

**Federation-wide National Society Revised
Response Plan**

Middle East Complex-Emergency Emergency Appeal



Figure 1: JNRCS working in the EOC on monitoring the situation on the ground - Source: JNRCS

Emergency appeal №: MDRS5002

Timeframe of this response plan: 26 Months

Number of people to be assisted: 25,000

Federation-wide funding requirement: 26,000,000 CHF
IFRC Secretariat funding requirement: 25,000,000 CHF

EXECUTIVE SUMMARY

Since the escalation of hostilities in the Occupied Palestinian Territories (OPT) in October 2023, the humanitarian situation in Gaza and the West Bank has continued to deteriorate, reaching unprecedented levels of severity. Numerous humanitarian organizations have raised alarms, warning of impending famine, the spread of diseases, and the devastating impact of the conflict on all aspects of life, particularly in Gaza.

Almost a year later, since mid-September 2024, the situation in the region has significantly worsened due to the massive escalation of hostilities in Lebanon, which is currently experiencing some of its most challenging days since the onset of the conflict, with severe impact on neighboring countries, especially Syria. The number of people affected by the conflict continues to rise rapidly, therefore with significant movement of people. As of October 01, approximately 185,250 individuals have moved from Lebanon into Syria. This is accompanied by growing humanitarian needs in all impacted countries together with irregular and impeded humanitarian access to Gaza.

Delivering humanitarian aid to Gaza has always faced significant challenges, with Egypt serving as the primary entry point for assistance. The Egyptian Red Crescent Society (ERCS) played a pivotal role, mandated by the Egyptian authorities to act as the sole logistics manager and consignee responsible for facilitating aid deliveries into Gaza. However, the closure of the Rafah crossing, a key gateway for humanitarian aid, on May 7, 2024, had a severe impact on Gaza's population. Essential supplies, including food, water, and medical provisions, rapidly diminished, leading humanitarian organizations to issue urgent warnings, stressing that the situation would become unsustainable without the immediate reopening of the Rafah crossing. The closure not only blocked the entry of much-needed aid but also prevented thousands of patients from leaving Gaza to access critical medical care, further aggravating the already dire living conditions faced by civilians in the area. The combination of restricted resources and limited mobility has intensified the humanitarian crisis.

In response to the closure of the Rafah crossing, the JNRCS significantly adjusted its strategy, transitioning from preparedness for medical evacuations and logistical planning to actively assuming the role of a complementary humanitarian logistics hub to mitigate the challenges on Egypt's side. Since then, the JNRCS has been rapidly scaling up its logistics and warehousing capacities to meet the growing demands as the crisis unfolds and has undergone significant logistical transformations, establishing itself as a key logistics hub, complementing Egypt's efforts in facilitating the delivery of humanitarian aid from various countries and organizations into Gaza.

To support this effort, the JNRCS has established a logistics hub at its training center in Madaba, ensuring that all humanitarian aid is processed according to required standards and facilitating the shipment and dispatch of essential supplies to the Palestine Red Crescent Society (PRCS) in Gaza. This hub plays a critical role in maintaining the flow of humanitarian aid, despite the ongoing access challenges. During that period, aid has been delivered through multiple channels, including airdrops directly into Gaza, and overland routes from the King Hussein Bridge through the West Bank to Gaza via the Karem Abu Salem and Erez crossing.

Since May 7, 2024, the Jordan Corridor has served as a critical lifeline for humanitarian aid during the Middle East Crisis, handling a total of 455.01 tons of assistance. The JNRCS logistics hub has played a key role in receiving and delivering increasing volumes of aid from Red Cross and Red Crescent members to the PRCS in Gaza, helping to compensate for the complete blockade on the Egyptian side. The logistical operations were mainly predominated by air transport, sea, and road. Notably, 238.83 tons of this aid was procured locally, highlighting an adaptive response to logistical challenges. A total of 193.79 tons of humanitarian aid has been delivered into Gaza, including blankets, tarpaulins, mattresses, food parcels, hygiene kits, and other essential items, reflecting prioritization based on immediate needs. The logistical dynamics were further underscored by the zero usage of road and sea transport modes during this period, indicating reliance on air transport for swifter aid delivery.

More details and updated figures can be found on our joint dashboard: [Microsoft Power BI](#)

In addition to these efforts, the JNRCS has continued to enhance its preparedness to respond to various scenarios, including the reception of returnees, wounded, and individuals in transit requiring urgent medical care. JNRCS is also focusing on strengthening internal safeguarding mechanisms. This proactive approach ensures that the organization

remains flexible and ready to adapt to the evolving humanitarian situation, providing critical support where and when it is most needed.

Given that the situation remains extremely volatile, and countries are facing rapid changes in scenarios, this Country Response Plan (CRP) aims to outline the Jordan National Red Crescent Society (JNRCS) strategic priorities in responding to the Middle East Crisis. Further amendments to the CRP will be made as necessary, depending on the evolving situation and needs on the ground, and in alignment with the priorities and requirements of the National Society.

NEEDS ASSESSMENT AND TARGETING

The humanitarian impact of the crisis and resulting needs

Despite the recent developments in Lebanon, with an ongoing and significant escalation of the conflict and its regional spillover effects, particularly impacting neighboring countries like Syria, the security situation in Jordan remains stable, with isolated demonstrations in response to the hostilities in the region. However, it may face significant movement of people at the Jaber border crossing with Syria.

In OPT, the situation continues to deteriorate, resulting in further civilian casualties, displacements, and destruction of houses and other civilian infrastructures. The West Bank has also experienced a significant surge in violence and the situation is expected to gradually escalate if the conflict in Gaza continues and plans to establish new settlements are pursued. The humanitarian consequences of the ongoing hostilities are exacerbating gender specific and intersectional risks and vulnerabilities.

Given Jordan's geographical proximity and its deep historical ties with the Occupied Palestinian Territories (oPt), the country continues to be heavily impacted by the escalation of hostilities. The Jordan National Red Crescent Society has strengthened its preparedness and capacity to provide critical support as needed. Since the closure of the Rafah crossing in Egypt in May, the JNRCS logistics hub has been receiving and delivering increased volumes of humanitarian aid from Red Cross and Red Crescent members to the PRCS in Gaza. The closure has severely impacted medical evacuations for critically ill and injured patients from Gaza to third party countries which remain highly restricted, with only limited exceptions. As of 26 August, 41% of critical cases (5,968 out of 14,469) have received approval for medical evacuation, and 35% (5,033) have been evacuated abroad¹.

Despite the significant humanitarian aid shipments from various partners, the delivery of assistance to Gaza faces numerous obstacles. The cargo must receive approval from COGAT, following pre-clearance from WFP and UNOPS, and is further impacted by the unpredictable opening and closing of crossings. Additionally, the number of trucks allowed in by Israeli authorities is limited and items are prioritized according to OCHA's directives. These logistical challenges are compounded by issues like damaged goods and a lack of clear, consistent guidance from Israeli authorities regarding which materials are prohibited or rejected. Given the possibility for aid to be held for extended periods due to these delays, the JNRCS is scaling up its logistics operations and significantly improving its storage capacity to accommodate humanitarian goods for longer durations. This enhancement ensures that aid is properly stored and ready for delivery once access is granted, enabling a more sustainable and flexible response to the ongoing crisis.

Below are the possible scenarios and details of the JNRCS's planned responses and readiness to address current and further developments, also highlights efforts to strengthen its capacities in assisting those in need, including stock prepositioning and capacity-building initiatives.

1- Scenario 1: The situation in Gaza and the West Bank de-escalates.

Although some displaced individuals may be able to return home, the majority remain internally displaced, unable to leave their current locations due to ongoing instability and still facing heightening protection issues. In Gaza, however, the situation is showing signs of improvement as humanitarian aid routes become more

¹ [Public Health Situation Analysis \(PHSA\) on Hostilities in the occupied Palestinian territory \(oPt\) - 23 September 2024 - occupied Palestinian territory | ReliefWeb](#)

accessible, allowing relief efforts to reach those in need. Additionally, the reopening of the Allenby border crossing has become a crucial lifeline, enabling the evacuation of medical patients to neighbor Jordan for urgent care, which is essential in alleviating pressure on overwhelmed healthcare facilities within Gaza.

JNRCS is conducting preparedness activities to respond to this scenario by strengthening its capacities in terms of staff, volunteers, and facilities, ensuring readiness to receive, temporary medical evacuees in transit, and their families. The aim is to provide them with the necessary healthcare and relief support during recovery over a limited period of time and per their capacities. JNRCS will continue to coordinate with other actors in the country and update referral pathways mechanism, focusing on protection policy to ensure that the specific needs of patients and their families are met during their temporary stay.

2- Scenario 2: The situation in Gaza and the West Bank remains unchanged, but humanitarian aid is limited.

Moving supplies through designated corridors into Gaza and the West Bank has become more difficult due to logistical challenges and the unstable security situation. Restricted access, damaged infrastructure, and ongoing conflict are making it harder to deliver aid. In the West Bank, rising violence has increased the demand for food, medical supplies, and shelter, putting more pressure on aid organizations. However, the closure of the Allenby border crossing continues to prevent medical evacuations, worsening the healthcare crisis. As tensions rise, coordinating humanitarian actors becomes more challenging, with delays and blockages affecting access to crucial areas.

The Palestinian Red Crescent Society (PRCS) will continue to operate in the OPT and provide assistance to the people affected, exhausting its resources in providing medical care for the increasing number of patients with the limited resources, staff, and facilities available and will request support in transporting injured people and those seeking specialized healthcare to Jordan.

The Jordan National Red Crescent Society (JNRCS) is committed to playing a crucial role in facilitating the delivery of humanitarian aid to Gaza and the West Bank. They will actively ensure that essential shipments are dispatched and reach their intended destinations, thereby supporting the well-being and needs of affected communities in these regions.

3- Scenario 3: Displacement from the West Bank into Jordan due to escalation of violence.

As tensions escalate in the West Bank, an increasing number of Jordanian returnees are seeking refuge and safety by returning to Jordan. Many of these individuals already have homes and families to return to. In response to the crisis, coordination between JNRCS and PRCS will intensify. JNRCS is expanding its operations, positioning itself as a logistical hub for the delivery of humanitarian aid from Jordan to the West Bank.

Additionally, JNRCS will take in special medical chronicle cases, ensuring they receive proper medical attention and provide relief support during the patient's recovery. JNRCS will continue coordinating with other actors in the country and establish a referral pathway to ensure that the needs of both patients and their families are fully addressed during their temporary stay.

4- Scenario 4: Population movement from Southern Syria into the North of Jordan.

As This is a scenario of low probability. Several attacks have been made on Syrian locations since the start of the hostilities in the OPT The escalation of hostilities could spill over to the South Syrian region if the situation continues and, which by the escalation of hostilities in Lebanon, causing a potential population movement from the South of Syria to the North of Jordan.

JNRCS is currently in contact with the Syrian Arab Red Crescent Society (SARC) to agree on a contingency plan for this scenario. The JNRCS and SARC will continue to monitor the development of the situation and JNRCS will coordinate with the local authorities in case of a need to act.

For all scenarios, the JNRCS, in coordination with Red Cross and Red Crescent Movement partners will take a role in humanitarian diplomacy to advocate for a de-escalation of the hostilities, protection of civilians and critical services, and access to delivery of aid according to the International Humanitarian Law (IHL) and the Geneva conventions.

CAPACITIES AND RESPONSE

National Society capacity

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

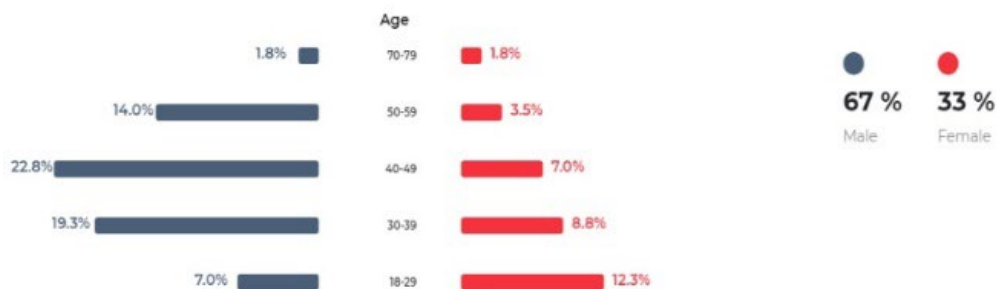


Figure 2: JNRCS Staff Desegregation - Source: FDRS

National Society's role in the national response

As an independent organization, it has its legislation (No. 3 for the year 1969), and its statutes which were approved by the General Assembly in 1970. JNRCS is among the leading National organizations working with volunteers in the country, it has an auxiliary role to the government in the context of the humanitarian field and has a permanent presence across Jordan. The mandate of the JNRCS is to alleviate the suffering of vulnerable groups, and victims of armed conflicts and natural disasters and to protect their dignity and rights in a manner that preserves their lives, safety, security, and well-being.

The JNRCS boasts over 800 volunteers, which support a total of 100 staff members in 10 branches, located in 10 governorates and with its HQ in Amman, JNRCS provides support through the implementation of programs focused on relief, health, psychosocial support, and youth empowerment for the most vulnerable populations.

As an auxiliary to the public authorities, JNRCS is a member of the Higher Council for Civil Defense (HCCD), where all representatives from ministries and security forces meet regularly to review the national contingency plan and related policies and strategies. In this framework, the National Society also attends the National Centre for Security and Crisis Management meetings, which coordinate the response between the members of the HCCD in emergency and disaster situations to avoid any duplication of efforts. JNRCS is also a member of the Social Protection Task Force of the Social Affairs Ministry. In responding to the ongoing crisis, the JNRCS has reached an agreement with the authorities to act as a complementary logistics hub in Jordan for the delivery of RCRC humanitarian aid to Gaza through the West Bank.

JNRCS plans to strengthen its auxiliary role by updating and expanding its legal facilities to better support its humanitarian mission alongside public authorities. This involves not only reinforcing its legal standing under the 1969 RCRC law but also seeking recognition in sectoral laws and policies. Over time, JNRCS will provide technical advice and lobby for improved disaster-related legislation, removing legal barriers to international aid by referencing IFRC disaster law guidelines endorsed by Jordanian authorities.

In Amman, JNRCS owns and manages a 126-bed hospital, equipped with five operation rooms, one Intensive Care Unit, a kidney dialysis unit, an Emergency Department, an imaging Unit(X-ray), a laboratory, one mobile clinic, one pharmacy, and a blood bank.

Additionally, JNRCS maintains an Emergency Operations Centre (EOC) which is activated during national emergencies and is equipped with adequate and advanced equipment

Key areas of scale-up and strength

Within the ongoing response to the crisis, the JNRCS is scaling up its capacity to enhance preparedness and response capabilities to immediate needs and mitigate the long-term impact on people, and notably the most vulnerable. The key areas of intervention during the operations are the following:

Health: *the health domain is one of the focus areas of JNRCS encompassing a range of services from primary to tertiary health care. These include the provision of health services through JNRCS hospitals, ambulatory care, mobile clinics for remote areas, outpatient services in Zaatari camp, and support for refugees with renal failure. Health services are all combined with health promotion programs focusing on Community-Based Health and First Aid (CBHFA). In responding to the ongoing crisis, health activities target Jordanian returnees in vulnerable communities. The main activities of focus under this appeal include surgical intervention for temporary medical evacuees, renal dialysis, PSS support to the war-wounded patients and their families, and transportation of medical cases from the border to the relevant healthcare provider per capacities of JNRCS and in agreement with authorities prior.*

Relief: *Relief assistance includes the distribution of essential items such as cash and voucher support, food parcels, and hygiene kits. This activity targets the most vulnerable among the temporary medical evacuees, their families, and returning citizens, to meet their basic needs over a fixed period of time. Unconditional cash and voucher assistance is provided as a flexible form of relief to address immediate necessities, ensuring families can access essential goods and services. The approach encompasses a broad spectrum of support aimed at enhancing resilience and meeting basic needs efficiently.*

Logistics: *The Jordan National Red Crescent Society (JNRCS) is currently acting as a logistics hub, facilitating the delivery of humanitarian aid from Jordan to the Palestine Red Crescent Society (PRCS) in Gaza and the West Bank. To enhance its capacity, JNRCS is utilizing its existing warehouses for prepositioning stocks and is rehabilitating its Madaba warehouse. In addition, JNRCS plans to establish a secondary warehouse to manage the increased aid volume and improve preparedness. This expansion aims to enhance its logistics and warehousing capacity, ensuring strategic prepositioning of aid for the PRCS.*

Humanitarian Diplomacy: *JNRCS has well-established experience in the field of humanitarian diplomacy and will continue its efforts to support the PRCS throughout this operation. A Movement Coordination Framework, with a specific focus on the Middle East crisis, has been finalized. This framework will be shared and disseminated with all staff, volunteers, and partners involved in operations.*

Communication and digital transformation: *JNRCS recognizes the essential role of communication in enhancing its operational effectiveness, accountability, and positioning. To ensure the enhancement of communication strategy across its activities, the JNRCS focuses on improving digital maturity, fostering data literacy, and implementing data-driven humanitarian services. This includes expanding access to digital tools and embedding innovation within its operations.*

Areas new/additional capacities developed	of	<i>Areas include scaling up its logistics, and warehousing for all the humanitarian aid it receives from the Red Cross Red Crescent Movement component, as well as supply chain capabilities in terms of preparedness to respond to the increasing humanitarian situation in the OPT and provide an additional route for humanitarian aid to complement to the ERCS route through Egypt.</i>
--	-----------	--

National Society partners

Red Cross and Red Crescent partners active in Jordan



جمعية الهلال الأحمر الكويتي
KUWAIT RED CRESCENT SOCIETY



الهلال الأحمر القطري
Qatar Red Crescent



الإمارات
الإماراتي
EMIRATES RED CRESCENT



The Netherlands
Red Cross



As part of the International Movement of Red Cross and Red Crescent Societies, JNRCS works closely with the International Federation of the Red Cross and Crescent Societies (IFRC) which has been represented in Jordan since 1993. IFRC in Jordan works collaboratively and closely with JNRCS at all levels, providing technical and financial support in implementing programs as well as building the capacities of the National Society to scale up its response operations in line with its domestic mandate as an auxiliary to the public authority. JNRCS also works closely with ICRC and several Movement Partners that are supporting JNRCS bilaterally, including (but not limited to) IFRC, ICRC, Qatar Red Crescent, Kuwaiti Red Crescent, Emirati Red Crescent, Iraqi Red Crescent, Netherland Red Cross and Turkish Kizilay.

Name of Partner	Health & Care	Integrated Assistance	Protection & Prevention	NS Capacity Building	Details
IFRC	☒	☒	☒	☒	IFRC supports the NS in areas of NS development and response capacity strengthening including formulating strategies, policies, and capacity building for staff and volunteers.
Qatar Red Crescent	☒	☒	☐	☐	(In-country Delegation integrated under IFRC) QRCS continues its bilateral partnership with JNRCS in the field of Health : providing health service to Syrian refugees in Zaatari Camp and provision of support to surgical operations, prosthetics and physical rehabilitation, support to cancer patients, and kidney dialysis for renal failure patients. Evolving Crisis support in distributing relief items of winterization support, non-food items, and food parcels.
Kuwaiti Red Crescent	☒	☒	☐	☐	KwRCS continues its bilateral partnership with JNRCS in the field of Relief : bread distribution, voucher assistance, food parcels and hygiene parcels distribution, and seasonal distributions. Health : primary clinics and support of surgical operations.
Emirati Red Crescent	☐	☒	☐	☐	ERCS continues to support more than 8,000 orphans through JNRCS for full livelihood needs.

Iraqi Red Crescent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>(In-country representation within JNRCS) Bilateral partnership mainly for referral of Iraqi refugees to hospitals.</i>
Netherland Red Cross	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Digitalization especially in data collection and analysis in the field of community engagement and accountability.</i>
ICRC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Mainly supporting the family of missing persons including MHPSS, emergency preparedness for the RC Action Teams (RCAT), RFL, supporting the communication of the NS among other activities, supporting the strategic planning of JNRCS together with IFRC, and supporting commercial first aid training.</i>
Türk Kızılay	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>Türk Kızılay has begun supporting the JRCS in National Society Development (NSD), primarily focusing on logistical support for the establishment of three Mobile Storage Units (MSUs) and through in-kind donations.</i>

OPERATIONAL STRATEGY

Scenario Planning

Scenario	Impact	Mitigating actions
Scenario 1: The situation in Gaza and the West Bank de-escalates	<ul style="list-style-type: none"> • Palestinian refugees may be able to return to their homes, yet they will remain internally displaced due to the ongoing instability. Meanwhile, the opening of the Allenby border crossing and other humanitarian aid routes will facilitate the entry of humanitarian aid. • The healthcare facilities are overwhelmed and operating with limited capacity to meet urgent medical needs and heightened protection issues. In response, the PRCS has called for assistance in transporting individuals with severe injuries and critical medical conditions requiring specialized care to Jordan. 	<ul style="list-style-type: none"> • The JNRCS continues to act as a logistics hub to channel aid to Gaza and the West Bank. • The JNRCS will coordinate with the different stakeholders in the country on their role and their mandate in this situation. • The National Society's staff and volunteers are trained to prepare for mobilization as needed. • Framework agreements are put in place to secure stocks to support the families of injured people or transport people who need medical care. • The National Society is prepared to support the provision of CVA support to the families of injured people or transported people who need medical care. • Referral pathways mechanisms notably for child protection and GBV and related SOP are updated to ensure people have access to services based on their specific needs • Assessments including gender and diversity considerations are conducted to ensure appropriate programming targeting the most vulnerable

		<ul style="list-style-type: none"> • Comprehensive safeguarding systems are established as part of preparedness and readiness.
<p>Scenario 2: The situation in Gaza and the West Bank remains unchanged, but humanitarian aid is limited.</p>	<ul style="list-style-type: none"> • Moving supplies through designated corridors in Gaza and the West Bank has become more difficult, with the closing of the Allenby border. An alternative method is urgently needed to meet the needs of the affected population. • Protection issues and vulnerabilities are exacerbated, and there is an increase of the use of negative coping mechanisms by the population. • Movement restrictions throughout the West Bank will impact access to basic needs, livelihoods, and health services. • Closure of the Allenby border is preventing medical evacuations. • As the situation continues, the healthcare facilities become overwhelmed with limited capacity to provide necessary healthcare. • Due to these challenges, coordinating with humanitarians' actors becomes more challenging. 	<ul style="list-style-type: none"> • The JNRCS hospital in Amman is equipped with emergency medicine and equipment and ambulances to support transporting cases and provision of the necessary health services. • The national society's staff and volunteers are trained to prepare for mobilization as needed. • Framework agreements are put in place to secure stocks to support the families of injured people or transport people who need medical care. • The national society is provided with the support needed to prepare for the provision of CVA support to the families of injured people or transported people who need medical care. The JNRCS Will coordinate with the different stakeholders in the country on their role and their mandate in this situation. • Establish a referral mechanism to ensure people have access to proper services. • The JNRCS continues to be prepared to act as a logistics hub to channel aid to Gaza and West Bank. • The JNRCS Will coordinate with the different stakeholders in the country on their role and their mandate in this situation. • Assessments including gender and diversity considerations are conducted to ensure appropriate programming targeting the most vulnerable • Comprehensive safeguarding systems are established as part of preparedness and readiness.
<p>Scenario 3: Displacement from the West Bank into Jordan due to escalation of violence</p>	<ul style="list-style-type: none"> • Large numbers of Jordanian citizens are displaced from West bank into Jordan and will feel safer returning to relatives. 	<ul style="list-style-type: none"> • Referral pathways mechanisms notably for child protection and GBV and related SOP are updated to ensure people have access to services based on their specific needs. • Ongoing gender and diversity assessment of the population on the move is conducted to ensure inclusive programming and response. • The JNRCS Will coordinate with the different stakeholders in the country on their role and their mandate in this situation. • Comprehensive safeguarding systems are established as part of preparedness and readiness.

<p>Scenario 4: Escalation in South Syria and Lebanon causes displacement into Northern Jordan</p>	<ul style="list-style-type: none"> Several attacks have been made on Syrian locations since the start of the hostilities in the OPT. The escalation of hostilities could spill over to the South Syrian region if the situation continues and reflecting on previous experiences from the Syrian Crisis, this could cause a potential population movement from the South of Syria to the North of Jordan. 	<ul style="list-style-type: none"> JNRCS is currently in contact with the Syrian Arab Red Crescent Society (SARC) to agree on a contingency plan for this scenario. The JNRCS and SARC will continue to monitor the development of the situation in Lebanon and Syria and JNRCS will coordinate with the local authorities in case of a need to act.
---	--	---

People to be assisted

Profiles, sex, and age breakdown of people targeted.

JNRCS plans to target the following groups:

- Injured or ill people transferred from the West Bank and Gaza to Jordan for healthcare.
- The families of the injured people transferred to Jordan.
- The Jordanian returnees from the West Bank.

JNRCS assistance will be delivered based on humanitarian needs and with emphasis on marginalized groups and vulnerabilities.

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


Sex-age group	Total
Males over 18 years of age	9,375
Males under 18 years old	3,125
Females over 18 years old	9,375
Females under 18 years of age	3,125
Total number of people to be assisted	25,000

ONGOING AND PLANNED OPERATIONS


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

(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)

Health & Care	Overall target: 25000
--------------------------	-----------------------


	Female > 18: N/A	Female < 18: N/A
	Male > 18: N/A	Male < 18: N/A
Objective:	Most vulnerable people are provided with quality health and care services including MHPSS.	
Priority Actions:	Activities:	
	<p>Emergency Medical Services</p> <ul style="list-style-type: none"> • <i>Transportation of wounded and injured patients or patients in need of medical care including children accompanied with a parent or caregiver and according to international guidelines² at the request and in coordination with national authorities</i> • Medical care services <i>Treatment of war wounded and injured people (surgical intervention).</i> • <i>Contribution to the costs of hospital accommodation expenses for the people requiring overnight stay at the hospital and provision of medication, medical consumables, etc., and people requiring medical intervention.</i> • <i>Treatment of chronic medical conditions including kidney failure patients.</i> • <i>Referral of patients as appropriate to other relevant service providers.</i> 	
	<p>Mental Health and psychosocial support services (MHPSS)</p> <ul style="list-style-type: none"> • <i>MHPSS support sessions for the patients and their families and the returnees</i> • <i>Referral of patients, as appropriate, to other relevant services providers</i> • <i>Capacity building sessions on PSS including PGI considerations for staff and volunteers.</i> 	
	<p>Readiness healthcare activities:</p> <ul style="list-style-type: none"> • <i>Procurement of renal dialysis machine.</i> • <i>Procurement and repositioning of PSS kits.</i> • <i>Procurement of war-wounded surgical kits.</i> • <i>Procurement of ambulances.</i> • <i>Repositioning of first aid kits.</i> 	


² Notably, ICRC recommendations for 3rd country states on the temporary evacuation of children from Gaza across international borders for medical or safety reasons

 WASH	Overall target: 25000	
	Female > 18: N/A	Female < 18: N/A
	Male > 18: N/A	Male < 18: N/A
Objective:	Most vulnerable people are provided with safe water, sanitation, and hygiene practices	
Priority Actions:	Activities:	
	Conflict-affected families are well equipped with health and sanitation kits: <ul style="list-style-type: none"> • <i>Prepositioning and distribution of hygiene kits for the relevant patients and their families.</i> 	

INTEGRATED ASSISTANCE

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

 Food security and Livelihoods	Overall target: 25,000	
	Female > 18:	Female > 18:
	Male > 18:	Male > 18:
Objective:	Improve food security for crisis-affected populations	
Priority Actions:	Relief assistance for basic needs <ul style="list-style-type: none"> • <i>Prepositioning of food parcels primarily through establishing framework agreements</i> 	

 Cash and Voucher Assistance	Overall target: 25,000	
	Female > 18: N/A	Female > 18: N/A
	Male > 18: N/A	Male > 18: N/A
Objective:	Patients and their families, and Jordanian returnees are provided with unconditional cash and voucher assistance to address their basic needs.	
Priority Actions:	Activities:	
	Unconditional cash and voucher assistance: <ul style="list-style-type: none"> • <i>Conduct coordination on the national level with other humanitarian actors to set the transfer value -installments.</i> 	


- *Develop selection and prioritisation criteria informed by gender and diversity analysis where available and/or appropriate*
- *Review the tools and adapt them to the current context.*
- *Provide unconditional cash assistance to the families of the patients and for Jordanian returnees.*
- *Monitoring and evaluating the CVA program (post-distribution monitoring, endline).*
- *Referral of people, as appropriate, to other relevant services providers*

CVA capacity strengthening:

- *Conduct CVA training for the JNRCS staff and volunteers.*

PROTECTION AND PREVENTION

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

 <p>Protection, Gender, and Inclusion</p>	Overall target: N/A	
	Female > 18: N/A	Female < 18: N/A
	Male > 18: N/A	Male < 18: N/A
Objective:	The different people impacted are safe from harm including violence, abuse and exploitation, discrimination and exclusion, and their needs and rights are met.	
Priority Actions:	<p>Activities:</p> <ul style="list-style-type: none"> • <i>CEA will help understand the needs of the affected people and facilitate their access to services via referrals pathways (e.g. hospitals, PSS centers and protection actors as available).</i> • <i>Make sure that the most vulnerable including but not limited to people with specific needs and disabilities, and gender minorities have access to services based on their specific needs by training staff and volunteers on PGI considerations and mainstreaming</i> • <i>Improve the knowledge and capacity of staff and volunteers for effective engagement with affected people and better programming through training in CEA mechanisms and digital feedback solutions integrated with Information Management (IM).</i> • <i>Strengthening of internal systems and safeguarding practices by training staff and volunteers on Fraud, corruption and PSEA and through the contextualisation and dissemination of child safeguarding and PSEA policies</i> 	
	Feedback mechanisms	

- The JNRCS will activate their feedback mechanisms. This includes the JNRCS hotline, face-to-face, and CEA platform.

ENABLING APPROACHES

NATIONAL SOCIETY STRENGTHENING, COORDINATION AND PARTNERSHIPS



National Society Strengthening

Objective:	National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well defined and recognized.
Priority Actions:	Activities:
	<p>Logistic Development Support</p> <ul style="list-style-type: none"> • <i>Rehabilitating existing warehouse.</i> • <i>Establishing and equipping a logistic hub.</i> • <i>Setting up a secondary warehouse</i> • <i>Positioning of five rub halls.</i> • <i>Procurement of ten platform trolleys</i> • <i>Procurement of four forklifts</i>
	<p>Human Resource Development</p> <ul style="list-style-type: none"> • <i>Recruitment of a JRCS Programmed Coordinator, JRCS Logistics Coordinator, 2 JRCS Logistics Officer, JRCS PROCUREMENT OFFICER, JRCS Warehouse officer, JRCS DMU Officer, JRCS PMER Officer, JRCS IM Officer, 2 Drivers, Fleet Officer, Admin officer, HR Officer, 5 Security guard, Communication Officer, CVA coordinator, CVA Officer, Health coordinator, Health Officer, MHPSS officer, PGI Officer, CEA Officer, Finance officer</i>
	<p>PMER Development</p> <ul style="list-style-type: none"> • <i>Provide technical support in the development of the JNRCS operational plan in terms of setting objectives, developing indicators, and M&E plans.</i>
	<p>Branch and Volunteering Development</p> <ul style="list-style-type: none"> • <i>Provision of per-diems and volunteer insurance.</i> • <i>Provision of visibility for volunteers.</i> • <i>Provision of Volunteering in Emergencies training.</i> • <i>Conducting Logistics Training for relevant staff and volunteers.</i> • <i>Training of volunteers on NDRT</i> • <i>CEA and PGI trainings for National Society staff and volunteers.</i>

	<ul style="list-style-type: none"> • Conduct a PMER training for relevant staff and volunteers. • Strengthen connections between branch offices and headquarters.
	<p>Communications</p> <ul style="list-style-type: none"> • Enhance the communication capacity of JRCs • Develop a media comms plan and strategy. • Produce media material for the operation.
	<p>Strengthening Auxiliary Role</p> <ul style="list-style-type: none"> • Conduct an auxiliary role workshop targeting all relevant stakeholders.
	<p>Response Readiness</p> <ul style="list-style-type: none"> • Establish a secondary operations room. • Update the contingency plans. • Develop the operation's room related SOPs. • Develop a business continuity plan. • Training in operations room management for staff and volunteers. • Procurement of 2 Renal Dialysis Machine. • (6.5%) NS Core Cost Contribution. • Conduct a Lesson learned workshop.



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.
Priority Actions:	Activities:
	<p>International Coordination and Humanitarian Diplomacy</p> <ul style="list-style-type: none"> • The IFRC and National Societies will work together to coordinate international support for operations and an enhanced regional response capacity. • Operations will promote collaborations on humanitarian diplomacy and advocacy efforts, as well as joint activities in support of the National Society's operations. • Coordination will be enhanced at different levels, from local to global, and facilitated by the IFRC.



Coordination and Partnerships

Objective:	Technical and operational complementarity is enhanced through cooperation among IFRC members.
-------------------	--

Priority Actions:	Activities:
	<p>Movement Coordination</p> <ul style="list-style-type: none"> • Initial Coordination: Movement partner coordination efforts are planned as a priority action, to address the evolving situation, security concerns, and potential scenarios. • Proactive Membership Coordination: The IFRC country delegation actively engages in in-country membership coordination. • Regular Meetings: Organizes monthly meetings with partners to exchange updates and address critical issues. • Commitment to Collaboration: Demonstrates a strong commitment to effective coordination and communication among partners.
	<p>External Coordination</p> <ul style="list-style-type: none"> • National or Local Government: Coordinates with government entities, local authorities, and regional governors as needed. • International Organizations and Development Agencies: Participates in relevant coordination forums and engages with different INGOs and UN entities on potential responses.

Quality and accountability

For the operation's Federation-wide indicator framework and data collected, please refer to [IFRC GO](#).

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 the indicators in the table below are measured, 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.

Sector/Area	Federation Wide Indicators	Jordan code
Food Security and Livelihoods	Number of Families that received food parcels	J1.1
Multi-purpose Cash	Number of individuals accompanying patients received unconditional cash to cover their needs	J2.1
	Number of post-distribution monitoring conducted to ensure the effectiveness of cash and voucher assistance programs	J2.2
Health and Care	Number of referral support conducted for injured and wounded people	J3.1
	Number of ambulances procured	J3.2
	Number of patients with their hospital cost covered	J3.3
	Number of people reached with MHPSS services, disaggregated by sex	J3.4
	Number of PSS kits procured for mental health and psychosocial services	J3.5
	Number of wounded people operated on through surgeries, disaggregated by sex and age group	J3.6
	Number of patients who received critical medical treatment, disaggregated by sex	J3.7
	Number of war-wounded surgical kits procured	J3.8
	Number of first aid kits prepositioned	J3.9
WASH	Number of Families that received hygiene kits	J4.1
Community Engagement and Accountability	Number of complaints and feedback received from the affected people that have been addressed	J5.1
National Society Strengthening	Number of Emergency Operation Centers in National Societies and Branched supported	J6.1
	Number of staff and volunteers attended logistics training, disaggregated by sex	J6.2
	Number of staff and volunteers trained on CVA, PGI, PSEA, and child safeguarding, and ensure adherence to the Code of Conduct, disaggregated by sex	J6.3
	Number of staff and volunteers who attended PMER training, disaggregated by sex	J6.4
	Number of volunteers trained in NDRT, disaggregated by sex	J6.6
	Number of warehouses rehabilitated/established	J6.7
	Humanitarian aid inflow consigned to Jordanian Red Crescent Society (disaggregated by flight, ships and trucks tonnage) (data source: JRCS dashboard)	J6.8
	Humanitarian aid dispatched to Gaza (disaggregated by food and water, emergency material and medical supplies, tonnage)	J6.9
	Number of Emergency Operating Centers (EOC) established	J6.10
	Number of Volunteers and staff provided with PSS training, disaggregated by sex	J6.11

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

FUNDING REQUIREMENTS	Total	NS Fundraising	Through IFRC
Planned Operations	19,135,000		19,135,000
Shelter and Basic Household Items	0		0
Livelihoods	1,598,000		1,598,000
Multi-purpose Cash	10,224,000		10,224,000
Health	3,311,000		3,311,000
Water, Sanitation & Hygiene	479,000		479,000
Protection, Gender and Inclusion	121,000		121,000
Education	0		0
Migration	0		0
Risk Reduction, Climate Adaptation and Recovery	3,402,000		3,402,000
Community Engagement and Accountability	0		0
Environmental Sustainability	0		0
Enabling Approaches	5,865,000		5,865,000
Coordination and Partnerships	84,000		84,000
Secretariat Services	1,252,000		1,252,000
National Society Strengthening	4,529,000		4,529,000
TOTAL FUNDING REQUIREMENTS	25,000,000		25,000,000

Contact information.

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

In the Jordanian Red Crescent

- Dr. Mohammed Al-Hadid, **President**, president@jnrcs.org
- Mamdouh Alhadid, Undersecretary General/Head of Operation, mamdouh.alhadid@jnrcs.org

In the IFRC

- **IFRC Country Delegation - Jordan:** Atta Durrani, Head of Delegation, email: Atta.durrani@ifrc.org, or Ibrahim al Ajlouni, Programme and operations manager, email: ibrahem.al-ajlouni@ifrc.org
- **IFRC Regional Office for Health, Disasters, Climate & Crises (HDCC) Unit:**
 - Dr. Hosam Faysal, Regional Head of Health, Disasters, Climate & Crises (HDCC) Unit - MENA, email: hosam.faysal@ifrc.org
 - Nader Bin Shamlan, Thematic Lead, Operations Coordination-MENA, email: Nader.Binshamlan@ifrc.org
 - Tiffany Loh, Operations manager, Middle East crisis operation, email: tiffany.loh@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- **IFRC Regional Office for MENA:** Yara Yassine, Regional Senior Officer – Acting Head of SPRM, Strategic Partnerships and Resource Mobilization; yara.yassine@ifrc.org

For In-Kind donations and Mobilization table support:

- **Global Humanitarian Services and Supply Chain Management Unit, MENA Regional Office:** Dharmin Thacker, Regional Procurement Unit Manager of MENA Regional GHS&SCM unit; dharmin.thacker@ifrc.org
- **Mobilization Coordinator (Surge),** Sera Coelho, email: sera.coelho@ifrc.org
- **Global Humanitarian Services and Supply Chain Management Unit, Geneva,** Nikola Jovanovic, Global Coordinator Supply Chain in Emergencies, email: nikola.jovanovic@ifrc.org

Reference



Click here for:

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