, equipment, and capacities to be able to provide

vulnerable population (refugees, displaced) people	<p>the following services in the case of emergency provided through HSP to ensure a holistic response.</p> <ul style="list-style-type: none"> <li>○ Registration.</li> <li>○ Legal Services (documents/ consultations).</li> <li>○ MHUs (Primary health Care).</li> <li>○ EMS.</li> <li>○ Urgent Relief item distribution.</li> <li>○ Secure safe Transportation to collective shelter if needed.</li> <li>○ PSS</li> <li>○ Access to services</li> </ul>
Collective Shelter/ Host Communities	<ul style="list-style-type: none"> <li>● Establish Help Desks for services such as registration/ Restoring Family Links (RFL) / Legal Services follow up / PSS.</li> <li>● Initiate the contracting process to ensure we have solutions for safe and secure transportation.</li> </ul>

## ENABLING APPROACHES

### NATIONAL SOCIETY STRENGTHENING, COORDINATION AND PARTNERSHIPS

 <h3>National Society Strengthening</h3>	
<b>Objective:</b>	<b>National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well defined and recognized.</b>
<b>Priority Actions:</b>	<b>Activities:</b>
Branch Development	<ul style="list-style-type: none"> <li>● Provide support to reassess needs and gaps related to logistics, equipment, safety and protection, visibility, crisis communication, etc., across sectors at SARC headquarters (HQ) and branch levels as the crisis evolves.</li> <li>● Provide support and strengthen the logistics capacity for warehousing, fleet, procurement, and supply chain management.</li> <li>● Provide support to enhance the SARC readiness and response to the crisis.</li> </ul>
Volunteer Management Development	<ul style="list-style-type: none"> <li>● Enhance the national society preparedness through effective volunteering management focusing on enhancing regular</li> </ul>

	<p>communication and sessions/training on the Code of Conduct, Safety and Security regulations, PFA, PSS, PSEA, etc.</p> <ul style="list-style-type: none"> <li>• Strengthen the SARC volunteer management system to track data from the volunteer database on their mobility and flexibility to manage their availability and involvement in operations.</li> <li>• Ensure duty of care for volunteers with insurance coverage, provision of protective equipment and clothing, and visibility materials, etc.</li> </ul>
Humanitarian Diplomacy and Strengthening Auxiliary Role	<ul style="list-style-type: none"> <li>• Activate engagement of SARC in international dialogue and humanitarian diplomacy with movement partners and donor organizations (UN agencies, INGOs, foundations, embassies, etc.)</li> </ul>
Logistic Development Support	<ul style="list-style-type: none"> <li>• Strengthen fleet capacity through maintenance of vehicles and reposition fuel for security and operational needs.</li> </ul>
Human Resource Development	<ul style="list-style-type: none"> <li>• Collect and review the volunteers and staff database including the addresses, phone numbers, trainings, and experience.</li> <li>• New volunteers onboarding process development.</li> <li>• Provide support to staff and volunteers to receive targeted PSS services to reduce the risk of negative social and mental health impacts of the work they carry out.</li> <li>• Develop personnel wellbeing approaches to provide ongoing support to frontline personnel and other responders.</li> </ul>
PMER Development	<ul style="list-style-type: none"> <li>• Provide support to SARC HQ and branches to ensure contingency planning, business continuity, and scenario planning are reviewed/updated as needed and relevant to the operational context.</li> <li>• Support SARC to produce accurate and timely analyses and reporting through the production of maps, charts, infographics, etc.</li> </ul>
Risk Management Development	<ul style="list-style-type: none"> <li>• Support SARC in security and operational risk management for the preparedness and response</li> </ul>



## IFRC Secretariat Services

### Objective:

**The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.**

<b>Priority Actions:</b>	<b>Activities:</b>
Coordinated and Enhanced Response Support	<ul style="list-style-type: none"> <li>• Support provided to SARC and the membership to work together to coordinate international support for operations and an enhanced regional response capacity.</li> <li>• Promote collaborations on humanitarian diplomacy and advocacy efforts, in support of SARC's operations.</li> <li>• Ensure that available personnel are in place to provide efficient and effective appeal and pledge management in collaboration with the National Society.</li> <li>• Enhance security management and risk management capacity in support of the Membership to enable the scale-up of operations.</li> </ul>



## Coordination and Partnerships

<b>Objective:</b>	<b>Technical and operational complementarity is enhanced through cooperation among IFRC membership.</b>
<b>Priority Actions:</b>	<b>Activities:</b>
Movement coordination	<ul style="list-style-type: none"> <li>• Identify and orient all parties about Movement role and International Humanitarian Law (IHL).</li> <li>• Ensure strategic and operational coordination meetings guide the focus of the preparedness and response.</li> <li>• Coordinate contingency plans and preparedness plans developed jointly and based on agreed scenarios.</li> <li>• Implement Security Management in line with the Movement Security Framework and according to defined roles of respective Movement component.</li> <li>• Technical coordination led by SARC with the support of best positioned in-country membership partner including Partner National Societies.</li> <li>• Federation-wide resource mobilization strategy for the response covering fundraising initiatives, reporting, grant management, and technical support.</li> </ul>
External Coordination	<ul style="list-style-type: none"> <li>• As SARC is HRC member, coordinate with Stakeholders.</li> <li>• Coordinate among Humanitarian actors (UN agencies, and INGOs).</li> <li>• Participate in interagency coordination mechanism including HCT meetings and sectoral coordination meetings.</li> </ul>

## Quality and accountability

As part of the IFRC mandate to ensure quality and accountability, measures are in place at the national level. With the rise of emergencies in MENA, the IFRC has tailored its strategy globally, regionally, and at the country level for a more quality and accountability-focused approach by creating a coherent, complementary, and context-relevant system as a fundamental and critical requirement for National Societies. Several priorities have surfaced for this response:

### **Performance and Quality Assurance**

This will be mainstreamed throughout all operations. Complementarity among information management, results monitoring, evaluation, reporting, risk management, and community engagement will be ensured to achieve quality programming and accountability toward the communities.

#### 1. Creating an efficient monitoring system

The IFRC and Federation partners will support National Societies in creating an efficient, effective, and feasible monitoring system to make sure that practical indicators are identified, verified, documented, and shared publicly when relevant. Relevant technical units will ensure that proper steps are taken for post-distribution monitoring (PDM) and that these are followed up together with input from the Planning, Monitoring, Evaluation and Reporting and Quality Assurance Unit at the IFRC MENA Regional Office. Sensitive reports will be acted upon according to the defined timeline.

#### 2. Federation-wide Approach

The Appeal is an opportunity to reaffirm the need for a collective picture of the Federation and its membership's contributions in response to the acute crisis and the need to regularly have coherent, consistent, and quality data on agreed indicators.

## ANNEX 1: NATIONAL SOCIETY RESPONSE PLAN – FEDERATION-WIDE FUNDING REQUIREMENT THROUGH VARIOUS CHANNELS

Activities described under respective Sector and Enabling Approach in the Plan describe the overall actions to be taken in the preparedness phase and response phase with the collective contributions from SARC partners including the Movement, UN agencies and INGOs. The budget detailed below includes the estimated costs for activities that will be supported by the IFRC Secretariat.

	Total	NS Fundraising	Through IFRC	PNS1	PNS2	PNS3
<b>FUNDING REQUIREMENTS</b>						
<b>Planned Operations</b>	<b>2,814,000</b>		<b>2,814,000</b>			
Shelter and Basic Household Items	1,422,000		1,422,000			
Livelihoods						
Multi-purpose Cash	0		0			
Health and Care	141,000		141,000			
Water, Sanitation & Hygiene	1,251,000		1,251,000			
Protection, Gender, and Inclusion						
Community Engagement and Accountability						
Education	0		0			
Migration	0		0			
Risk Reduction, Climate Adaptation and Recovery	0		0			
Environmental Sustainability	0		0			
<b>Enabling Approaches</b>	<b>1,186,000</b>		<b>1,186,000</b>			
Coordination and Partnerships (PSSR)						
Secretariat Services	160,000		160,000			
National Society Strengthening	1,026,000		1,026,000			
<b>Total</b>	<b>4,000,000</b>		<b>4,000,000</b>			

## Contact information

For further information, specifically related to this operation please contact:

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### At the IFRC:

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### For IFRC Resource Mobilisation and Pledges support:

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### For In-Kind Donations and Mobilisation table support:

- **Global Humanitarian Services and Supply Chain Management Unit, MENA Regional Office:** Goran Boljanovic, Regional Manager; [goran.boljanovic@ifrc.org](mailto:goran.boljanovic@ifrc.org)

#### Reference



Click here for:

- [Link](#) to the Emergency Appeal and updates
- [Link](#) to the Mobilization Table